



Initiation of In-patient Pharmacy Service at Scheer Memorial Adventist Hospital



Dr. Sujan Raj Paudel; Dr. Angela Basnet; Dr. Hector Gayares, Jr.
 1. Director for Surgical Services; 2. Vice President for Medical Affairs; 3. CEO

THE PROBLEM

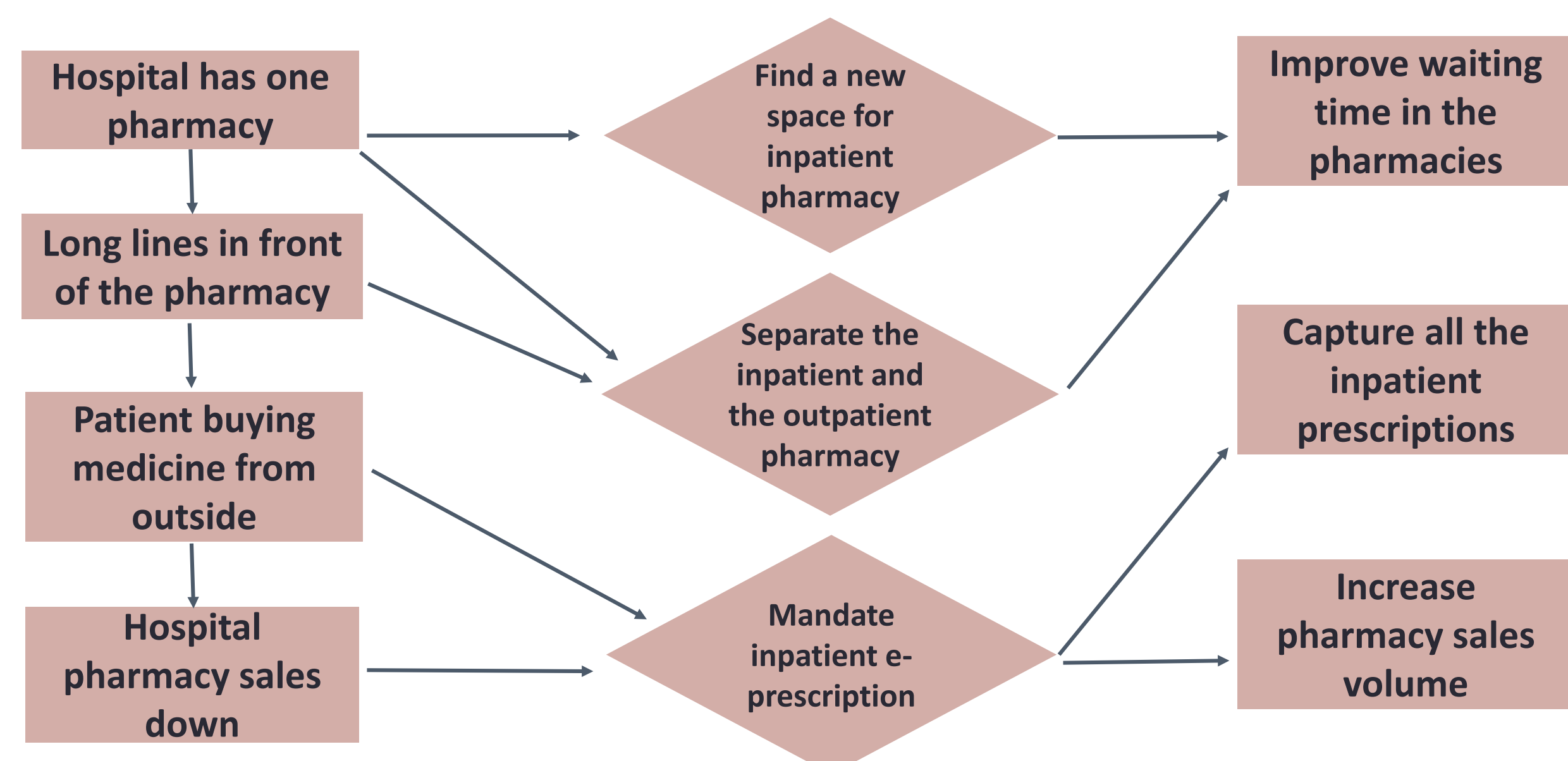
1. The customer queue in the Pharmacy window is long and winding. Waiting time to service would reach from 20 to 30 minutes.
2. Due to the winding queue and long waiting time, relatives of in-patients are hesitant to purchase necessary medicines and supplies in the hospital pharmacy.
3. While volume of outpatients clients is higher, inpatients purchases contribute to a major proportions of pharmacy sales.
4. Visitors of inpatients divert to drug stores outside the hospital as their alternative source since the prescriptions are in a piece of paper.
5. This has led to a loss in the hospital pharmacy sales and revenue.

Time frame- 16 July 2021 to 16 July 2022; corresponding to a nepali fiscal year

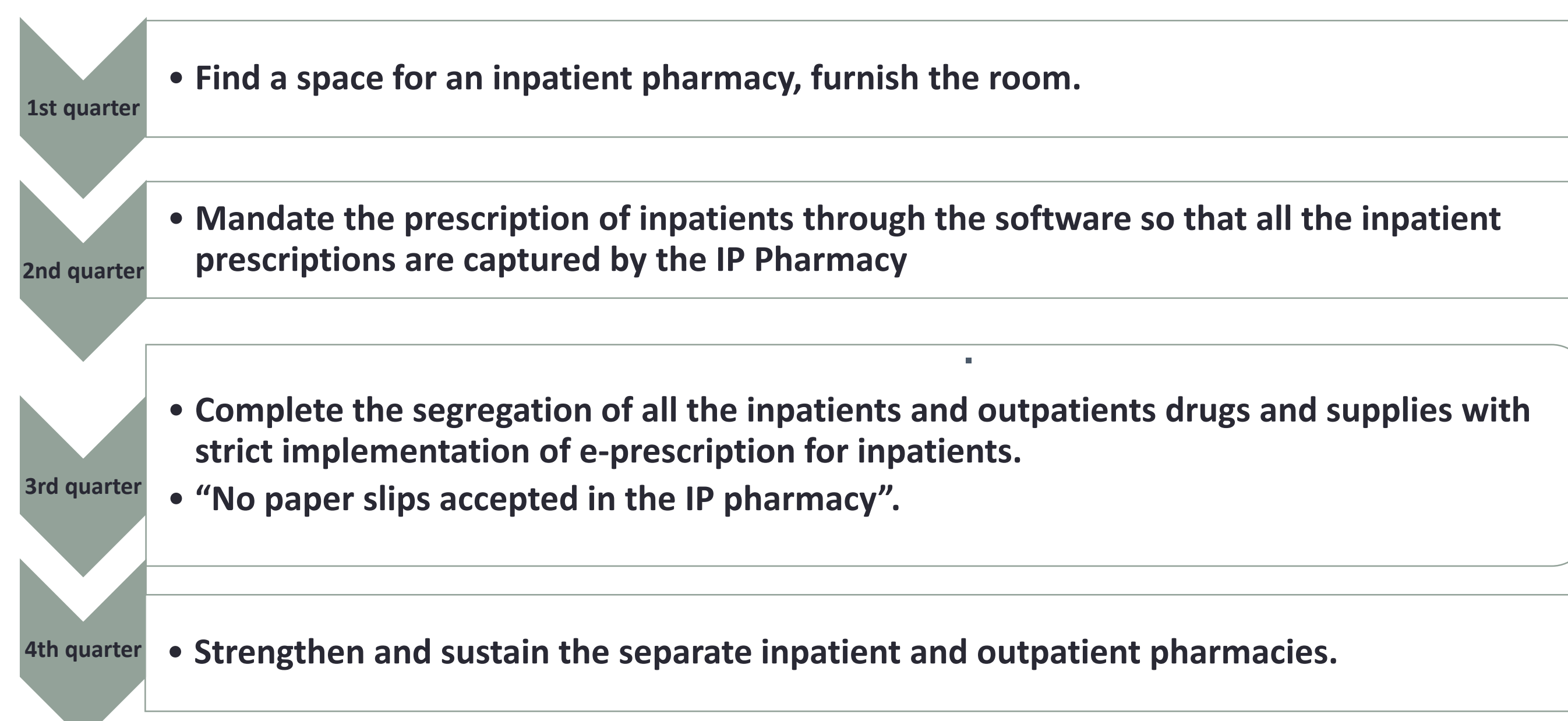
AIM

To establish a separate in-patient pharmacy (IP) to cater to in-patients clients, improving Rx capture and increase in sales of the pharmacy as a whole.

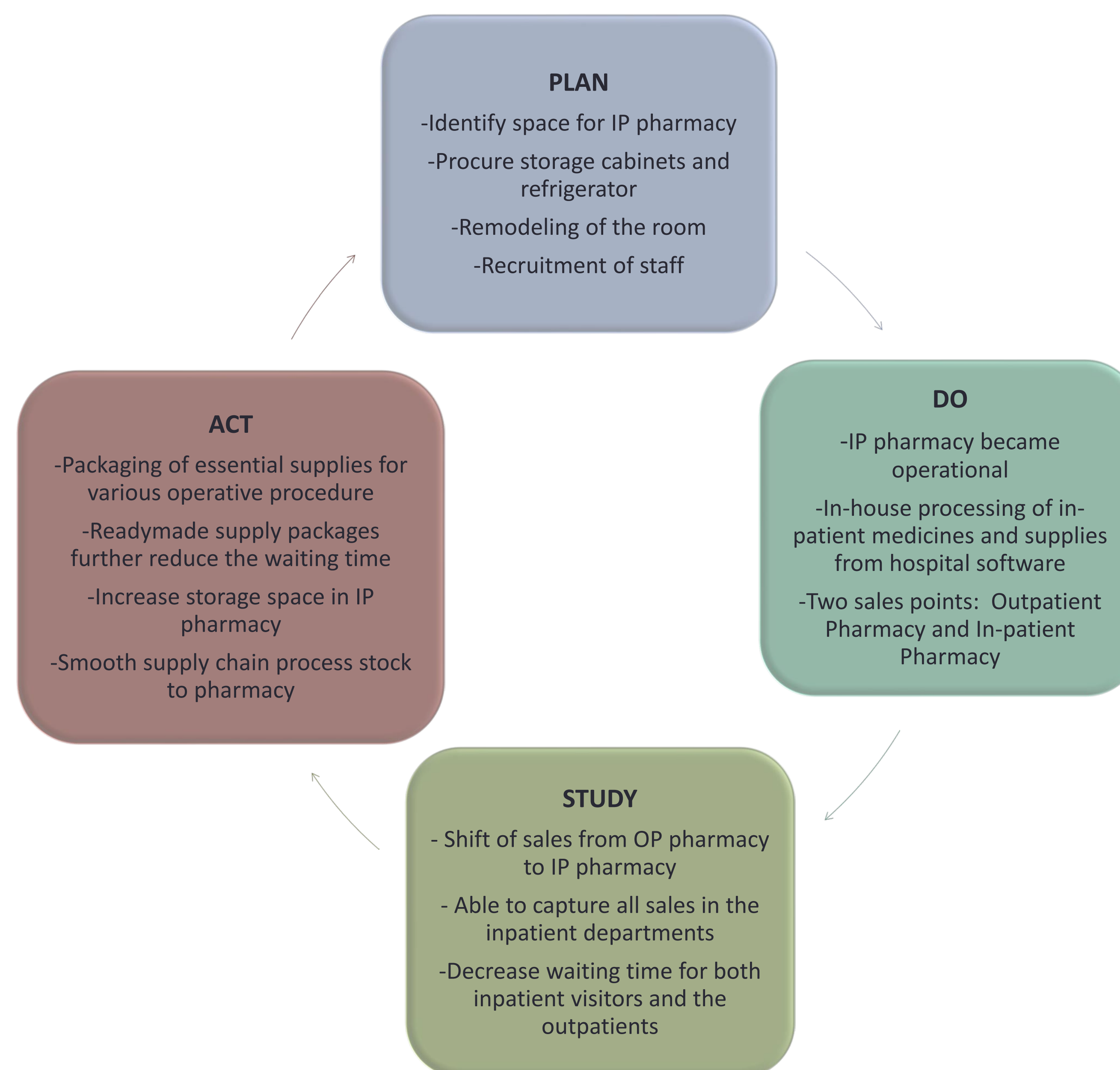
INITIAL STATE



FLOW MAP OF FUTURE STATE

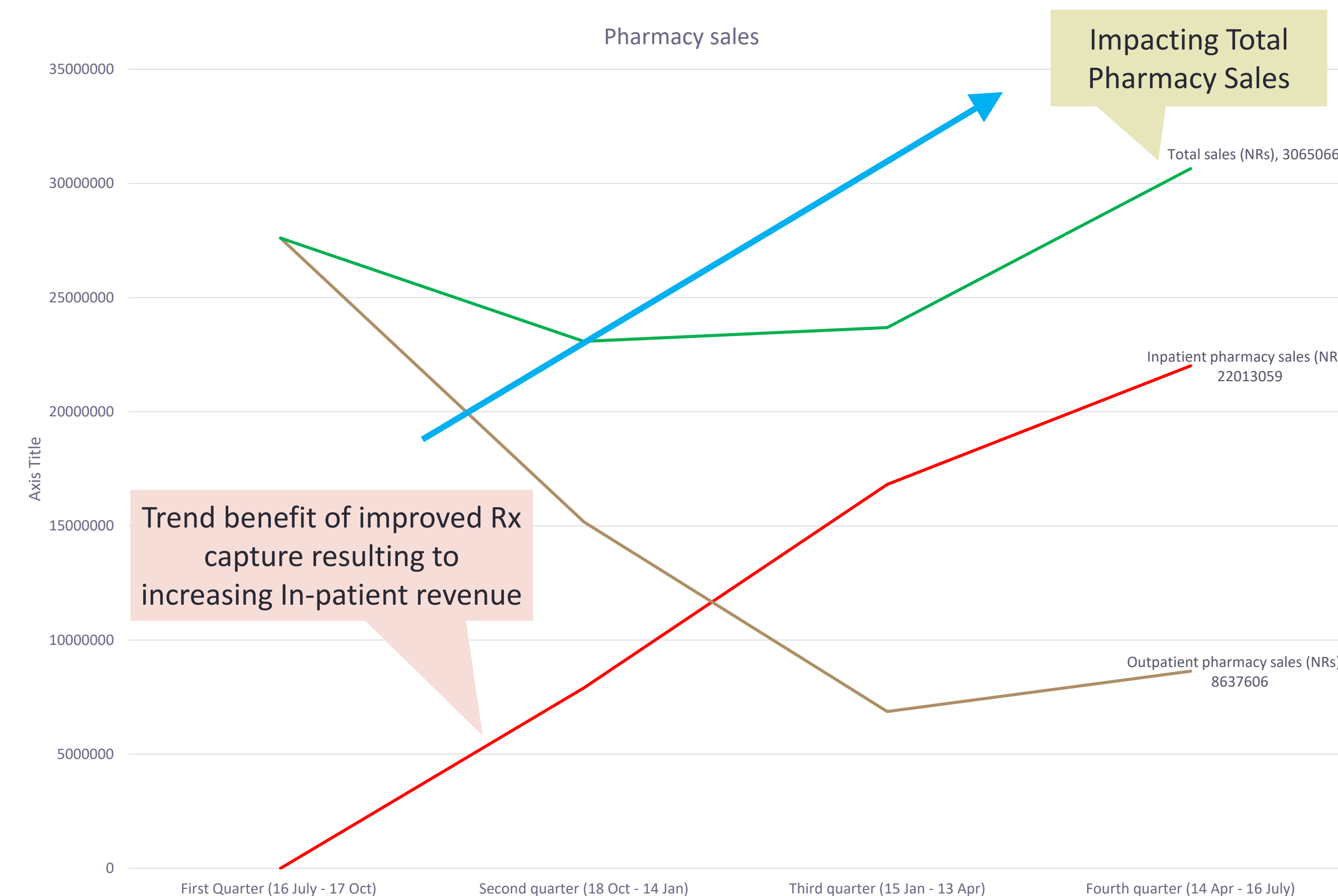


PLAN DO STUDY ACT CYCLE

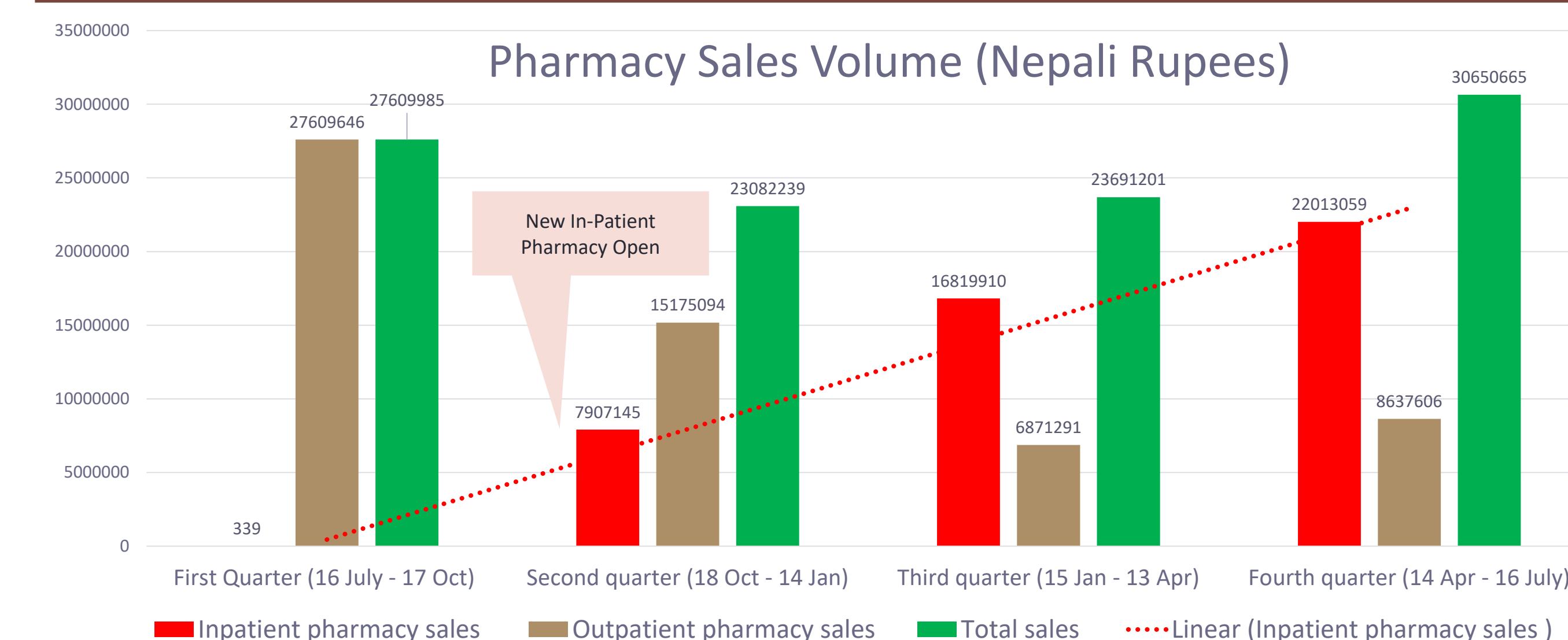


LINE PRESENTATION OF DATA

- Display data in a run chart.



RESULTS/DISCUSSION



- Increase in the total number of prescriptions received by the hospital pharmacy (IP and OP) as seen in the red bar/line.
- Overall sales of the hospital pharmacy increased from 27M to 30M, the major being inpatient sales. The 4th quarter data has shown a rosier picture where the inpatient Rx capture was 100 %.
- The IP pharmacy was started when the patient volume was low due to the festival and the drop in 2nd quarter was due adjustments to a new process.
- The 3rd quarter data is a deviation from the usual because of the omicron variant while the inpatient pharmacy sales saved the pharmacy revenue by capturing all the Rx from the wards including the Covid inpatients.

SUMMARY

- Patients coming to any hospital purchase most of the supplies at the hospital.
- Decreased waiting times at the pharmacy has reduced total time a patient spends at hospital in the outpatient department, which in turn has increased the patient satisfaction and the annual patient volumes.
- Ordering from hospital software has helped to capture 100 percent of in-patients prescriptions to inpatient pharmacy.
- Improved patient satisfaction, increased numbers of patients presenting to the hospital, increased overall sales volume and hospital revenue.

FUTURE STEPS/ WHAT'S NEXT?

Ordering medicines for outpatients through the hospital software to improve Rx capture.

Reducing waiting times:

- Packaging supplies required for surgical procedures
- Creating comfortable waiting space with chairs

Continuously improve client experience by systems redesign through PDSA cycle and employing the principles of systems thinking.