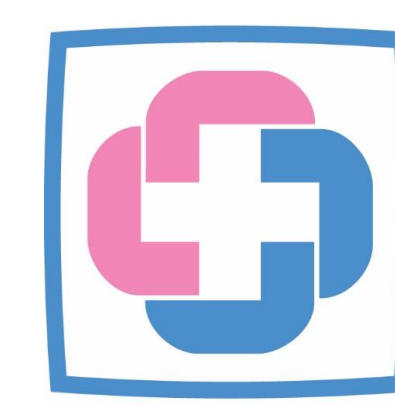




Roll out of Discharge Pharmacy at Children's Inpatient Pharmacy



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Background

Children's Inpatient Pharmacy (CIP) does bedside dispensing of discharge medications for all patients discharged during office hours. However, there are some gaps identified which include:

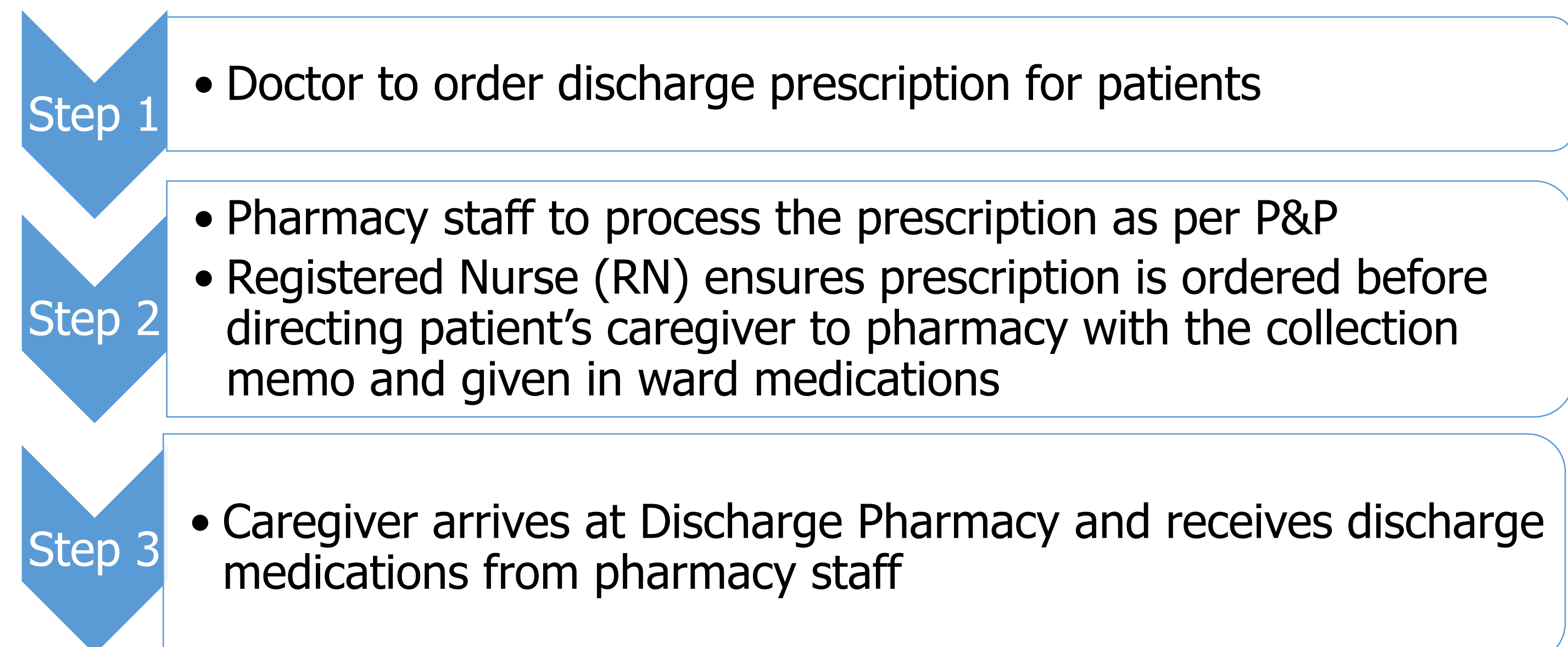
- Multiple trips to and fro CIP to wards when caregivers are not around or when caregivers request for additional medications
- Enquiries from caregivers to nurses about status of discharge medications which in turn lead to numerous phone calls to pharmacy for follow-up

Aim

Increase Efficiency

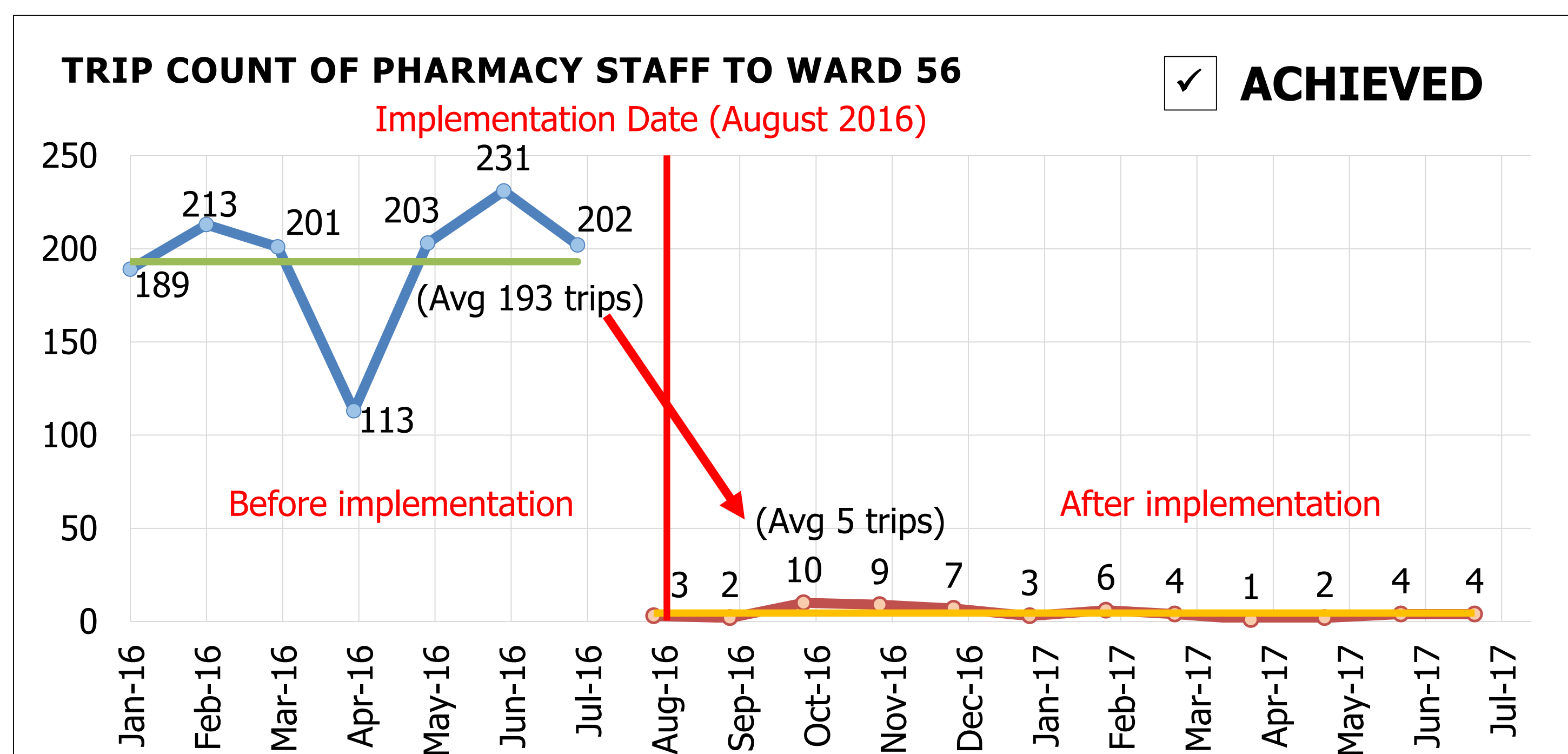
- Reduce number of trips made by pharmacy staff to ward 56 (pilot ward)
- Time saved allow pharmacy to improve bedside dispensing turnaround time for discharge prescriptions from other wards

Method



Results

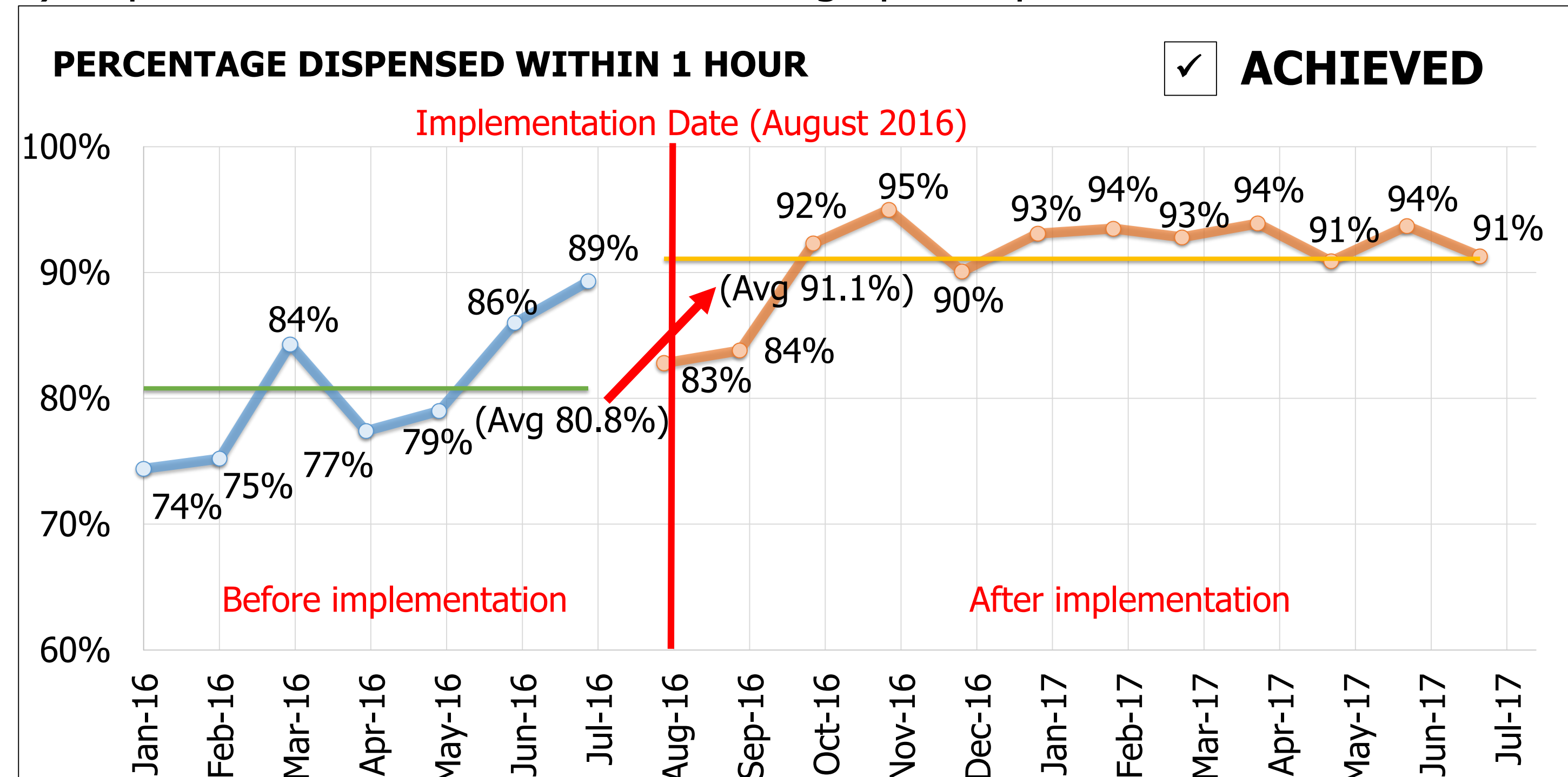
1) Reduce number of trips made by pharmacy staff to ward 56



Graph 1. Number of trips made to Ward 56 (Jan 2016-Jul 2017)

Since the implementation of Discharge Pharmacy in Aug 16, the number of trips made to Ward 56 has decreased significantly from average of 193 trips (Jan 16-Jul 16) to 5 trips (Aug 16-Jul 17).

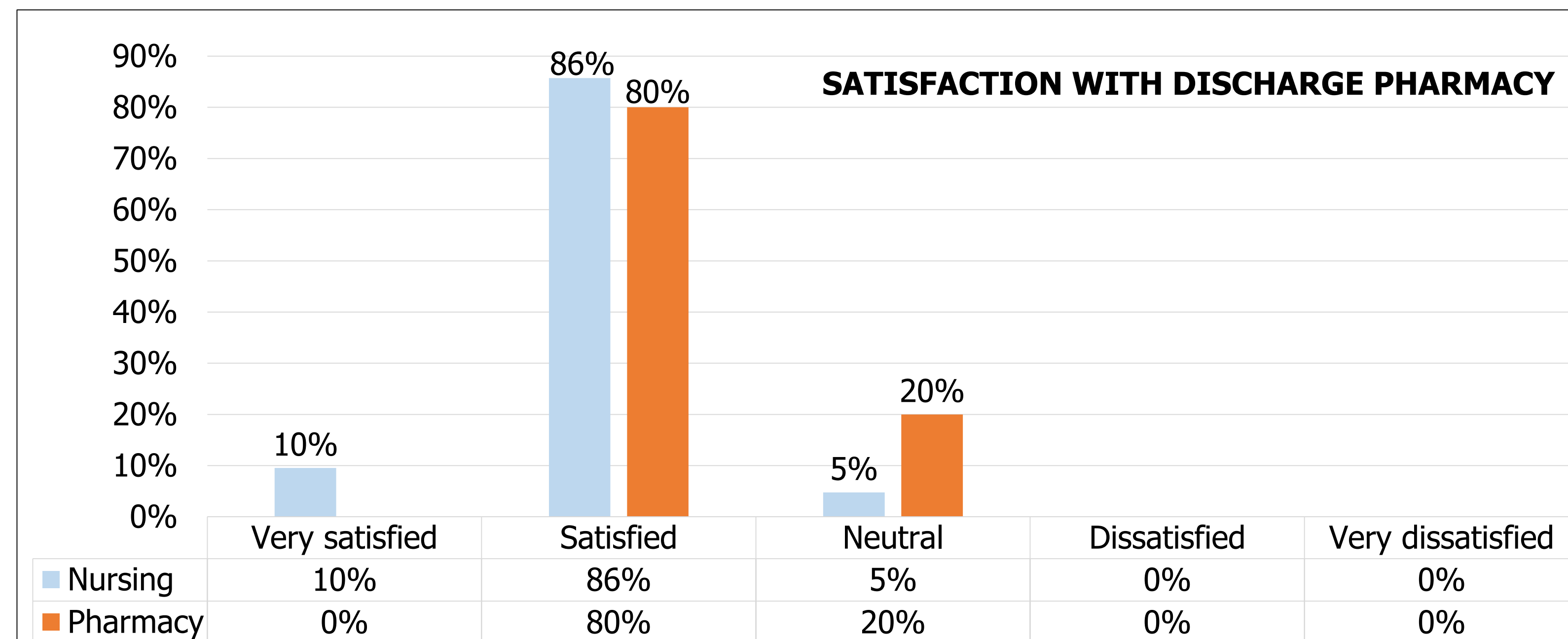
2) Improve turnaround time for discharge prescriptions from other wards



Graph 2. Percentage of discharge prescriptions dispensed within 1 hour (Jan 2016-Jul 2017)

With the man-hours saved from travelling to the ward, we are able to delegate our manpower more efficiently, resulting in an improved percentage of prescriptions dispensed within 1 hour from 80.8% (Jan 16-Jul 16) to 91.1% (Aug 16-Jul 17).

Feedback from Pharmacy and Nursing staff from pilot survey



Graph 3. Satisfaction with Discharge Pharmacy from Nursing and Pharmacy staff

Feedback was gathered from a total of 21 nursing and 15 pharmacy staff. 96% of nursing staff and 80% of pharmacy staff responded very satisfied/satisfied with the workflow.

An average of 99.4% of prescriptions dispensed within 30 minutes was achieved at the Discharge Pharmacy (Aug 16-Jul 17). Caregivers were also generally satisfied with the workflow.

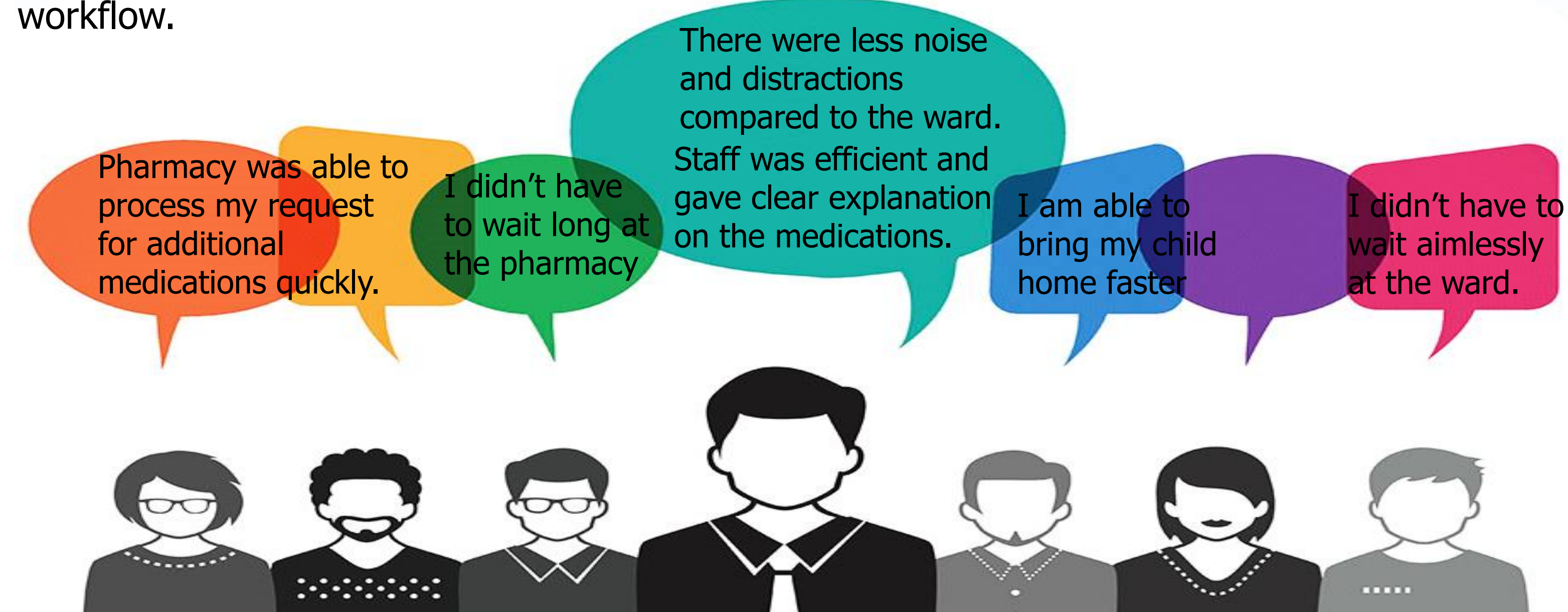
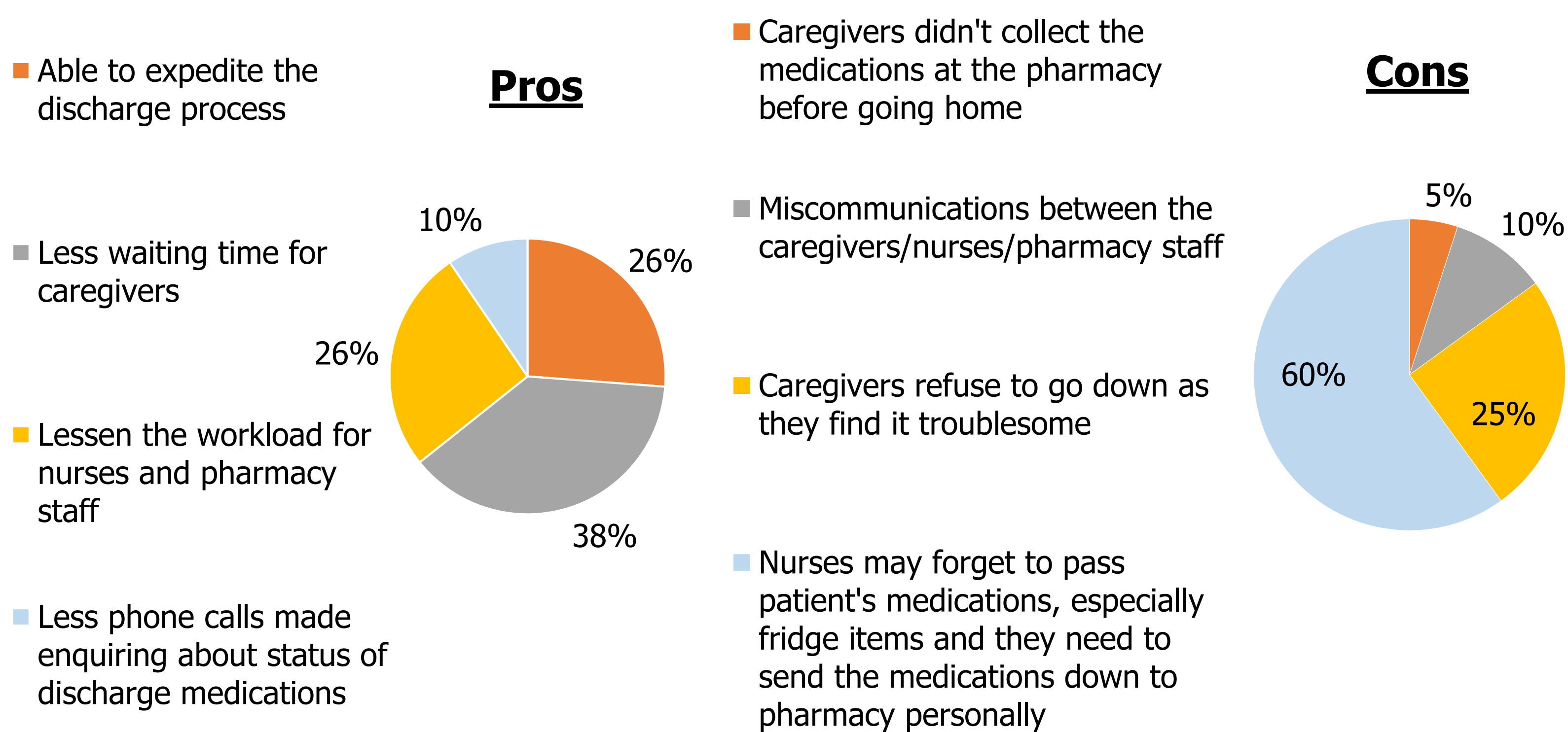


Figure 1. Feedback given by caregivers on Discharge Pharmacy

Pharmacy and nursing staff were interviewed to list down some pros and cons of Discharge Pharmacy.



Graph 4. Pros and Cons of discharge pharmacy

Nurses are reminded to go through the checklist on the collection memo which will prompt them to hand over patient's own medications and multi-dose medications supplied in the ward to caregiver. If caregivers have forgotten to bring to Pharmacy, they will be requested to retrieve from the ward.

Conclusion

Preliminary results have shown that Discharge Pharmacy has helped to increase the efficiency by reducing the number of trip counts to ward 56, hence allowing more manpower to improve the turnaround time for discharge prescriptions from other wards. Staff and caregivers also responded favourably to Discharge Pharmacy. Future challenges to consider include coping with patient load when Discharge Pharmacy is rolled out to more wards and space constraint in the pharmacy as there is only one dispensing counter at the moment.

