



BUYER'S GUIDE

2027 Pharmacy Surveillance

How to Choose the Right Pharmacy Surveillance System

Your guide to enhancing medication safety, pharmacy workflows, and patient outcomes.

Pharmacy teams are managing growing demands around medication safety, antimicrobial stewardship, and patient care, often without additional time or resources. The right pharmacy surveillance system can help clinicians identify patients who need attention sooner and focus their expertise where it can have the greatest impact.

But not every system provides the same level of clinical insight or workflow support. Alert relevance, surveillance capabilities, reporting, and interoperability can all affect how effectively your team identifies risk, prioritizes interventions, and demonstrates the value of your pharmacy programs.

This guide will help you evaluate the capabilities that matter most and identify a pharmacy surveillance system that supports your clinical, operational, and stewardship priorities.



Is Your Pharmacy Surveillance Keeping Up?

Before evaluating what your next pharmacy surveillance system should offer, take a closer look at what your team is working with today.

Check each statement that sounds familiar:

- ☐ Are pharmacists spending too much time searching patient charts for the information they need to intervene?
- ☐ Are frequent or low-value alerts making it harder for your team to recognize which patients need attention first?
- ☐ Is it difficult to show leadership the results your antimicrobial stewardship program is producing?
- ☐ Does your surveillance identify medication-related risks after the opportunity for earlier intervention has passed?
- ☐ Can important patient information or follow-up get lost during shift changes and handoffs?
- ☐ Does building the reports you need require significant time or manual work?
- ☐ Is your team relying on manual workarounds because your surveillance system doesn't work effectively with your EHR?

Checked more than two?

Your current approach may be creating more work while making it harder to identify important clinical risks. Keep reading to learn what to look for in a pharmacy surveillance system that helps your team identify risk earlier, focus attention where it's needed and make better use of the data already available to them.

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Foundational Capabilities

Your pharmacy surveillance system should support the way your team works without adding unnecessary steps for pharmacy or IT. Look for a system that connects with existing technology, adapts to your workflows, protects sensitive data, and gives your team the support they need to use it effectively.

What to evaluate:

1 Integration

Pharmacists shouldn't have to move between multiple systems to find the information they need. Look for direct EHR integration that brings near real-time data, including medication orders and administrations, lab results, vital signs, and microbiology, into one workspace. Easier access to relevant clinical data can help pharmacists evaluate patients and act sooner.

3 Security

Protecting sensitive patient data requires strong security practices. Evaluate whether the system meets applicable HIPAA, SOC 2, and third-party security requirements and includes safeguards such as role-based permissions, audit trails, and recurring penetration testing by reputable security firms.

2 Configurability

Your system should adapt to your organization's protocols and priorities. Look for the ability to build custom surveillance rules and configure workflows around your medication safety and antimicrobial stewardship programs as needs evolve.

4 Training and support

Technology only delivers value when teams know how to use it effectively. Look for comprehensive, role-based training for pharmacists, clinicians, and administrators, along with continued learning opportunities as needs change. Ongoing access to pharmacy expertise and responsive client support can also help your team get more from the system over time.



Near Real-Time Clinical Surveillance and Alerts

Pharmacy teams need timely visibility into emerging medication-related risks so they can identify patients who may need intervention sooner. Effective surveillance continuously monitors clinical data and helps pharmacists focus their attention where it matters most.

What to evaluate:

1 Near real-time monitoring

Look for continuous surveillance that identifies medication-related risks and changes in patient status as they develop. The system should support configurable alerts for drug-drug interactions, renal dose adjustments, QT prolongation, drug-bug mismatches, and other medication safety concerns based on your organization's priorities.

2 Targeted alerts

More alerts don't necessarily mean better surveillance. Look for highly configurable alerts that align with your organization's protocols and help direct relevant information to the appropriate team members. Reducing low-value notifications can help pharmacists focus on patients who may need their attention first.

3 Closed-loop follow-up

Identifying a potential risk is only part of the workflow. Your system should make it easy to document pharmacist interventions, track follow-up, and measure outcomes. This creates greater visibility into what happened after an alert and helps demonstrate the effectiveness of pharmacy interventions over time.





Medication Safety and Adverse Drug Event (ADE) Prevention

Pharmacy surveillance can help teams move beyond identifying medication-related risks to supporting earlier intervention and preventing potential harm. Look for capabilities that give pharmacists greater visibility into emerging risks and help them follow interventions through the patient's care journey.

What to evaluate:

1 Adverse drug event detection

Look for automated ADE detection that analyzes lab trends, vital signs, and medication patterns to identify potential risks that may require pharmacist attention. Surveillance rules should support high-alert medications, opioid safety, anticoagulant monitoring, and other medication safety priorities across your organization.

2 Prevention-oriented surveillance

Effective surveillance should help pharmacists recognize potential concerns before they result in patient harm. Look for a system that monitors medication administration patterns and identifies protocol deviations, giving your team opportunities to evaluate risk and intervene when appropriate.

3 Documentation and follow-through

Your system should make it easy to document interventions and track what happens next. Built-in workflows should support medication reconciliation and care transitions, helping pharmacy teams maintain visibility as patients move between units or transition to another care setting.





Antimicrobial Stewardship

Effective antimicrobial stewardship depends on timely clinical insight, coordinated workflows, and the ability to measure program performance. Your surveillance system should help teams identify opportunities for intervention, collaborate across disciplines, and demonstrate the value of their stewardship efforts.

What to evaluate:

1 Stewardship-focused surveillance

Give stewardship teams timely insight into inappropriate antimicrobial use, redundant therapy, and missed IV-to-PO opportunities. Surveillance informed by Infectious Diseases Society of America (IDSA) guidelines can help teams identify opportunities to support appropriate antimicrobial use.

2 Multidisciplinary collaboration

Antimicrobial stewardship involves coordination across pharmacy, infectious disease specialists, and other clinical teams. Look for workflows that make it easier to share cases, coordinate interventions, and document activity during Antimicrobial Stewardship Program (ASP) rounds while supporting regulatory reporting.

3 Outcome tracking

Make the outcomes of your stewardship program easier to see and communicate. Tracking intervention rates, days of therapy (DOT), utilization patterns, and resistance trends gives pharmacy leaders greater visibility into program performance and helps demonstrate the value of stewardship efforts to organizational leadership.





Workflow Optimization

Pharmacy surveillance should reduce the effort it takes to find, prioritize, and act on relevant patient information. The right capabilities can help pharmacists spend less time navigating manual processes and more time applying their clinical expertise to patient care.

What to evaluate:

1 Time-saving automations

Bring patients who may need intervention to pharmacists' attention without relying on manual chart searches. Automated prioritization, targeted alerts, and worklists can help teams focus their time on patients who may benefit most from pharmacist review.

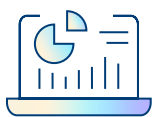
2 Task management

Keep pharmacy reviews visible as work moves across shifts and team members. Task management capabilities can support assigning, tracking, and closing reviews with near real-time visibility, helping teams maintain continuity through handoffs.

3 Mobile-friendly design

Give pharmacists access to relevant information beyond a desktop workstation. Mobile-friendly access without requiring an app download can help pharmacists stay connected to patient information while rounding or working from different locations.





Analytics, Dashboards, and Reporting

Pharmacy leaders need analytics that turn clinical and operational data into useful insight. When evaluating a pharmacy surveillance system, consider how easily your team can access, analyze, and report on the information needed to measure performance and demonstrate program impact.

What to evaluate:

1 Executive dashboards

Evaluate how the system presents the metrics most relevant to pharmacy leadership. Configurable dashboards should provide clear visibility into pharmacist interventions, cost savings, and clinical trends, with the flexibility to tailor views around stewardship metrics, safety outcomes, and operational performance.

2 Enterprise reporting

Consider whether reporting can scale from individual facilities to the health system level. The system should make it possible to analyze trends across locations and export data for quality committees, compliance reporting, and other organizational needs without requiring extensive manual reporting.

3 Outcome measurement

Assess how well the system connects pharmacy interventions to measurable outcomes. Capabilities should include tracking measures such as cost avoidance, length of stay, readmission rates, and ADE reduction to help quantify program outcomes and performance. Reporting should also support applicable CDC, Joint Commission, and CMS requirements.





Evaluating a Pharmacy Surveillance Provider

Technology is only part of the decision. As you compare pharmacy surveillance systems, consider whether the provider has the capabilities, expertise, and long-term support to meet your organization's needs as they evolve.

What to evaluate:



A scalable solution

Determine how well the system can support growth across facilities, service lines, and clinical priorities. Evaluate whether additional capabilities, such as patient safety, infection prevention, quality management, and ambulatory care, can be added as needs evolve without creating a disconnected technology environment.



Ongoing development and support

Understand how the provider supports customers after implementation and continues to develop its technology over time. Ask how customer feedback informs solution enhancements and whether you'll have access to clinically trained pharmacy experts who understand pharmacy workflows and can provide ongoing guidance.



Demonstrated expertise

Look beyond product capabilities to the provider's experience in pharmacy surveillance. Industry recognition and customer success stories can help you evaluate its track record. Ask for examples from health systems with needs similar to yours and evidence of the results they've achieved.





When we first implemented Inovalon **[VigiLanz Pharmacy Surveillance]**, adverse drug events were our priority. We have now incorporated Inovalon **[VigiLanz Pharmacy Surveillance]** into our antimicrobial stewardship, opioid stewardship, and pharmacist clinical worklists. We have been so impressed with Inovalon **[VigiLanz Pharmacy Surveillance]** and its ability to help our pharmacists make meaningful interventions that benefit our patients.”

–Lauren Pino,

Pharmacy Clinical Manager,
Inspira Medical Center, Mullica Hill



Put These Capabilities to Work

VigiLanz Pharmacy Surveillance helps pharmacy teams identify medication-related risks, prioritize interventions, and measure clinical effectiveness with near real-time clinical surveillance built around pharmacy workflows.

See how VigiLanz Pharmacy Surveillance supports the capabilities covered in this guide:



Near real-time surveillance

Continuously monitors patient data using configurable rules to surface medication-related risks and deliver actionable alerts to pharmacy teams.



Clinical surveillance capabilities

Supports antimicrobial stewardship, adverse drug event prevention, medication safety, and other pharmacy initiatives within one surveillance system.



Pharmacy expertise and support

Provides access to pharmacy experts and client success teams to support implementation, adoption, and ongoing use.



Intervention and outcome tracking

Captures pharmacist interventions and cost avoidance data to help pharmacy leaders measure outcomes and demonstrate contribution and value.



EHR connectivity

Brings near real-time clinical data into the surveillance workflow, giving pharmacists access to relevant patient information without relying on manual chart searches.



Pharmacy-focused workflows

Provides intuitive dashboards, worklists, and mobile-friendly access designed to help pharmacists prioritize patients and manage interventions efficiently.

Connect with one of our pharmacy experts to learn how VigiLanz Pharmacy Surveillance can support your team's clinical and operational priorities.

[Connect With an Expert](#)