



EndoRxine

Endocrine Post-Consult Pharmacy Service at Singapore General Hospital Diabetes & Metabolism Centre

Tay XY¹, Ong KY¹, Khee GY¹, Gwee XY¹, Lim SY¹, Tan YZ¹, Ho CS¹, Wong JA¹, Chiong SH¹, Wong KW², Yeo SK², Gill V K³, Goh SY³, Bee YM³

¹Department of Pharmacy, Singapore General Hospital, Singapore

²Department of Specialist Outpatient Clinics – Operations, Singapore General Hospital, Singapore

³Department of Endocrinology, Singapore General Hospital, Singapore

Background

Diabetes & Metabolism Centre (DMC) is an integrated, multi-disciplinary centre that provides one-stop service for patients with diabetes and metabolic conditions. Bowyer Block Pharmacy (BBP) is located at DMC Level 1, and mainly serves patients seen at the DMC clinics.

Complex patient journey during their outpatient visits may result in suboptimal interaction and experience. Placing pharmacists closer to physicians' clinic and integrating pharmacy services more seamlessly may improve patients' overall journey. In collaboration with the Department of Endocrinology, the Endocrine Post-Consult Pharmacy Service (EndoRxine) was piloted at DMC Level 3.

Mission Statement

- Reduce waiting time for Endocrine patients at BBP by 50% in 4 weeks
- Improve patient satisfaction with their overall journey at DMC

Analysis

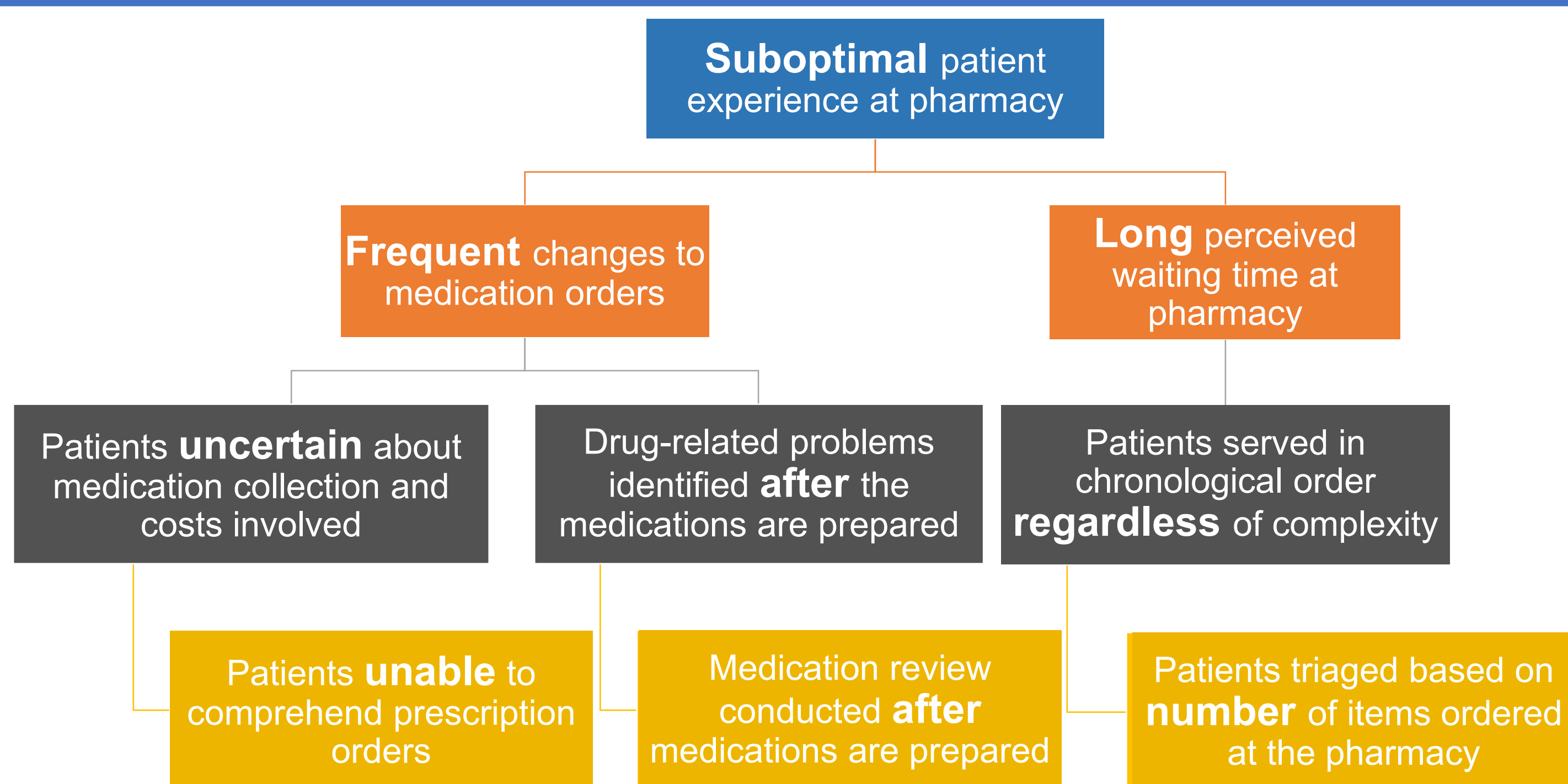


Fig. 1: Root cause analysis for suboptimal patient experience at BBP

Interventions / Initiatives

- Before**
- Prescription filling process starts when patient submits prescription at pharmacy
 - Medication orders are taken at the pharmacy reception counters
- EndoRxine**
- Medication review and reconciliation are performed at point of dispensing

EndoRxine

- 1 Upstream processing of prescription**
- At DMC Level 3 where Endocrine clinics are located, two pharmacists are stationed to:
- ✓ Receive and enter orders into the pharmacy system
 - ✓ Review and reconcile medications
 - ✓ Counsel patient on medications



Fig. 2: EndoRxine Pharmacists at DMC Level 3

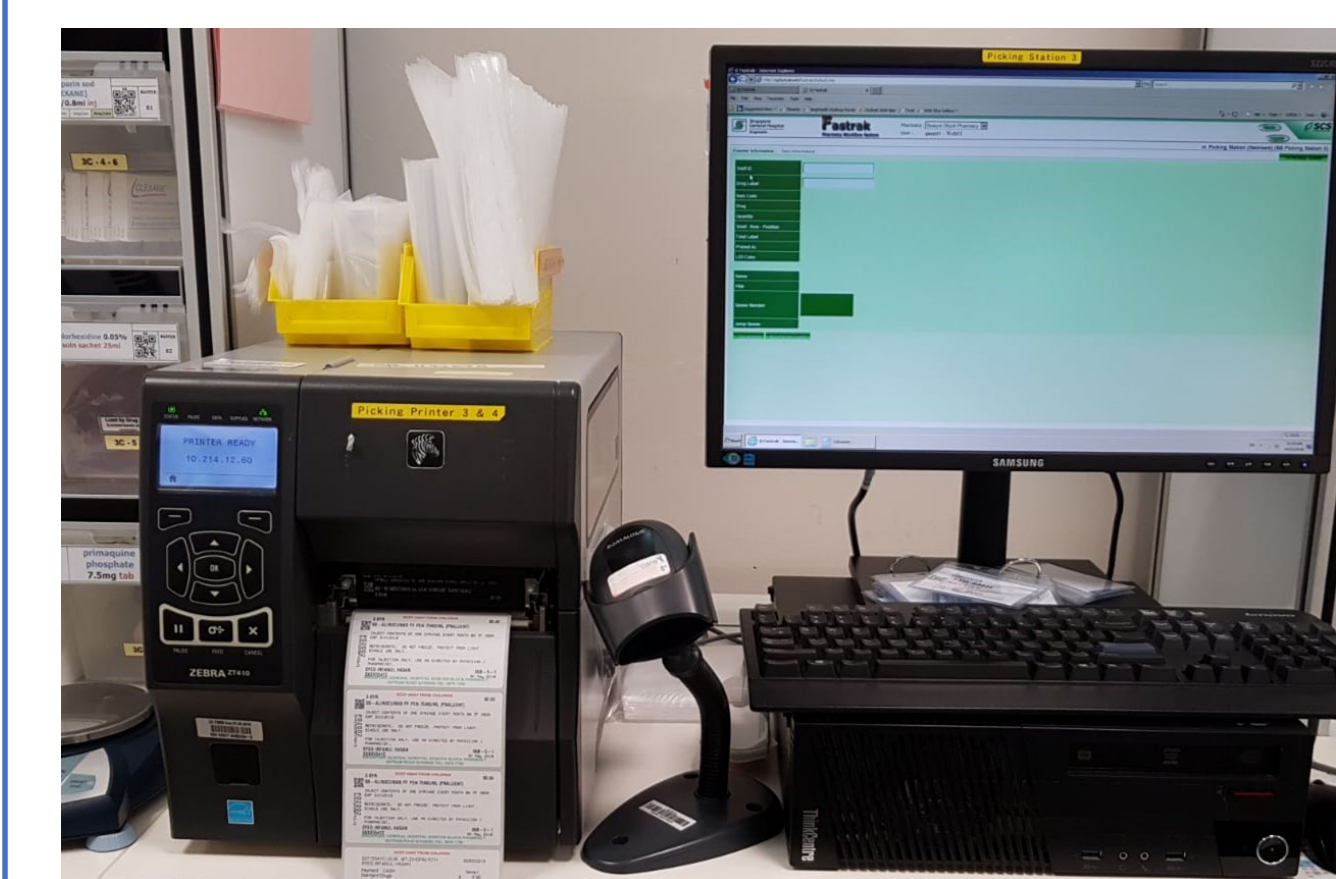


Fig. 3: Remote printing of medication labels at BBP



Fig. 4: Queue at BBP reception counters

- 2 Parallel processing of prescription**
- Orders confirmed at DMC Level 3 are triggered for picking and packing at pharmacy before patients' arrival

- 3 Designated counters for EndoRxine**
- Patients are directed to designated counters at the pharmacy to collect their medications, bypassing the reception queue

Results

Average Waiting Time at Pharmacy

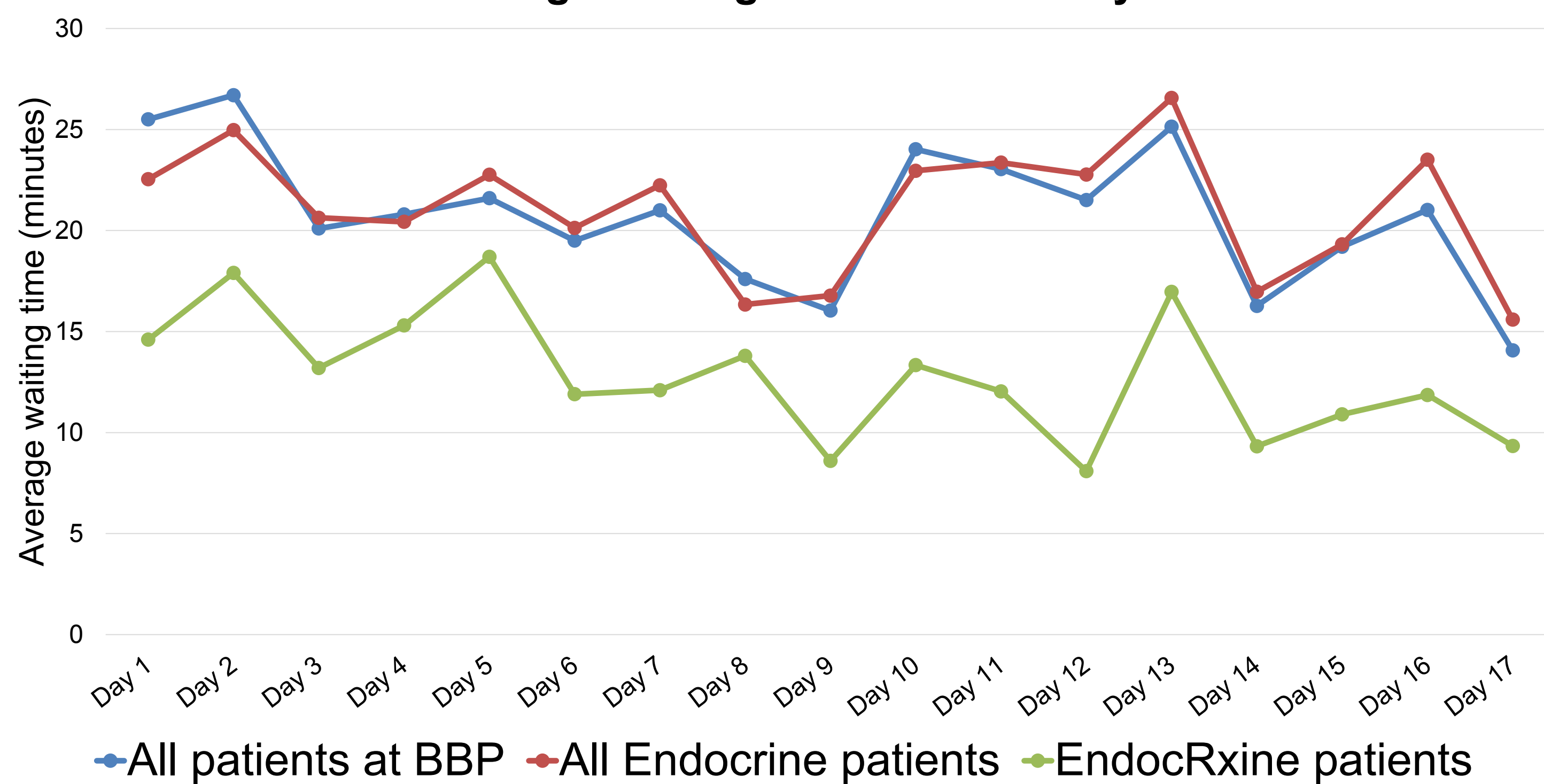


Fig. 5: Waiting time at Bowyer Block Pharmacy

Reduced waiting time for EndoRxine patients (**12.3 mins**) as compared to Endocrine patients (**24.8 mins**)

EndoRxine served an average of 44 patients per day during the 4-week trial. Among the EndoRxine patients, **98.1%** of them were able to collect their medications **within 30 minutes**.

A total of 108 patients completed the patient satisfaction survey, with **88.8%** and **85.8%** of the patients being **satisfied or very satisfied** with the time taken for pharmacy staff to serve them and the service model (EndoRxine) respectively.

73.6% of the EndoRxine patients prefer to have their prescription processed at DMC Level 3 via the new model

Among the 15 pharmacists involved in the service, 14 pharmacists completed the staff satisfaction survey. Majority of them (**92.9%**) **agreed or strongly agreed** that EndoRxine improves the efficiency of prescription processing and were satisfied with their role as EndoRxine pharmacist.

Patient Satisfaction Survey

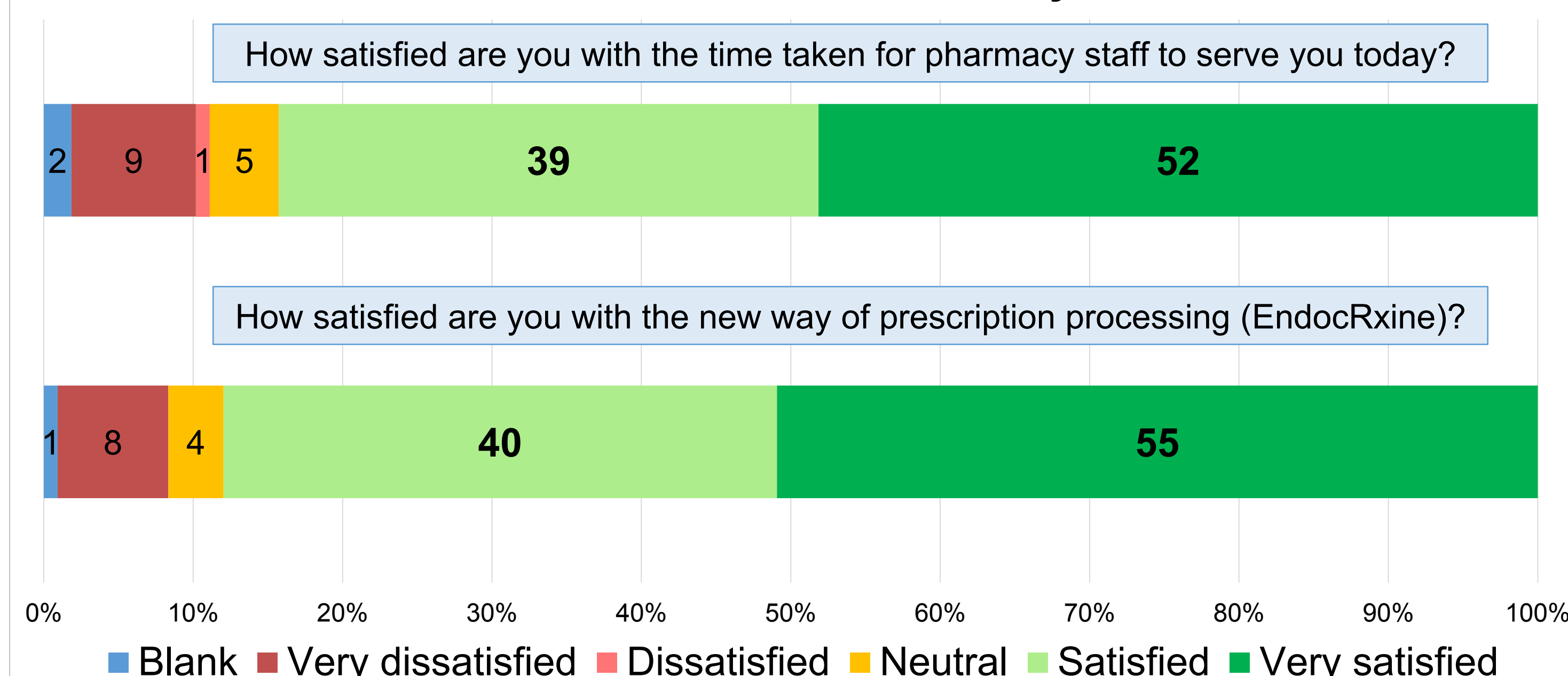


Fig. 6: Patient satisfaction survey on EndoRxine

Staff Satisfaction Survey

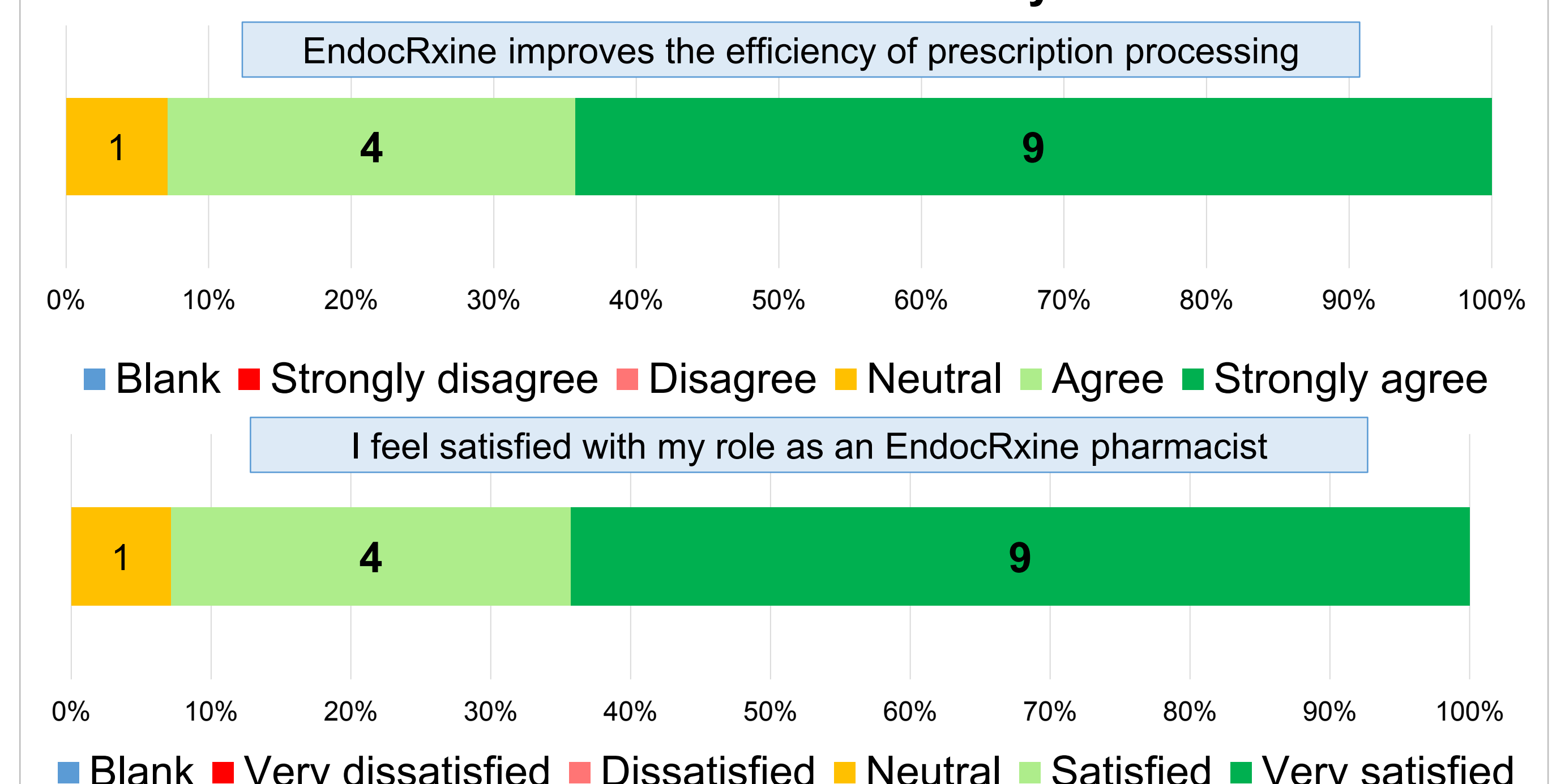


Fig. 7: Staff satisfaction survey on EndoRxine

Conclusion & Sustainability Plans

EndoRxine leads to improved efficiency in prescription processing and patient satisfaction with their overall journey in DMC. The service has also been successfully incorporated into daily operations with sustained positive results. Future plans for service expansion to other clinics are underway.

Acknowledgements

Heartfelt thanks to the team of EndoRxine pharmacists, clinic staff from DMC level 3 and BBP staff in making the pilot a success.