

FROM OCCUPATIONAL SAFETY AND HEALTH ENHANCEMENT TO THE IMPROVEMENT OF DISPENSING EFFICIENCY IN OUTPATIENT PHARMACY SERVICE



Hospital Authority Convention 2018 Speed Presentation (SPP P7.7)

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INTRODUCTION

- QMH S1 Central Pharmacy
 - > 1600 outpatients
 - > 6500 medications



- Staff is valuable resource

- Objective

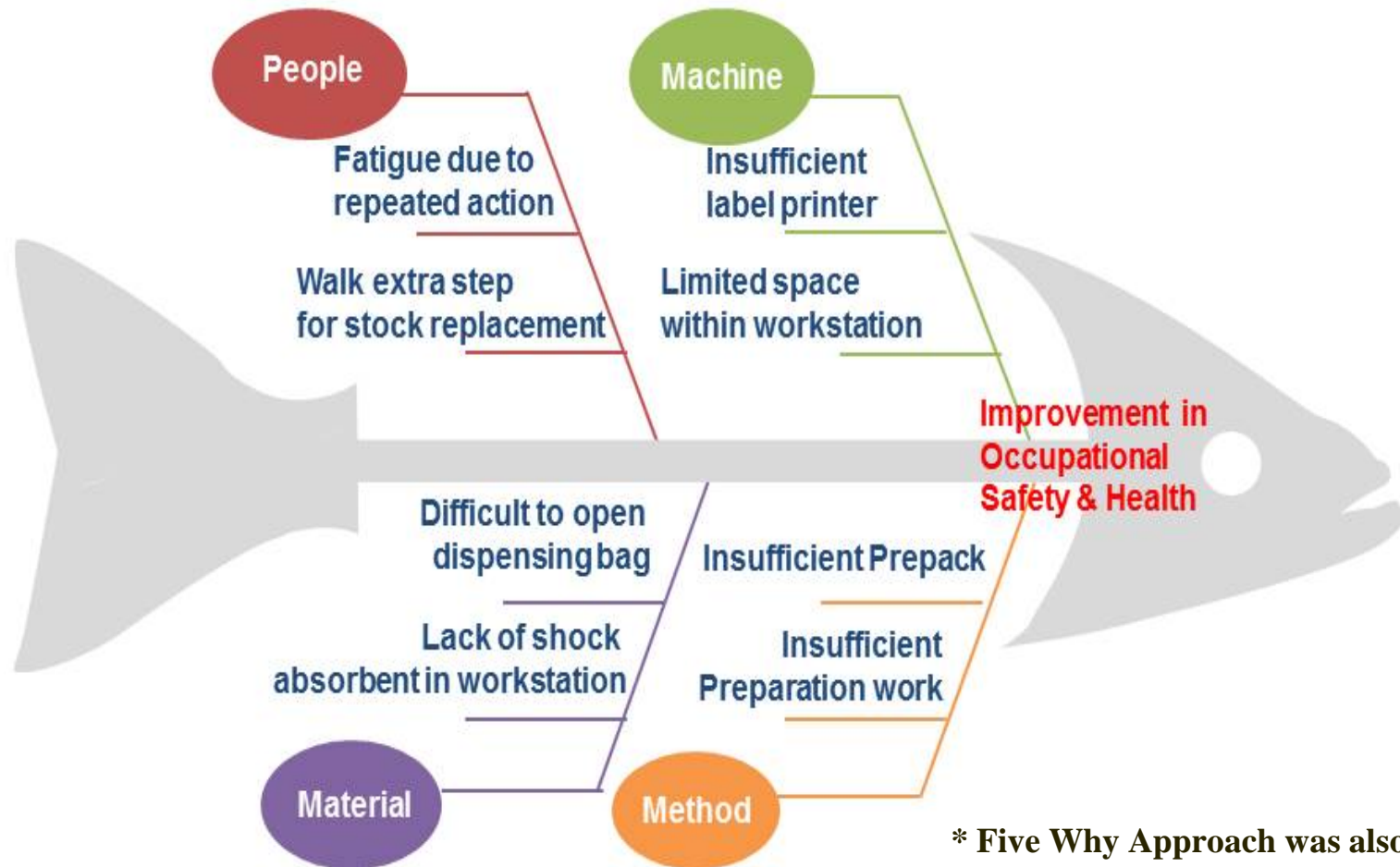
- Identify OSH improvement measures
- Streamline medication management workflow
 - ✓ Safe and healthy working environment
 - ✓ Improve Outpatient Pharmacy efficiency



METHODOLOGY

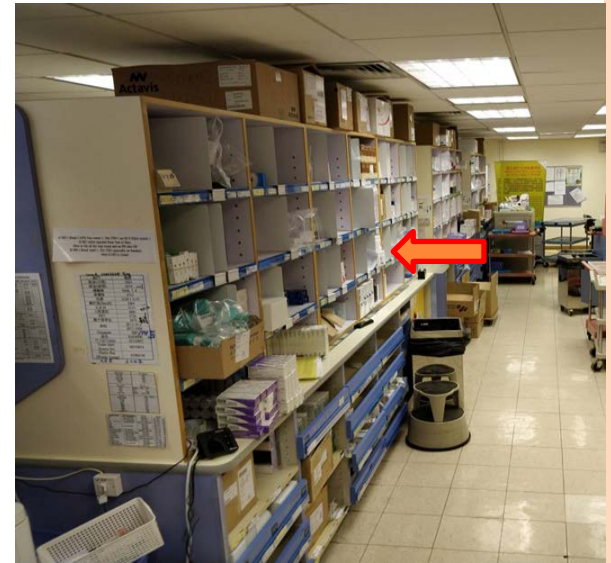
- May 2016 to October 2017

Fishbone Diagram to identify OSH improvement



* Five Why Approach was also used to identify these contributing factors

IMPROVEMENT MEASURES



RESULT



90% of Pharmacy staff
welcome the improvement initiatives



80% of Pharmacy Staff
agreed workflow is more efficient



66.6% of Pharmacy staff
has improvement in muscle fatigue



Average waiting time
to collect medication improved
from **33.3** to **30** minutes

*** Jun to Oct 2016 v.s. 2017



OUTCOME

- Happy Staff -> HA Vision
- Our people -> Key factor in service delivery
- Positive feedback ->Continuous improvement



