



Improvement in Accuracy and Efficiency of Pharmaceuticals Ordering for Ward Stocks

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Introduction

As the hospital transitioned to Ng Teng Fong General Hospital and Jurong Community Hospital, there is a substantial increase in service points that require stock replenishment.

The existing processes involve physically counting the ward stocks and writing down the quantity that requires replenishment. The orders are then manually transcribed into the inventory system, which present risk of transcribing and issuing errors.

As the increase in service points is close to 3 times more, there is a need to have a more efficient and accurate system for ward stock replenishment and ordering.

Methodology

Automated Dispensing Cabinet (ADC) system was introduced to improve the accuracy and efficiency of ordering of pharmaceuticals in ward stocks

Minimum and maximum par level are determined for individual drug



Based on the predetermined par level, ADC server sends the required quantity to the inventory system at a scheduled time



A different indicator will be shown when items are below the minimum par level. This indicates its urgency



This generates an order in the inventory system which is retrieved and fulfilled by Logistics Associates

Results

Total saving of 24 Full Time Equivalent (FTE)

ADC improves the efficacy of the process by eliminating the need for manual counting and ordering of ward stock

Faster turnaround time for replenishment

ADC provides real-time information of the required stocks to be replenished. This is individualised for each ward

Increased accuracy in transcribing orders

ADC integrates with the hospital's warehouse management system (WMS), hence eliminating the need to manually transcribe orders into the inventory system

Improved accessibility of information

Provides real-time data of stock levels at various service points

Accountability of transactions done

Only authorized personnel are allowed access to ADCs

Improved in expiry date tracking

Minimize write-offs, as expiring drugs are channelled to faster moving areas



Conclusion

ADCs were successfully introduced and improved the accuracy and efficiency of stock ordering process for pharmaceuticals throughout the hospital.