

## Background

### The Challenge

- ⚠️ Fragmented medication intake processes and reliance on manual workflows
- ⚠️ Limited visibility and communication across teams
- ⚠️ Delayed formulary decision-making impacting timely patient care

### Gaps Identified

- ❌ No systematic request tracking
- ❌ No accountability framework
- ❌ No data trending or reporting

### 2023 Baseline Metrics

|                         |                    |                    |
|-------------------------|--------------------|--------------------|
| 84 Days                 | 251 Days           | 100 Days           |
| Average overdue (SD 93) | Drug class reviews | New drug additions |

## Objectives

- 🎯 Implement a centralized, technology-enabled formulary request process
- 🎯 Reduce turnaround time for formulary decisions
- 🎯 Improve transparency and accountability across sites and teams

## Methods

### Study Design

- 📅 Pre/post implementation design
- 🔗 Centralized, technology-enabled workflow via ServiceNow + intranet
- 💻 Platform: ServiceNow integrated with hospital intranet

### Implementation Timeline

- 📅 March 2, 2026  
*Soft Launch*
- 📅 March 20, 2026  
*Full Go-Live*
- 💻 Real-time tracking enabled

## Workflow System Screenshots

### ServiceNow Request Form

#### Pharmacy Medication Formulary Request Form

Pharmacy Medication Formulary Request Form



This link is designated for medication formulary-requests.

For inpatient requests, Memorial Healthcare System operates under a closed, formulary governed by the District Formulary and Medical Executive Committees. To submit requests for new formulary additions, drug class reviews, line-item extensions, formulary deletions, or modifications to formulary drug restrictions, the following guidelines must be adhered to:

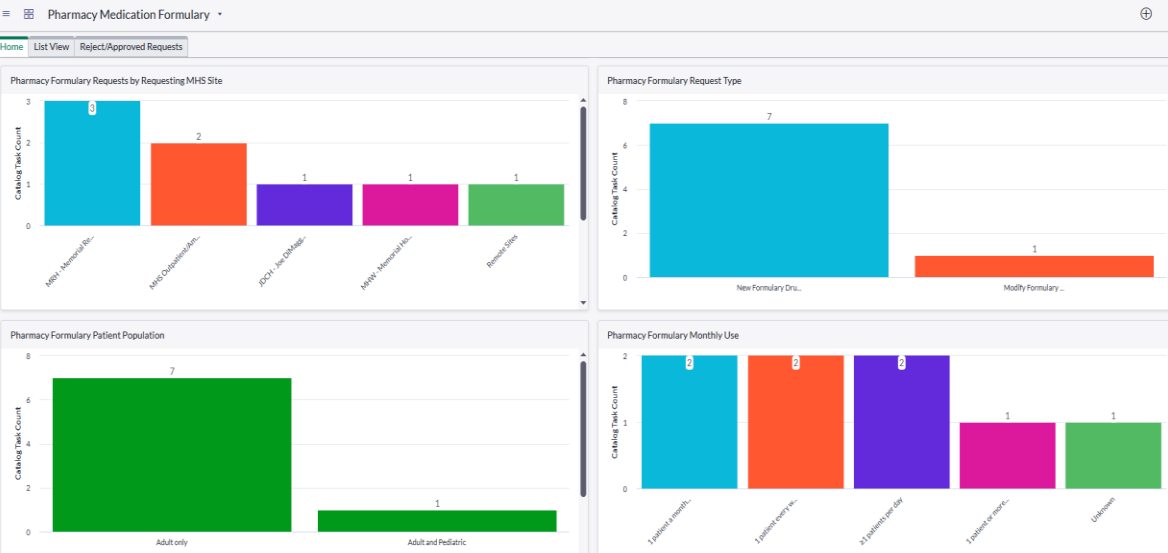
- All requests must undergo review during designated meetings.
- Please complete the request in its entirety using the designated components.

To access the Formulary List click on this link

To access the PubMed list, click on this link

## Analytics Dashboard

- 📊 Real-time visibility into hospital-specific requests, patient populations, and projected utilization
- 📈 Automated monitoring, trending, and performance reporting
- 📋 Centralized governance supporting transparency, oversight, and data-driven decision-making



## Approval Email Notification

servicenow

You are receiving this approval notification because it includes a request submitted by your team member or for item(s) or access to an application(s) you manage. Please approve or reject this request by selecting the link below.

Item: Pharmacy Medication Formulary Request Form  
Number: RITM0900495  
Opened by: Chandrawati Lal  
Requested for: Chandrawati Lal  
Requested for title: Senior Analyst - Application  
Requested for dept: CORP - IT Business Applications and Operations  
Approval Manager: Margaretta Kearson  
State: requested

Below is a summary of what is being requested:

|                                                                                                                                                                                    |                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| Medication Generic Name/Trade Name                                                                                                                                                 | Blue Testing                                   |
| Medication Dosage Form(s) desired                                                                                                                                                  | Oral-Tablet                                    |
| Medication Class/Type                                                                                                                                                              | Centimurine smooth muscle relaxants            |
| Intended therapeutic use                                                                                                                                                           | This is a test                                 |
| Formulary Request Type                                                                                                                                                             | New Formulary Drug Request                     |
| What is the intended patient population?                                                                                                                                           | Adult only                                     |
| Intended area of use                                                                                                                                                               | Oral-Tablet: Inpatient and Outpatient          |
| What is the projected monthly use for the system?                                                                                                                                  | 1 patient or more a month                      |
| List any advantages of the requested Medication over existing Formulary Medication                                                                                                 | This is a test                                 |
| Clinical Evidence/Guidelines                                                                                                                                                       | This is a test                                 |
| Are you currently, or are you planning on, conducting research with this Medication that will be partially or completely funded by its manufacturer?                               | No                                             |
| Are you currently, or have you ever, been employed as a consultant for the manufacturer of this Medication or received any gifts or cash value from the Medication's manufacturer? | No                                             |
| Do you stand to gain financially as a result of the committee's decision?                                                                                                          | No                                             |
| Name of Requesting Physician                                                                                                                                                       | Chandrawati Lal                                |
| Physician/Contact Email                                                                                                                                                            | CLall@mhsc.net                                 |
| Department/Specialty                                                                                                                                                               | CORP - IT Business Applications and Operations |
| What is the requesting MHS Site for this medication?                                                                                                                               | MHS - Memorial Hospital Miramar                |
| Name of individual Submitting Request                                                                                                                                              | Chandrawati Lal                                |
| I acknowledge that no MHS specific data will be shared with any outside entities.                                                                                                  | True                                           |

Special Instruction:

Comments:

Click the link to approve the Request via the application: [LINK](#)

[Click here to approve RITM0900495](#) via email

[Click here to reject RITM0900495](#) via email

## Results

Total Submissions as of May 19, 2026 **N= 7**

- ✅ Streamlined workflows by eliminating manual process
- ✅ Enabled continuous performance monitoring and trend analysis
- ✅ Projected up to 50% reduction in turnaround time and fewer overdue requests

## Conclusion

★ Implementing a centralized ServiceNow-based formulary workflow improved efficiency, transparency, and collaboration while enabling data-driven oversight and supporting scalable, sustainable formulary decision-making

## Acknowledgements

Eddie Vidal, Director, IT Service  
Christopher Smith,  
Director of Pharmacy

C. Suzanne Lal, Senior Analyst  
Matt Curran,  
Director of Pharmacy