

Methodist Le Bonheur Healthcare

Overview of System Pharmacy Services



System Overview

Methodist Le Bonheur Healthcare (MLH) is a private, not-for-profit hospital system that is one of the largest hospital systems in the country. As an organization dedicated to the well-being of both patients & the employees committed to their care, MLH has been named one of the country's Best Workplaces in Health Care by Fortune & Great Place to Work, as well as being named to the Forbes 2023 national list of Best Employers for Women. MLH has been voted the best hospital in the Memphis and is the second best hospital in the state of Tennessee. Recently, MLH became the only hospital system in Tennessee & Mississippi to achieve ISO 9001 certification, the global gold standard for standardized quality & safety processes. This certification recognizes excellence in principles of leadership, engagement, evidence-based decision making & customer focus. ISO 9001 certifies that MLH has implemented systems to reduce risk, improve hospital operations, elevate patient satisfaction & service, & promote efficiency & teamwork across our organization. Throughout the MLH system, pharmacists are actively participating in medication order review, therapeutic drug monitoring, protocol management, patient education, student & resident preceptorship, & interactive relationship building within the healthcare team. All inpatient pharmacists participate in order verification through computerized physician order entry (CPOE) to ensure order accuracy & appropriateness. Pharmacy technicians provide an integral component across numerous aspects of our drug distribution systems. In addition to distributive duties, Pharmacy Technician Specialists complete all medication histories for patients admitted throughout our system. Unit dose distribution is automated through the use of robotics & unit-based dispensing systems. Medication use processes are entirely computer-supported utilizing the Cerner Millennium® system. Our pharmacists are actively involved in several quality improvement programs including adverse drug reporting, medication error reporting & prevention, drug use evaluation, medication preparation, quality control, protocol development, CMS indicators, & other medication use activities.

Pharmacy-Driven Services

In addition to rounding with the medical team, there are numerous areas of treatment that are managed primarily by pharmacists. Physicians place consults to allow pharmacists to independently manage therapies such as vancomycin, aminoglycosides, & warfarin. Additionally, pharmacists complete reviews of all inpatient medication administration records daily & document interventions within the electronic medical record. Other unique services within our institution include our culture review process, management of heparin-induced thrombocytopenia, and an expanded scope of practice in some specialty areas. Pharmacists receive electronic culture alerts for all blood & urine samples that are positive, often being the first person alerted to the result. As part of the nutrition support team, pharmacists manage all aspects of total parenteral nutrition including fluids, electrolyte replacement, and ordering labs. Pharmacists are also responsible for discharge counseling of anticoagulants & transplant medications. Overall, our pharmacist practice at the top of their license & complete numerous tasks independently through a broad pharmacist scope of practice approved by our health system.

Service. Quality. Integrity. Teamwork. Innovation.

