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Submitting author: Ms Lily CHU
Post title: Pharmacist, Queen Mary Hospital, HKWC

**Lean Pharmacy Management in GOPC Setting: Shortening Waiting Time during Peak Hours**

L Chu(1), J Chu(2), C Wong(3), W Chui(4)
Kennedy Town GOPC Pharmacy, HKWC Kennedy Town GOPC Pharmacy, HKWC
Department of Pharmacy, QMH Department of Pharmacy, QMH

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- pharmaceutical care
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**Introduction**
The average waiting time during peak days are over 30mins. Long waiting time will add stress to pharmacy staff which prone to error. Hence, patient safety becomes a concern. Also, there is little time for Clinical Pharmacist to do the medication review and solve the drug-related problems of patients, hence patients therapeutic outcome cannot be enhanced The long waiting time is non-valued to patients and cause patients inconvenience.

**Objectives**
Reduce average waiting time to 20mins during peaks days Patients can receive proper pharmaceutical care and pharmacist can solve drug related problems when patients receive medications

**Methodology**
Implement e-hospital to GOPC pharmacy Eliminate wastage: Set up location code so that pharmacy staff do not need to waste time to search drug Efficiency: Purchase pill counter to speed up the pill counting process Effectiveness: Rearrange shelving to maximize space and keep inventory in an orderly manner, so that drugs are replenished effectively and in orderly manner Encourage staff to make suggestions to improve current workflow Enhance smooth workflow, adhoc manual staff prescriptions will be dropped off in the morning and picked up in the afternoon to minimise the interruption of normal daily prescriptions Easy pre-printed form for problematic dental prescription with contact phone numbers and fax number for ease of communication

**Result**
After implementing e-hospital to GOPC pharmacy, the average waiting time has been decreased from 30mins to less than 20mins. This allows Clinical Pharmacist to
provide pharmaceutical care and solve drug related problems when patients receive their medications. Staff's job satisfaction, patients satisfaction and therapeutic outcomes are all enhanced.