

# We survived ROWA, so can you!

## Experiences from the first dispensing robot in a NSW public hospital

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### Background

In November 2020 as part of a hospital redevelopment project, Hornsby Hospital pharmacy department relocated to a new building with purpose built around ROWA™.

This is the first dispensing robot in a NSW public hospital. It involved significant changes in workflow processes for pharmacy staff.

Senior managers wanted to explore changes in staff attitudes prior to and upon working with ROWA™.

### Aim

To explore pharmacy staff attitudes to ROWA™ pre- and post-implementation.

### Method

An anonymous survey was completed by pharmacy staff in November 2020 and repeated in August 2022.

It included 5-point Likert scale questions from strongly agree to strongly disagree as well as free text questions on the top liked and disliked feature of ROWA™.

Similar amounts of people participated in the pre- and post-implementation survey.

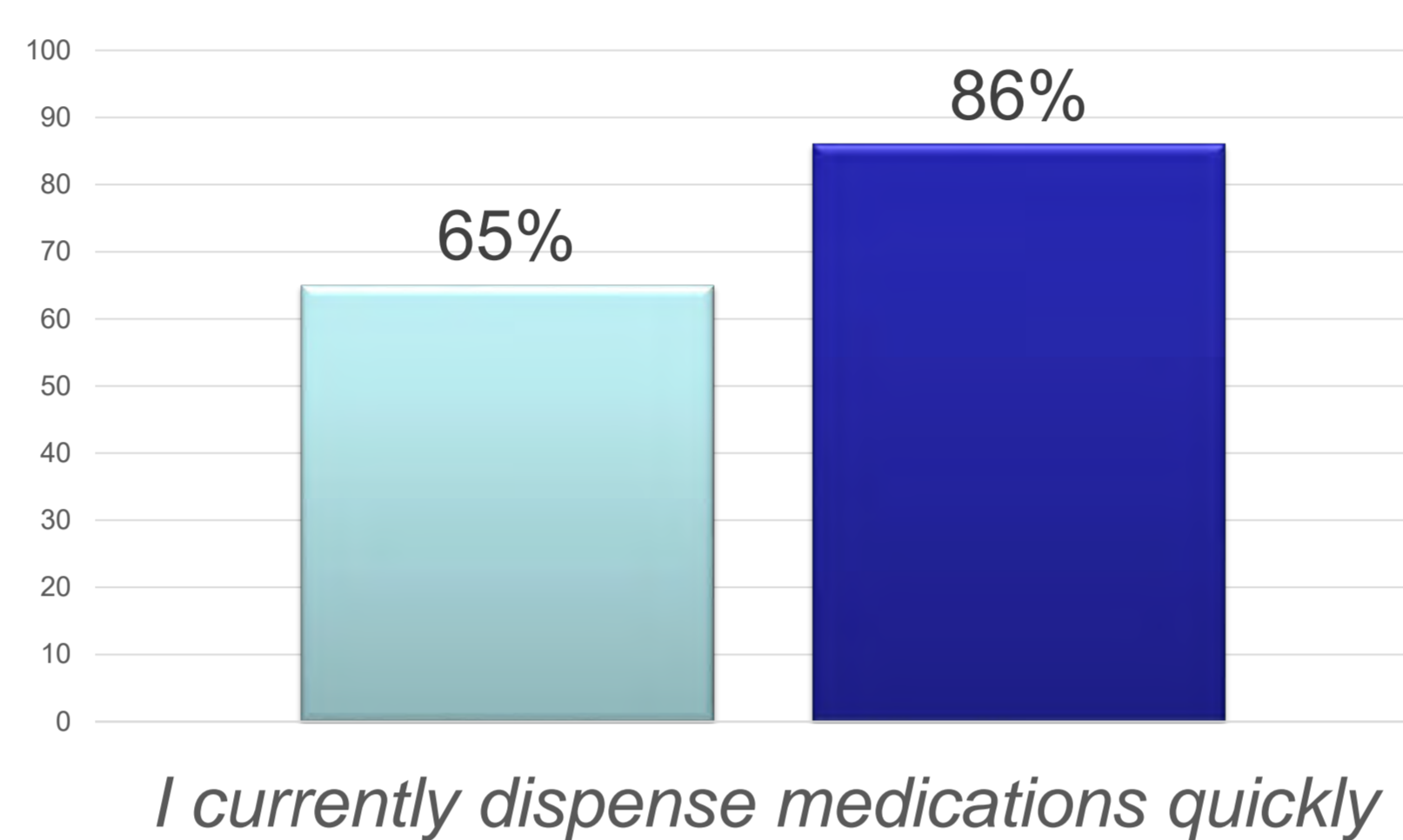


Figure 1. Hornsby Hospital ROWA™ dispensary 2022

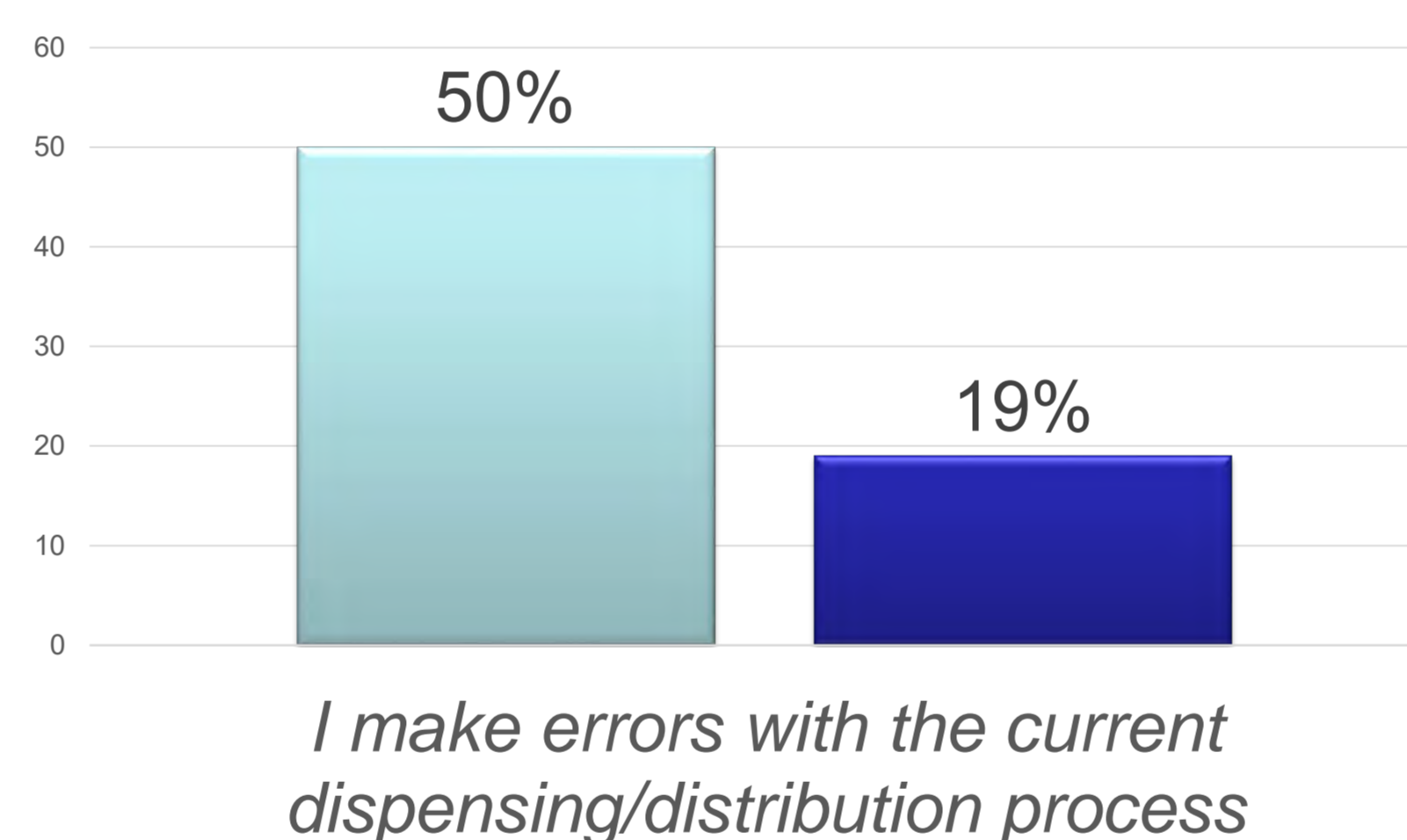
### Survey Results

A comparison of favourable responses (agree or strongly agree) and the results of the Fisher's exact test indicated a significant difference in favourability for four items:

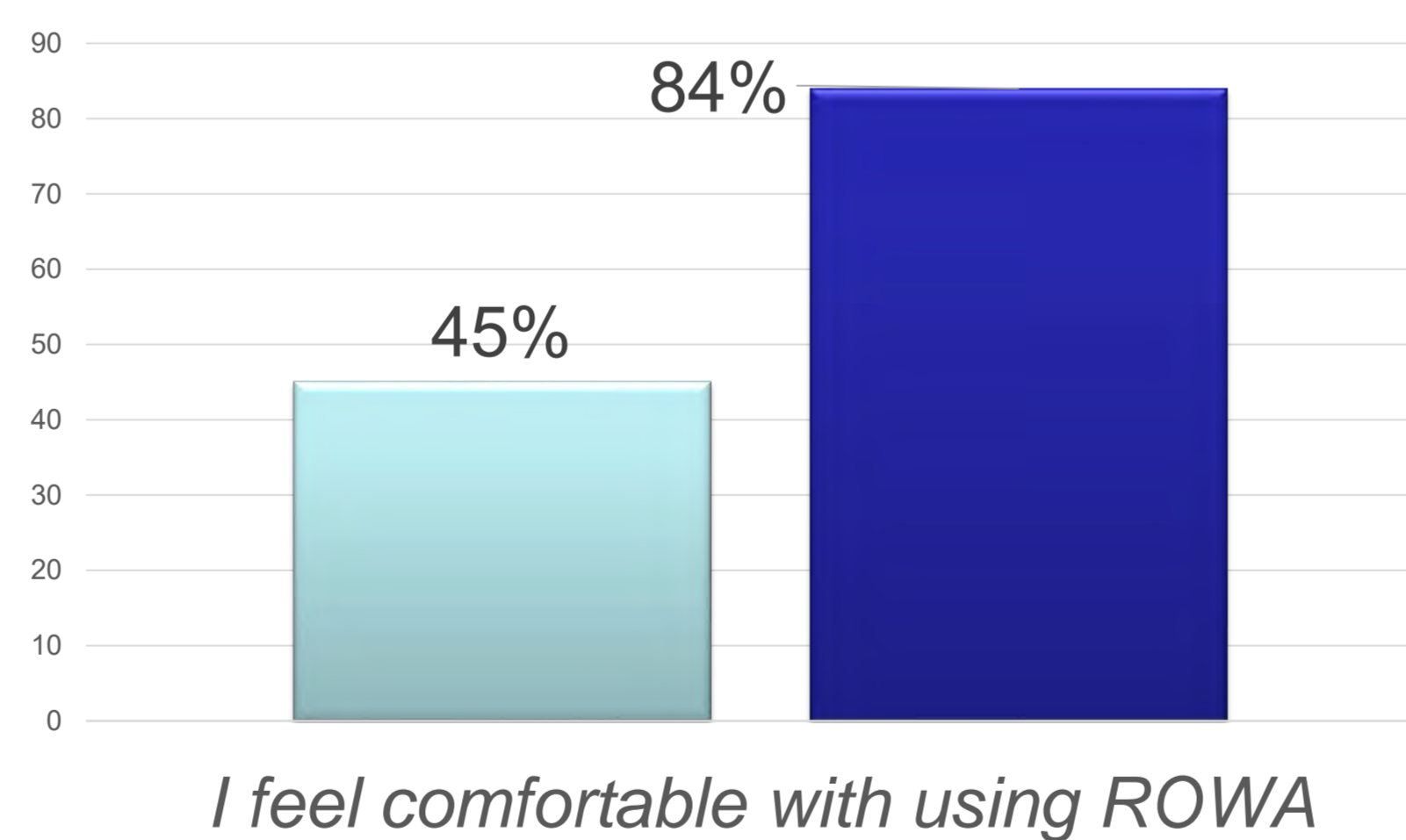
#### 1. Quicker dispensing of medication



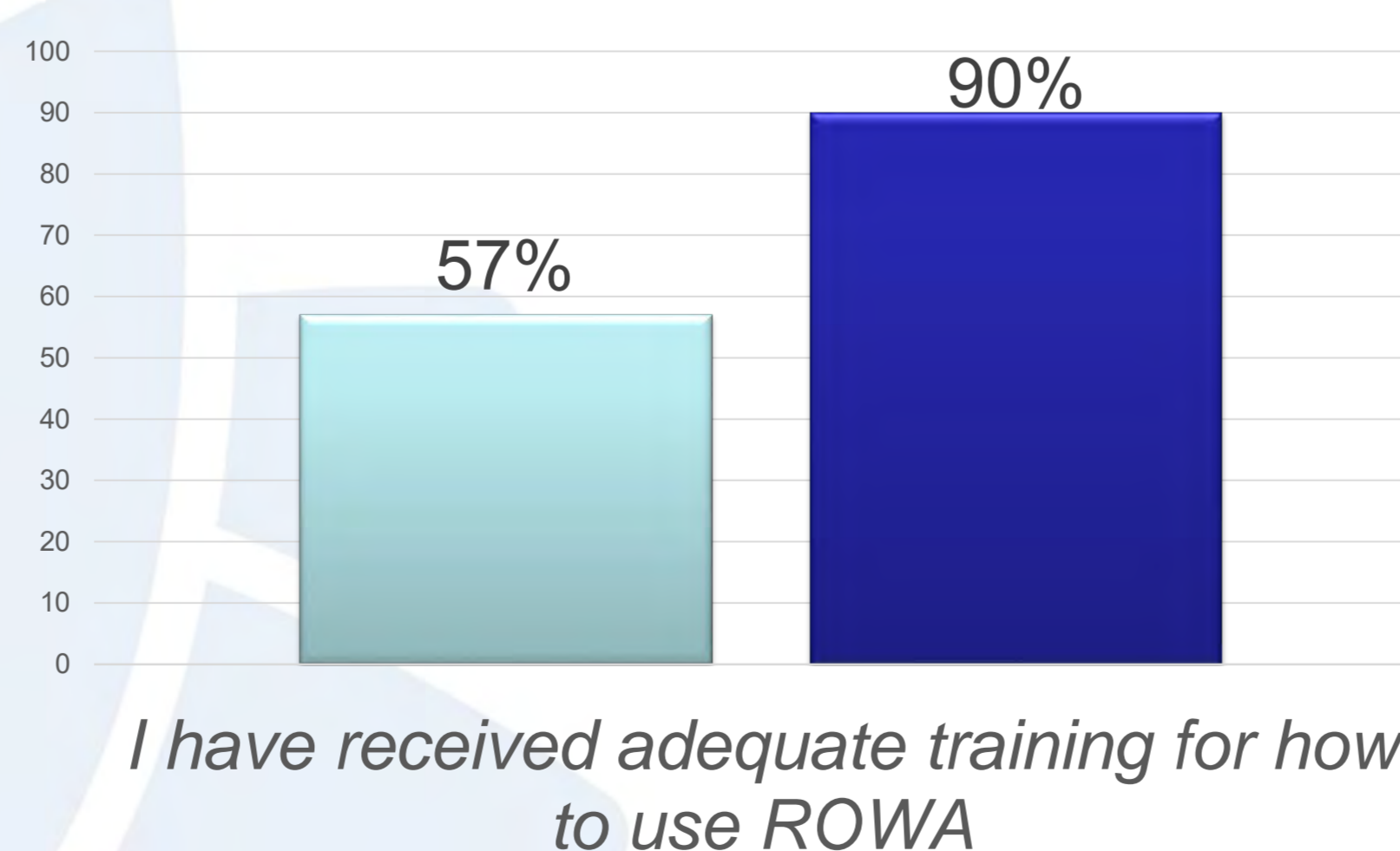
#### 2. Less occurrence of errors with dispensing/ distribution process



#### 3. More comfortable with using ROWA



#### 4. Adequately trained



LEGEND:

Pre-ROWA™ 2019

Post-ROWA™ 2022

### Discussion

Pre Go-Live staff felt apprehensive about working with ROWA™ or that they had been adequately trained, despite 5 hours of face-to-face training.

However staff displayed continued strong interest, potentially an influence of staff engagement initiatives:

- Construction site visits
- Naming competitions
- Opening night with family

Thematic analysis supports **ACCURACY** as the top liked ROWA benefit and **BREAKDOWNS** as their biggest concern

### Conclusion

ROWA has revolutionised our pharmacy department and it's contribution extends beyond just its physical function- ROWA™ symbolises a cultural change.



Figure 2. Hornsby Hospital dispensary shelving 2020



Figure 3. Hornsby Hospital inside ROWA™ 2022



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