



Simplification of Communication between Cashier and Pharmacy

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THE PROBLEM

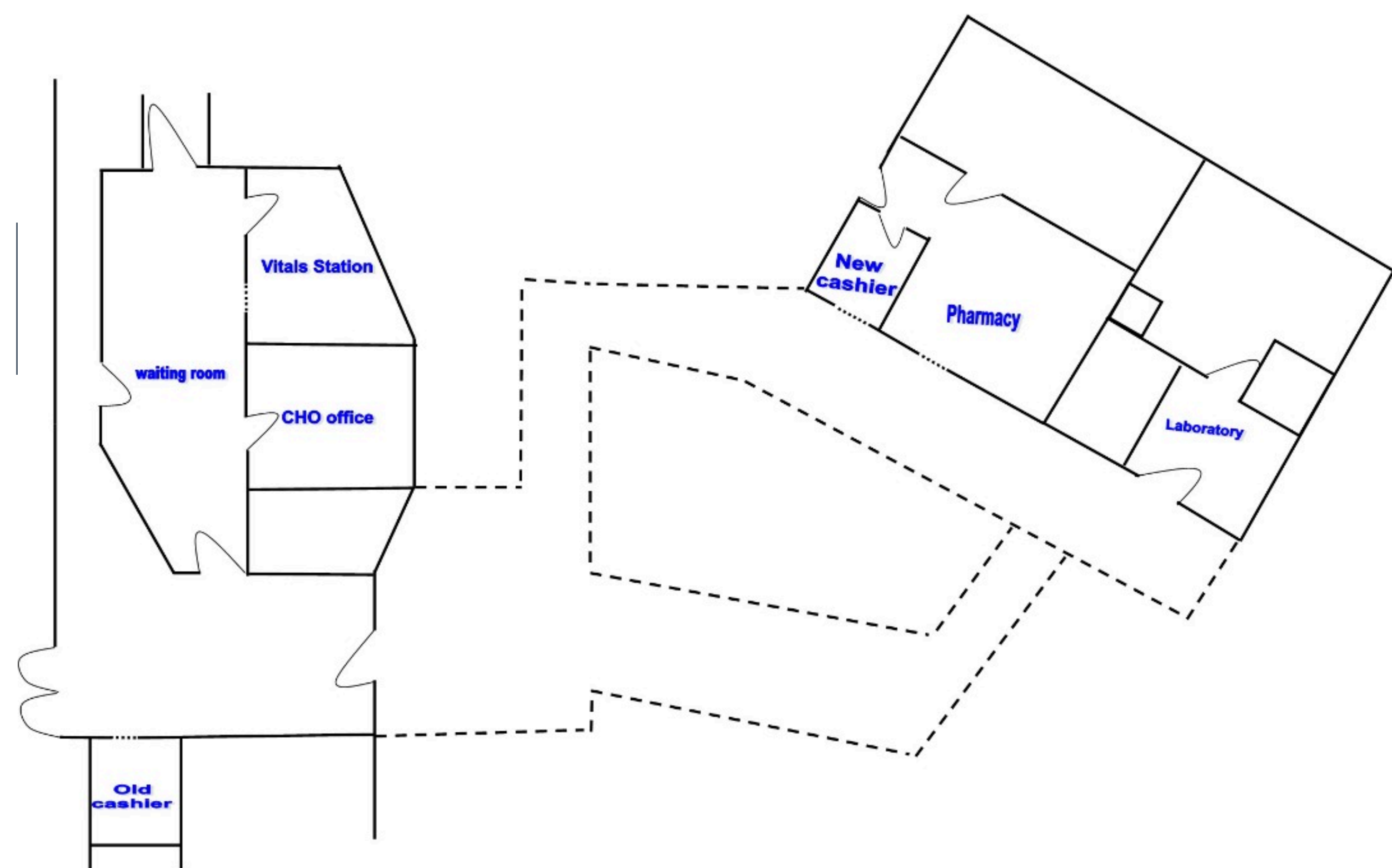
What system problem are you trying to improve?

- Any communication between the pharmacy and cashier would result in long walks for the staff
- When discharging an admitted patient, the pharmacy often needs to consult with the cashier
- Any patient unable to pay their bill would have a long walk to discuss with the cashier
- Patients were often confused about the next place to go between the cashier, outpatient department (OPD), lab, pharmacy, etc.
- Providers often need to meet both the pharmacy and accounts for the same patient

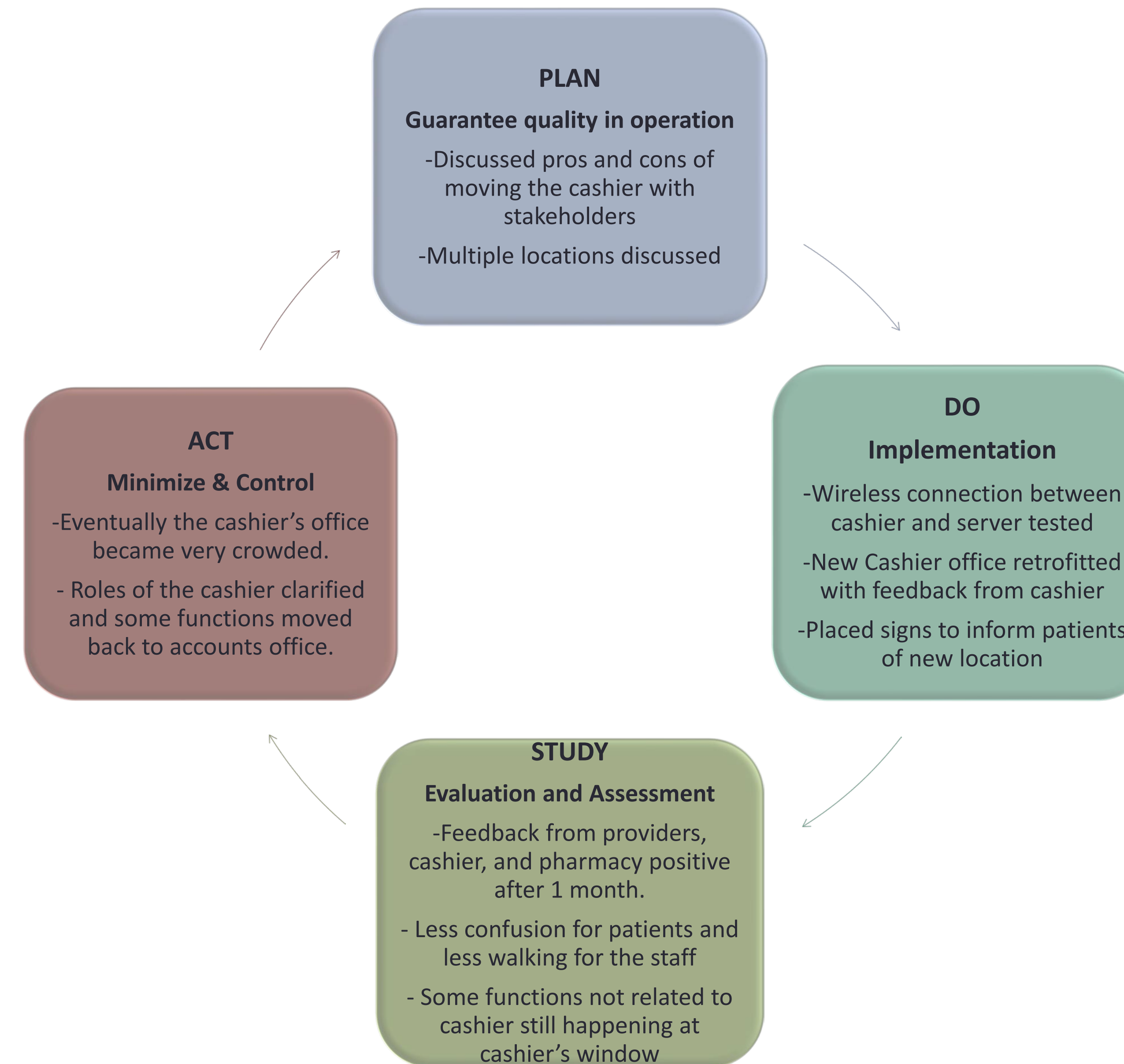
AIM

Relocate the cashier to facilitate easier communication with the pharmacy without placing additional burden on patients.

MAP OF PRESENT/FUTURE STATE



PLAN DO ACT STUDY CYCLE



DATA

Old Cashier Location		New Cashier Location	
Cashier to OPD	13	Cashier to OPD	100
OPD to CHO	16	OPD to CHO	16
CHO to Cashier	16	CHO to Cashier	84
Cashier to Lab	113	Cashier to Lab	29
Lab to CHO	125	Lab to CHO	125
CHO to Pharmacy	90	CHO to Pharmacy	90
Pharmacy to Cashier	90	Pharmacy to Cashier	6
Cashier to Pharmacy	90	Cashier to Pharmacy	6
Total Feet Travelled	551	Total Feet Travelled	456

RESULTS

- Relocating the cashier's office was able to consolidate several patient services to one location. The patients are now less confused when moving between different locations and it's easier to find staff to ask for directions.
- It helped the providers coordinate simultaneously between pharmacy and the cashier. Even if one staff has momentarily stepped away, it's easy to leave a message with the other staff
- When discharging patients, the pharmacy is easily able to coordinate the discharge papers with the cashier.
- The previous cashier's office was combined with the accounts office. With the relocation of the cashier, the accountant a more peaceful environment with less interruptions.

SUMMARY

- The staff now understand how small improvements in efficiency and communication can make life easier.
- Consolidating the patient services in one location has decreased patient walking as well as confusion about next place to visit.
- Staff collaboration has improved the workflow of both inpatient flow and outpatient discharge procedures.

FUTURE STEPS/ WHAT'S NEXT?

- Future steps will focus on patient charts. Although the patient flow and staff communication has been optimized, often the patient charts are lost between pharmacy, cashier, accounts, and the outpatient department.
- Keeping organized patient charts will help with both patient care as well as tracking hospital metrics.