

To Improve Efficiency of Topping-up in Wards by using Motorized Trolley

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INTRODUCTION

Topping-up of pharmaceutical items to the wards is one of the core functions of Pharmacy Store in the hospital. This manual work is time consuming as it involves making 2 trips to the wards; to check the stock balance and then returning to the wards to top-up. The items are heavy and are sent by using the push trolley.

OBJECTIVE

To increase the efficiency of topping- up of pharmaceutical items to the wards by Pharmacy staff while maintaining the accuracy of items supplied.

Old Process

1. Staff A goes to ward with HHT.
2. Staff A counts stock balance and inputs into HHT.
3. Staff A returns to pharmacy and generates pick list.
4. Staff B picks items from Pharmacy Store and place items in un-lockable bins.
5. Staff A sends stock to ward using a push trolley.
6. Staff A puts away items in ward cupboards after ward staff verifies.
7. Staff A returns to pharmacy.

New Process

1. Staff A goes to ward using a motorized trolley
2. Staff A counts stock balance and inputs into HHT
3. Staff A picks the required items and quantities from lockable motorized trolley
4. Staff A puts away items into ward cupboard after ward staff verifies and returns to Pharmacy.
5. Staff B reconciles the used quantities and replenishes pharmaceutical items into the motorized trolley.



RESULTS

Location: Wards at Level 5 (Ward 15, 25, 35, 45)	Average time taken per ward with the old work process	Average time taken per ward with the new process (with motorized trolley)
1) Count stock balance and key information into a handheld terminal (HHT)	14 minutes	
2) Return to store	2 minutes	Not required
3) Generate the pick list and pick stocks and place them into containers on a push trolley	14 minutes	Not required
4) Travel back to wards	2 minutes	Not required
5) Take and arrange stocks into bins in wards	11 minutes	13 minutes (items taken from motorized trolley)
6) Replenish pharmaceutical items into the motorised trolley	Not applicable	5 minutes
Total time taken for steps 2 to 6	29 minutes	18 minutes



Benefits of the New Process

- ❖ Cut down the time taken to top one level of wards by 40%
- ❖ Only one trip to wards is required.
- ❖ Motorized Trolley is user friendly as less manual force is required, safe (lockable) and easy to maneuver (motorized) .

CONCLUSION

The motorized trolley has improved workflow in the topping-up of pharmaceutical items to the wards. This new and improved process flow has improved staff morale because of the reduction of workload and time while maintaining the accuracy of items supplied.