

# To Improve Workflow Efficiency with Triage Competency for Outpatient Pharmacy



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## Background

A survey of 260 prescriptions requiring interventions & rework at the Outpatient Pharmacy over 5 days in Jan 2012 showed 47 (18%) can be prevented if required information(s) or intervention(s) were done by triage (*prescription drop off counter*) staff before prescriptions were processed

## Aim

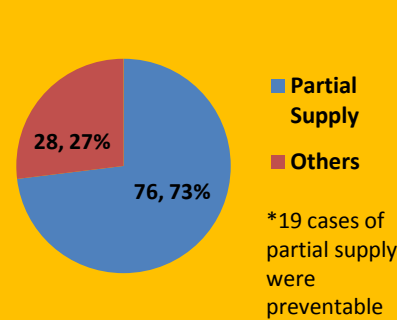
To expand the role of triage staff so that downstream interventions & rework can be prevented

## Workflow for Processing of Prescriptions

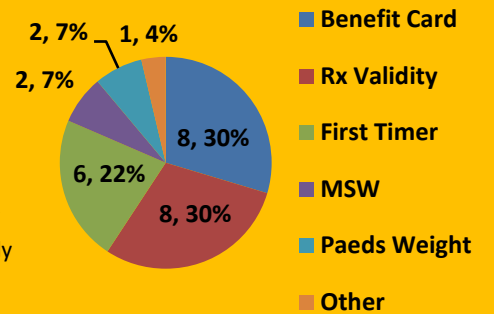


## Baseline Data

### Triage Related Interventions



### Breakdown of 'Others'



## Methods

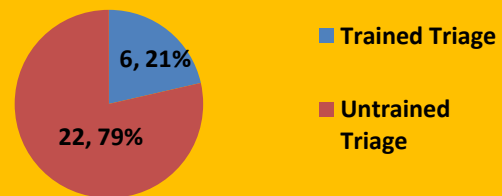
Triage Competency was devised by a team from Outpatient Pharmacy (OP) comprising :-

1. Customer Service
2. Knowledge of different prescriptions
3. Validity of prescriptions
4. Screening of prescribed medications
5. Handling of benefit cards and billing documents
6. Issue queue number to different categories of patients
7. Directing patient to wait area
8. Handling enquiries

- Training conducted for 4 identified staff
- Observation & survey carried out post training over 5 days in Feb 2012 on the 4 trained triage staff
- Results were compared with untrained staff
- Total no of interventions collected = 181
- Staff satisfaction survey was done on Pharmacists & Pharmacy technicians at OP
- Further review of the training materials & identification of the core competency elements

## Results

### Preventable Interventions



### Trained vs Untrained Triage Staff



- A reduction of 19% in intervention numbers & 32% time savings.
- Staff felt more confident & competent in handling triage duty after training

## Sample Pages of Triage Competency

No.	Title	Page No.	Title	Page No.
1	Greetings	7	Handling of missed 'O'	
2	Screening for correct patient	8A	Handling of benefit cards	
3	Screening of all prescription for legal validity	8B	Handling of MSOT medications	
4	Screening of paediatric prescriptions for all oral medications	8C	Handling of general supply	
5	Screening of wrong patient's name on prescription	8D	Handling of prescriptions containing only OTC products	
6	Handling of unexpired prescriptions	8E	Handling of prescriptions containing antiepileptics	
7	Handling of expired prescriptions	8F	Handling of prescriptions containing sample items	
8	Issuing of 'O' number for single prescription	8G	Handling of prescriptions containing controlled substances	
9	Handling of 'O' number for family with multiple prescriptions	8H	Handling of prescriptions containing narcotic drugs	
10	Operation of Oracle system and Oracle pad	8I	Handling of 'O' number for family with multiple prescriptions	
11	Changing of Oracle paper roll	8J	Handling of 'O' number for family with multiple prescriptions	
12	Handling of patient waiting line	8K	Handling of 'O' number for family with multiple prescriptions	
13	Handling of staff's Prescription	8L	Handling of 'O' number for family with multiple prescriptions	
14	Handling of External Prescription	8M	Handling of 'O' number for family with multiple prescriptions	
15	Handling of Patient's prescription	8N	Handling of 'O' number for family with multiple prescriptions	

No.	Screening of all prescription for legal validity	1. Check for the presence of 'O' number on the prescription	2. Check for the presence of 'O' number on the prescription	3. Check for the presence of 'O' number on the prescription
1	Screening of all prescription for legal validity	1. Check for the presence of 'O' number on the prescription	2. Check for the presence of 'O' number on the prescription	3. Check for the presence of 'O' number on the prescription
2	Screening of all prescription for legal validity	1. Check for the presence of 'O' number on the prescription	2. Check for the presence of 'O' number on the prescription	3. Check for the presence of 'O' number on the prescription

No.	Handling of 'O' number for family with multiple prescriptions	1. Issue Oracle number	2. Issue Oracle number	3. Issue Oracle number
1	Handling of 'O' number for family with multiple prescriptions	1. Issue Oracle number	2. Issue Oracle number	3. Issue Oracle number
2	Handling of 'O' number for family with multiple prescriptions	1. Issue Oracle number	2. Issue Oracle number	3. Issue Oracle number

## Conclusion

A standardised triage competency training is important, beneficial & improves operational efficiency, staff knowledge, overall staff & patient satisfaction.