Background of the Problem

Under Misuse of Drug Regulations, Controlled Drugs (CD) must be disposed in the presence, and in accordance with directions given by Health Sciences Authority (HSA) inspector. Pharmacy Store manages hospital-wide controlled drug wastages. Approximately 320 wastages are received every year. Collation of wastages is done manually which takes up a lot of time. This process includes notifying each user detail of HSA appointment date via fax memo together with list of wastages filed by respective user. It is a time consuming process. Furthermore, a number of phone calls enquiries and re-faxing of memo are required to follow up if user omits to acknowledge receipt of memo. There are many instances of missed appointments with existing work process.

Mission Statement

- Streamline the CD wastage handling process
- Reduce time spent on the entire process by 50% in each CD destruction cycle

Analysis of the Problem

The goal is to improve CD wastages process through:

- Streamline the process
- Reduce the time taken by 50%
- Eliminate wastages

Figure 1: CD wastages process

- Wastages received by pharmacist, safe keep in CD store
- Sort and collate by ward, write relevant info in Excel and memo list
- Printing of list of wastages for respective wards - Fax memo with list of wastages filed to respective wards
- Attend to call enquiries
- Wastage acknowledgement memo leads to unnecessary waste of papers
- Acknowledgement memo leads to time taken reduced to 15 minutes.

Results

- Increased the CD wastage process
- Reduced time spent on the entire process by 50% in each CD destruction cycle
- Reduced wastages for HSA
- Increased accuracy of data

Conclusion and Sustainability Plans

Development of excel template using excel count and sum function has cut down preparation time in collation of data. The implementation of e-notification have lead to a decrease of time taken further and paper used in the entire process. A decrease of more than 60% in time spent can be established after implementation of a new process. As this is a biannual process, we are unable to plot a run chart to document the time saved. The interventions done has translated into manpower savings of $1,326.51 per year. To ensure the work process are sustainable, data keyed in to the excel must be accurate which include date, item and the wastage details (broken, expired or wastage). This will facilitate users’ reference and reduce phone calls enquiries.

Figure 5: Improved CD wastages process

Figure 6: Excel List which includes the location, date, drug & wastages (Expired (E), Wastages (W), Broken (B))

Figure 7: Time spent for each CD destruction cycle