

Improving Patient Waiting Time: Optimising Pharmacy@A

Objectives

- 95% of patients to receive their medications within 20 minutes at Pharmacy @ A
- Optimise pharmacy manpower at Pharmacy@A.

Background

Pharmacy@A was originally managed by 2 Pharmacy Technicians (PT) and served around 90 O&G patients from Specialist Outpatient Clinic (SOC) A and B daily.

Outpatient Pharmacy served both paediatrics and O&G patients from all other Specialist Outpatient Clinics.

With the onsite renovation of Outpatient Pharmacy from March to September 2014, there was an impetus to decant patients from other outpatient clinics to Pharmacy@A following an Enterprise Risk Management assessment.

Methodology

For Pharmacy@A expansion

- Minor renovation to ↑ dispensary area by 1.5 times
- Enhancement of Q system to monitor wait time
- Analysis of prescribing data from Rx Manager
- Increase in variety of medications
- Increase in manpower

Regular reviews carried out on

- Number & type of prescriptions processed
- Medications available
- Wait time
- Manpower

Patients from SOC C & GCC were directed w.e.f. 19 Feb 2014

Patients from SOC D & Urogynaecology clinic were directed w.e.f. 3 Apr 2014

Conclusion

- 97.7% of patients waited less than 20 minutes to receive their medications at Pharmacy@A.
- Manpower was optimised with 3 PT and one pharmacist processing around 200 prescriptions daily.

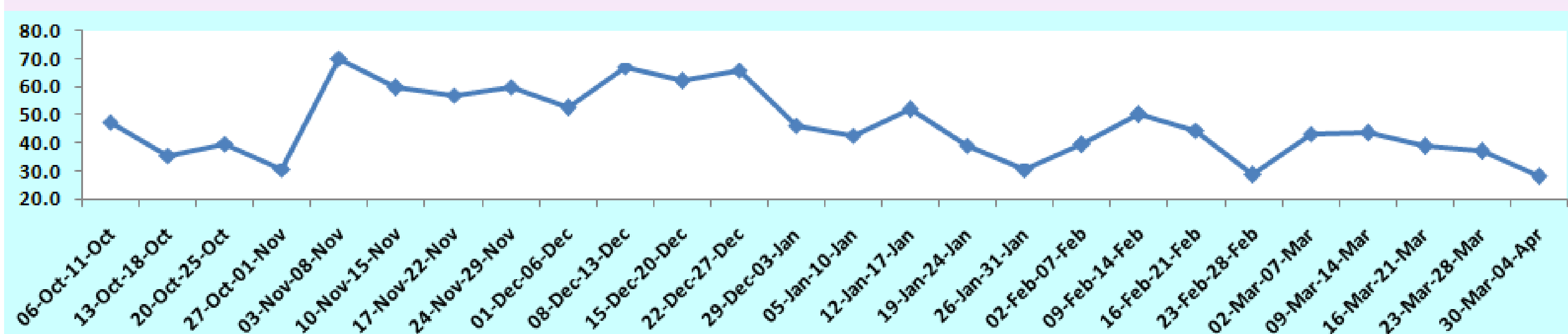
Results

Daily workload ↑ steadily and stabilised to around 200 prescriptions.

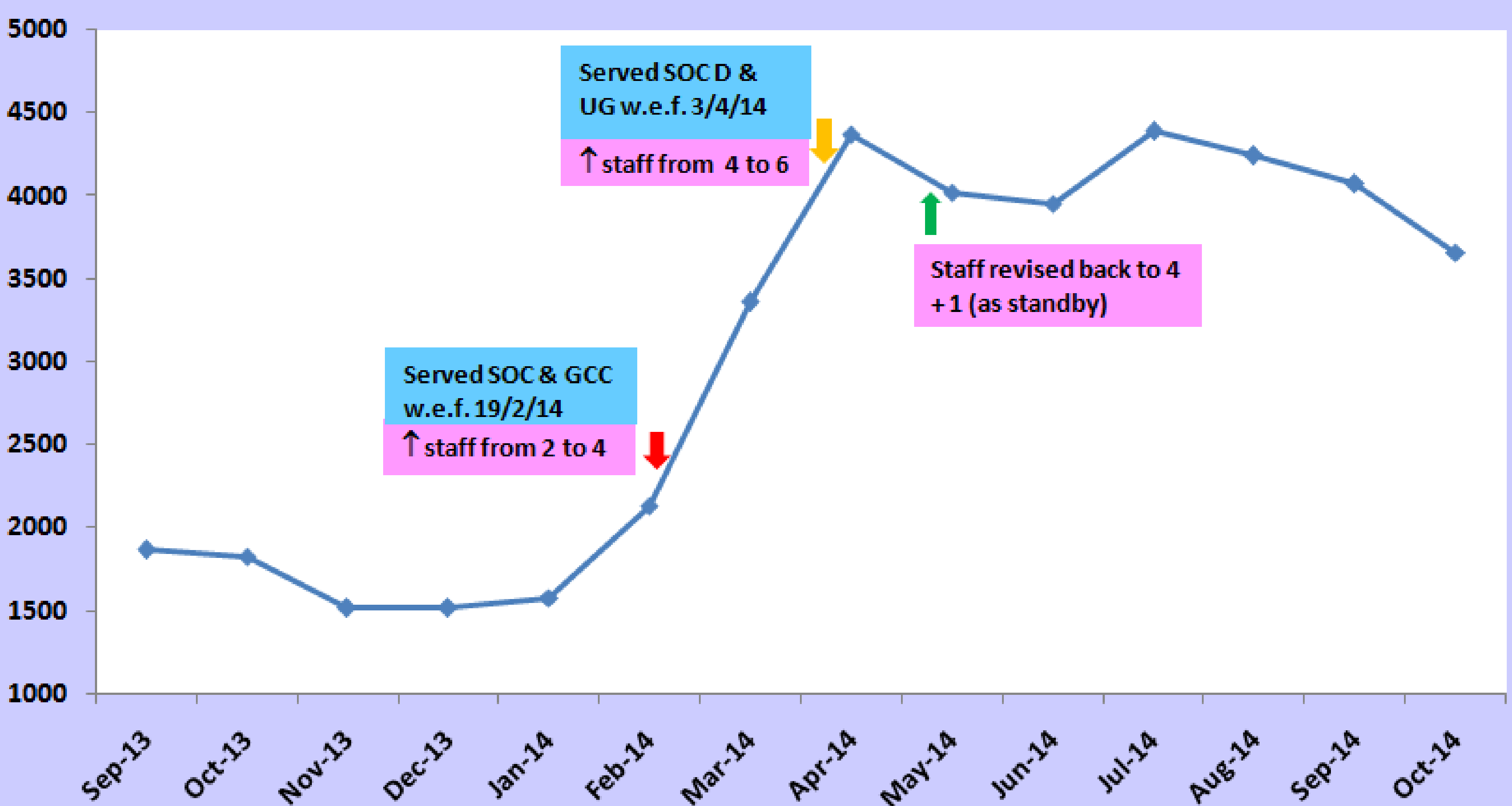
Variety of medications at Pharmacy@A were increased from 81 to 154 with good inventory management to prevent overstock and stock-out situation.

On average, 97.7% of O&G patients received their medications within 20 minutes at Pharmacy@A. This is in sharp contrast to only 46.6% of O&G patients receiving their medications within 20 minutes at Outpatient Pharmacy prior to the shift in O&G patient loads from Outpatient Pharmacy to Pharmacy@A.

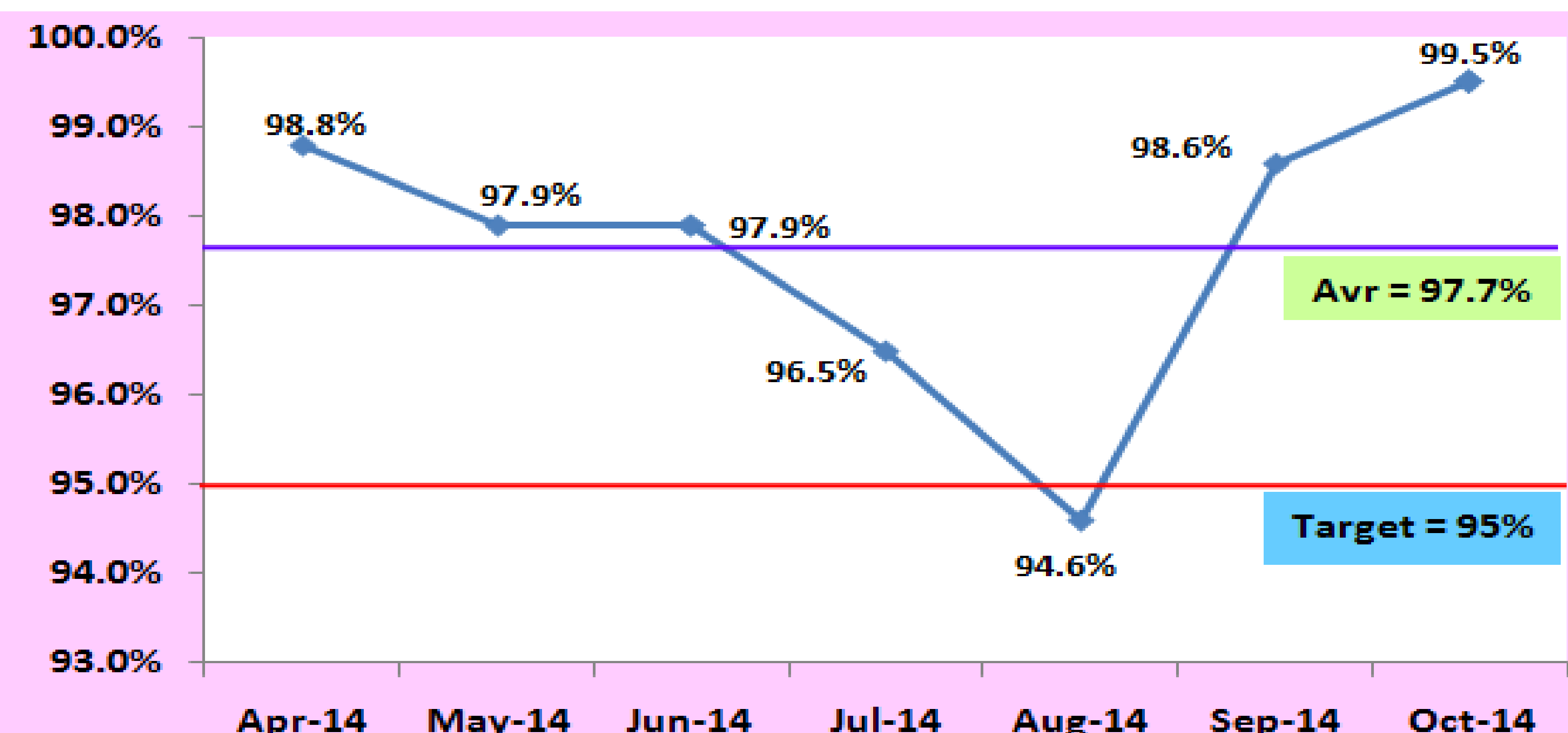
Positive feedback was received from patients on the fast turnaround time for medication collection.



% of patients who waited ≤ 20 minutes at Outpatient Pharmacy from Oct 2014 to Mar 2015



Number of prescriptions processed in a month



% of patients who waited ≤ 20 minutes at Pharmacy@A from Apr-Oct 2014