Project Name: Medication Receipt, Custody and Control

Team:	Team: CFO, CMO and Pharmacy Dept. Start Date: December 2020		Targets (Desired Situation)	Check		
Team Leader: Reymaldo Canales Consultant: Medical Direction			Target	Results	Evaluation	
			Specific targets: 1. To define policies for receipt and custody of		Fewer errors and complaint	Sep-21
				Process supervision	with no	
PROBLEWNEED			usual medications provided by the patient's family members. 2. To	Inventory control	deficit without	permanent
Absence of assessment policies and processes for any medication provided by the patient or family members. BACKGROUND			maintain the inventory level and the supervision and control process. 3. To standardize the medication receipt processes and communication with family members.	Medication control	errors	permanent
From the beginning, the Hospital Adventista Valle de Angeles provides Pharmacy services organized under regulations			PLAN			
complete, providing medication to external users, emergency and hospitalized patients. The personnel is trained, qualified and certified with increasing requirements, I identify the absence of assessment policies and processes for any medication provided by patients or family members which would be used during and after hospitalization. An ongoing improvement plan is proposed to reduce the possibility of error in acquisition, storage and distribution. CURRENT STUATION Concern was focused in the protection, custody and control of frequently uses medication at the home of the patients, and they would continue during their hospitalization, which were recorded in the file; however, they are provided in hospitalization with minimum control on delivery. Frequent complaints were aimed to doubt in delivery of medication, inventory management and poor communication. In addition Pharmacy regency has no access to verify medical orders, quality supervision, expiration date or safety of provided medications, and the difference of opinions regarding price of products of different quality is frequent. The individuals involved in these processes used to enter into managemens conflicts, due to the lack of specific policies and processes. Storage capacity and space are limited and was overbaded where large quantities were received. The problem is addressed to the quality of medications provided			1. Analysis of the quality improvement vision for the Pharmacy Dept. 2. Verification of the problem and reason for continous complaints from patients 3. Target focus: error reduction, policies preparation and supervision 3. Analysis of deficiencies and limitations within the institutional environment 4. Solution focus to reduce conflicts and facilitate communication 5. Process planning and preparation of standardized formats 6. Decision-making based on personnel hiring a. Admission secretary b. Increase the number of hiring hours for Pharmacy personnel 7. Process for acceptance of proposals aceptación: instruction and coordination 8. Process assessment and supervision 9. Data analysis before and after starting of the proposed change 9. Structuration of indicator analysis 10. Comparative analysis with JCI assessment 11. Process completion			
manual controls with amendment limited storage spaces receipt of medications withour cher provided medications of different quality personnel hired part-time and full time	outda	atement ed manuals poor supervision nance and function processes -standardized software	To DO	Action		
· · ·	basic and	manual digital controls	A	Entres Anthen	Qulen/	
poor communication between personnel in charge	\rightarrow	manual digital controls	Analysis of administrative data and processes CFO 202	Future Action Integration of administrative so		When Team
limitación de acceso para supervisión y control	basic technology	criteria Si E Si	Analysis of medical processes and data CMO Q1 2021 Analysis of medication processes guality Pharmacy Q1 2021	Inventory control automation	Pharma Pharma	
	7		Processes structuration and updating HAVA Tea 202		T Hairna	acy
Individuals		Machines S	Supervision of the quality improvement process HAVA Tea 2nd semester 202			
		lby	Direct assistance and communication with family member Pharmacy 2nd semester 202	┨┠────		
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		ovice of the second sec		┨┠─────────		
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		absence of policies		Remarks By improving assistance and e it is possible to maintain the lo communication and user satisf	wer error possibility stan	