

Reasons for Action

In the year 2021-2022, La Carlota Hospital carried out an improvement plan in the pharmacy area and CENDIS, this plan facilitated timely attention to the external and internal client, however, due to the Mexican regulatory reforms carried out in the In 2022, the hospital carries out a second improvement project that is presented below.



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Current State

The pharmacy and CENDIS area is organized based on the methodology called "5's". However, the physical spaces are very narrow for adequate communication, this did not allow compliance with Mexican regulations.



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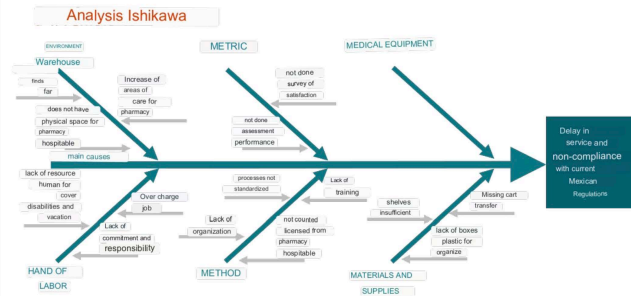
Objetive

Guarantee timely and safe care in the patient care process in the community and hospital pharmacy.

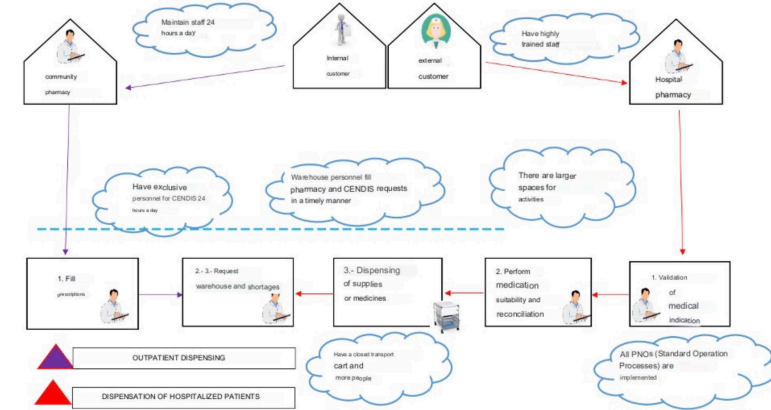
Goal

- Achieve a physical space for a hospital pharmacy.
- Reduce waiting times in the dispensing of medicines and supplies by 50%
- Have 100% of processes

Gap Analysis



Solutions



Implementation Plan

Thanks to God and teamwork, great results were achieved, greatly reducing service times.



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Follow-up

Activity	Deliverable	Responsible	Start date	Finish date
Standardization of processes	Updated Standard Operation Processes (SOP)	G.O.B. Yara Sánchez (Pharmacy Health Manager)	April 2023	In progress
Have furniture to increase the number of items in the CENDIS area	furniture budget	PC Luanda Guevare (Hospital Services Administrator)	August 2023	In progress
Construction of offices for the inventory and warehouse area	staff relocation	PC Eleazar Menchaca	November 2022	June 2023
Have staff trained in processes and procedures	Annual training calendar	O. Yara Sánchez (Pharmacy Health Manager)	February 2023	August 2023
Evaluate the implementation of the 5S tool	Evaluation report	Lic. Ruth Bravo (Quality Manager)	October 2022	In progress
Registration to the hospital pharmacy procedure	Procedure in process	G. Yara Sánchez (Pharmacy Health Manager)	Mayo 2023	In progress
Hire a pharmacobiological chemist for a hospital pharmacy	Contract	PC Luanda Guevare (Hospital Services Administrator)	December 2022	February 2023
Remodeling for hospital pharmacy	architectural plan	PC Eleazar Menchaca	Mayo 2023	In progress