Waste Challenger

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A L P S — Synergies in Healthcare Supply Chain

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 through 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
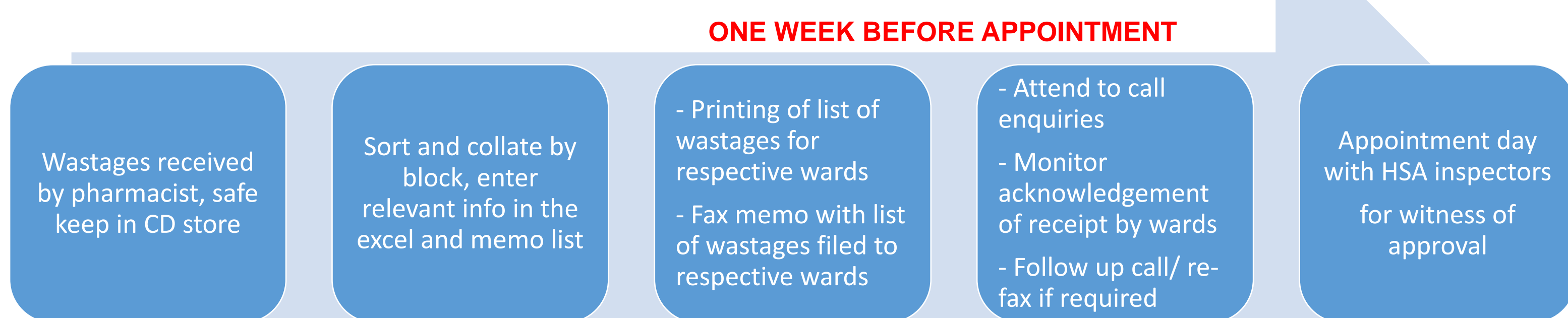
Analysis of the Problem

ONE WEEK BEFORE APPOINTMENT

| Wastages received by pharmacist, safe keep in CD store | Sort and collate by block, enter relevant info in the 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
- Monitor acknowledgement of receipt by wards
- Follow up call/ re-fax if required | Appointment day with HSA inspectors for witness of approval |

Figure 1: CD wastages process

Non-value added task

- Pharmacy staff goes through the acknowledgement memo received and establish wards which have not acknowledged. Re-fax documents to wards
- Pharmacist receives many phone calls enquiries during the week leading to HSA appointment.
- Printing of hard copy wastages list for respective wards and faxing acknowledgement memo leads to unnecessary waste of papers.
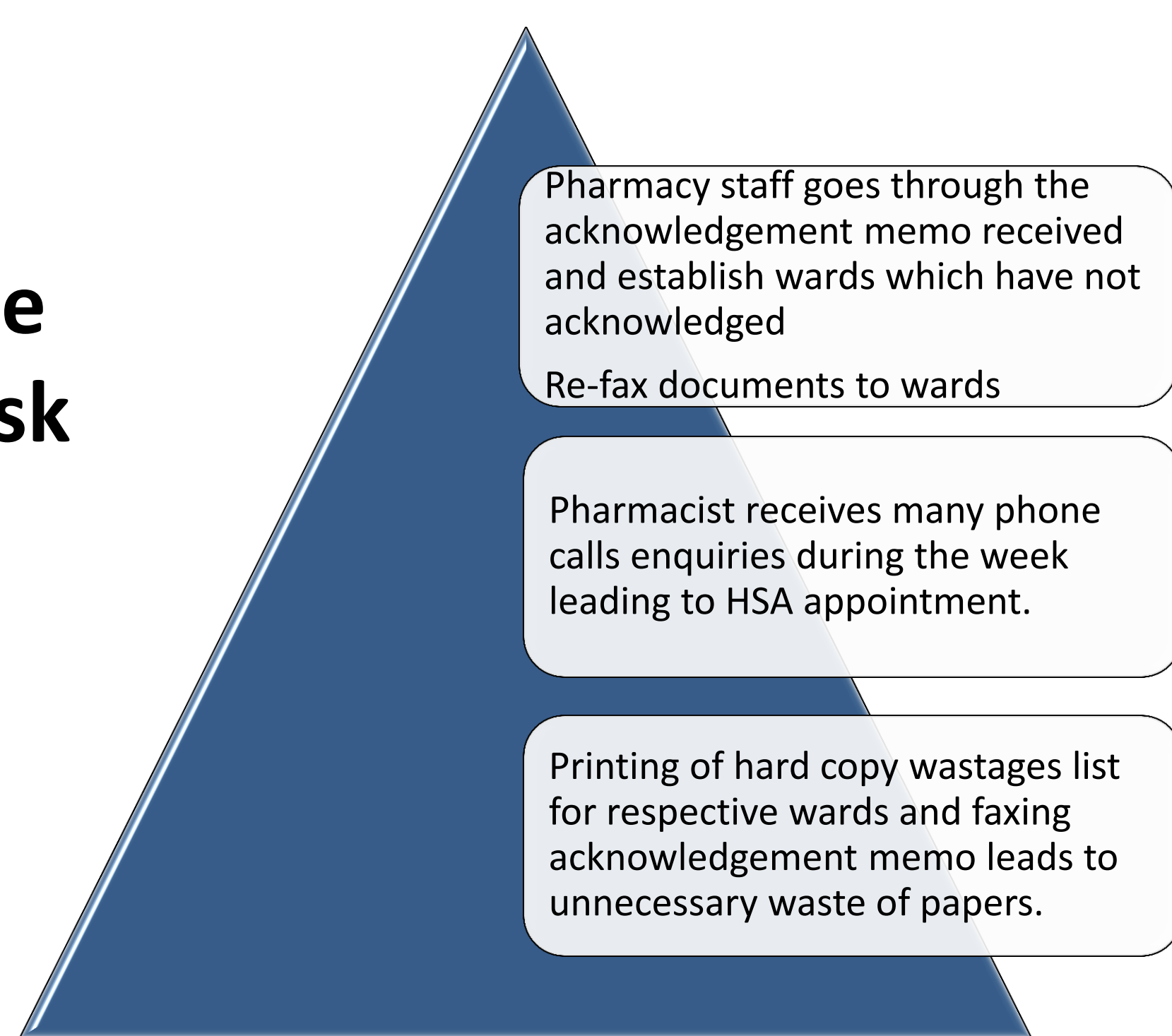
Figure 2: Non-value added task prior to HSA Appointment Day

Figure 3: Consolidation of all CD wastages in Excel list for HSA submission

Figure 4: List of wastages for one ward

Interventions

The following interventions were implemented to reduce time spent and also paper wastage in the process.
❖ Collation and preparation of respective ward wastage list in soft copy.
❖ Send mass e-notification with wastages list via email to SGH nurse manager group instead of faxing individually to respective wards.
❖ Additional reminder email to be sent 2 days before actual HSA appointment date (follow up).
❖ Do away with printing hard copy wastage list for purpose of notifying nursing.

~~Printing of list of wastages for respective wards~~ **ONE WEEK BEFORE APPOINTMENT**

| Wastages received by pharmacist, safe keep in CD store | Sort and compile by block, enter ward info in the excel (auto populate with excel sum and count function) | Email the excel list of all wastages filed to nursing managers emailing group | - Attend to call enquiries
- One reminder to be sent two days before HSA appointment date | Appointment day with HSA inspectors for witness of CD disposal |

Figure 5: Improved CD wastages process

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

Results

SAVE PAPER	• Wastages received will be keyed in the excel sheet and an e-notification attached with the excel sheet will be send out directly to users.
SAVE TIME	• Time spent for consolidating wastages list for HSA can be auto populated using the excel count and sum function • After implementation of mass e-notification, the time taken to notify users has been reduced to 15 minutes.
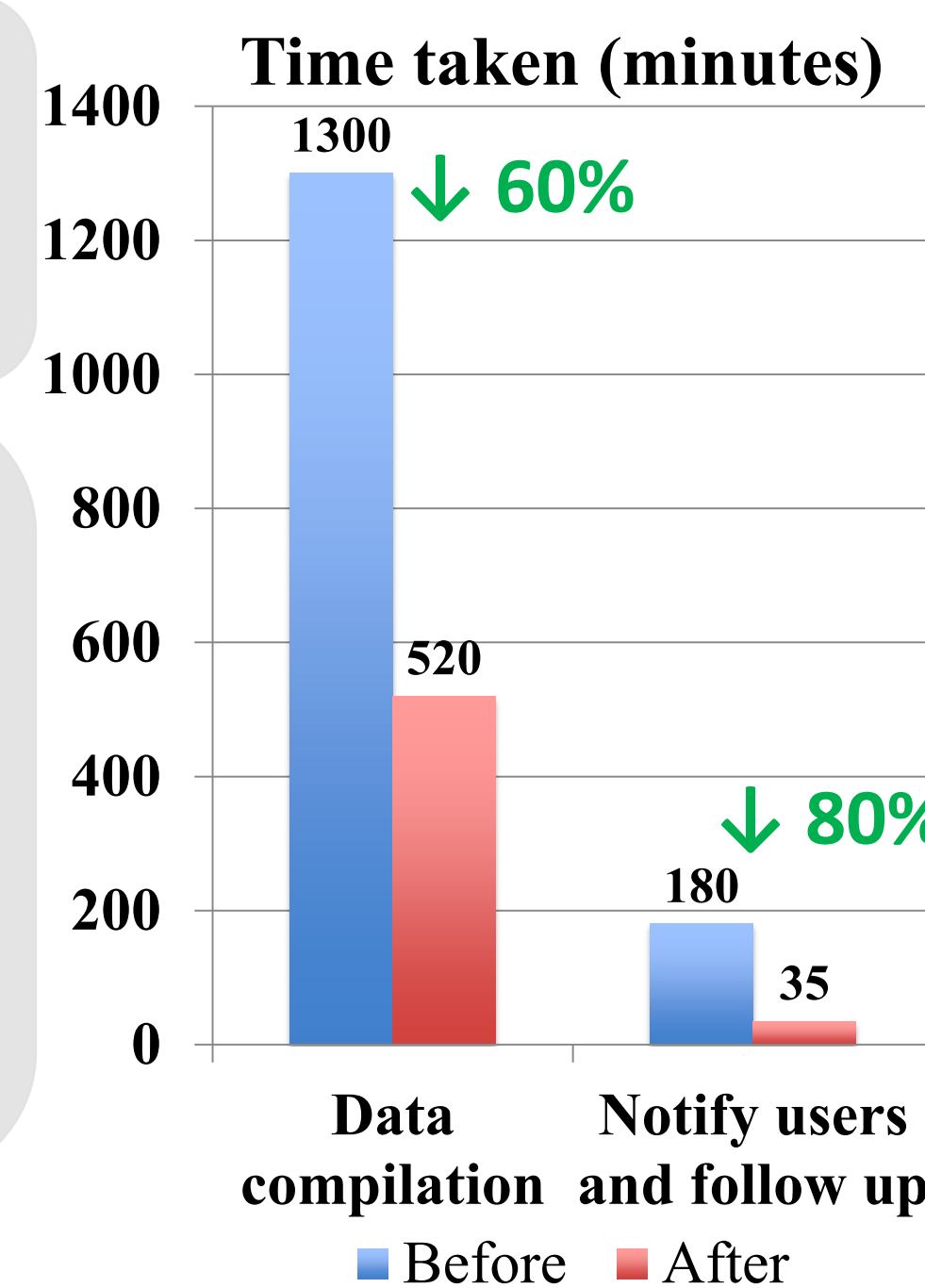
❖ Time spent on:
  ✓ Data Compilation ↓ **by 60%**
  ✓ Notify User and follow up ↓ **by 80%**

Figure 7: Time spent for each CD destruction cycle

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.