

STAFF PERCEPTION ON STANDARDISATION OF MEDICATION ORDERING PROCESS WITHIN A HOSPITAL PHARMACY DEPARTMENT.

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1. Background:

- Purchasing staff frequently receives requests to order medications via different channels such as phone calls, emails, in-person, manual order sheets or notes left on their desks.
- This could result in miscommunication, interruptions and at times, errors e.g. missed orders.

2. Aim & Objective:

To implement and evaluate a new centralised cloud-based communication platform for medication ordering requests.

3. Action:

Using the Plan-Do-Study-Act (PDSA) method:

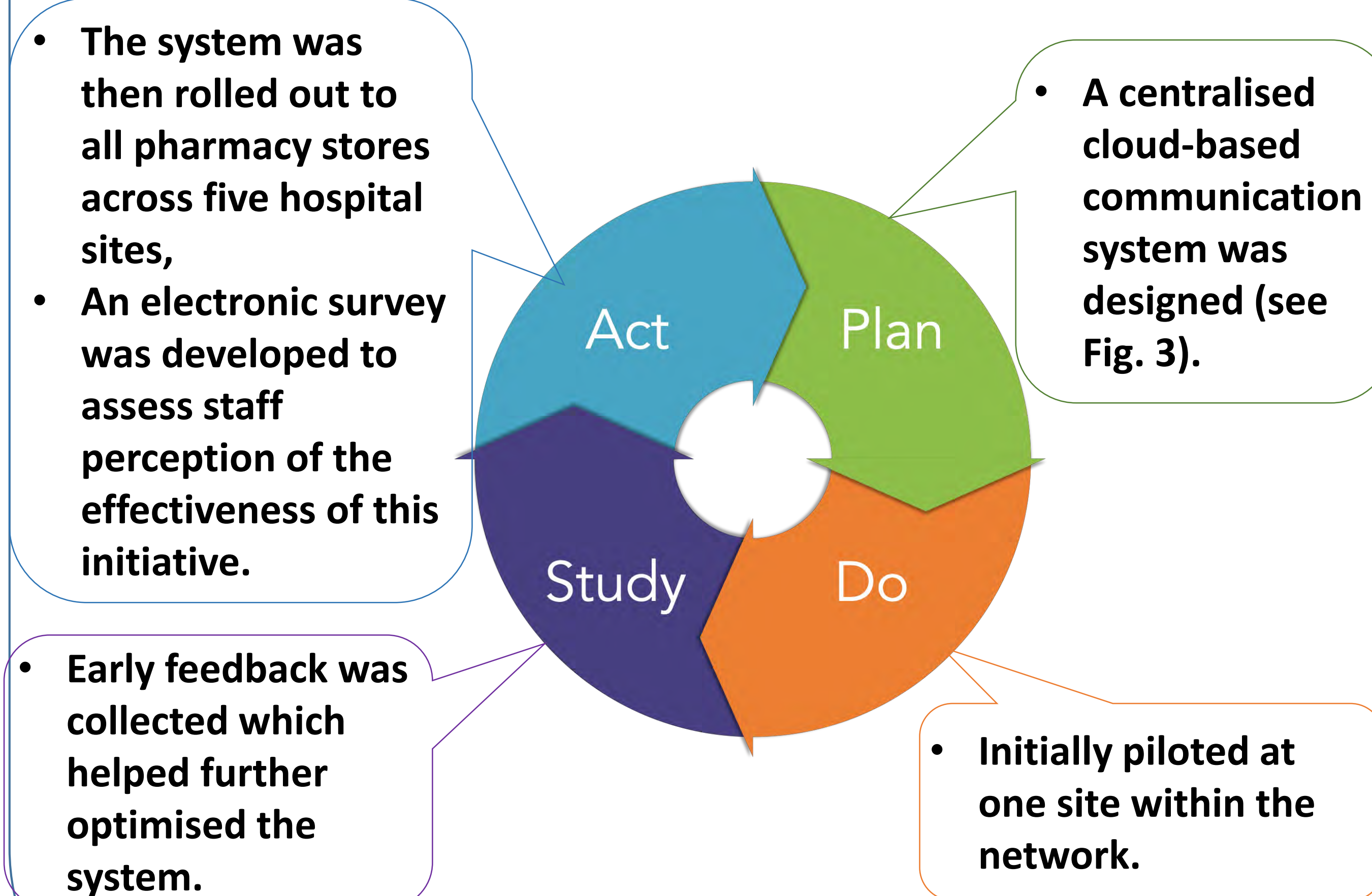


Fig 1. PDSA cycle

4. Evaluation:

Form Pharmacy department staff, 25 survey responses were received:

- Response breakdowns are presented in Figure 2.

Additional feedback highlighted benefits such as:

- New opportunities for placing orders remotely.
- Reduction in multiple email communication to multiple people.
- Optimising stock-on-hand levels by regular review of requests.

Suggested areas for improvement:

Further education of all staff was requested by respondents.

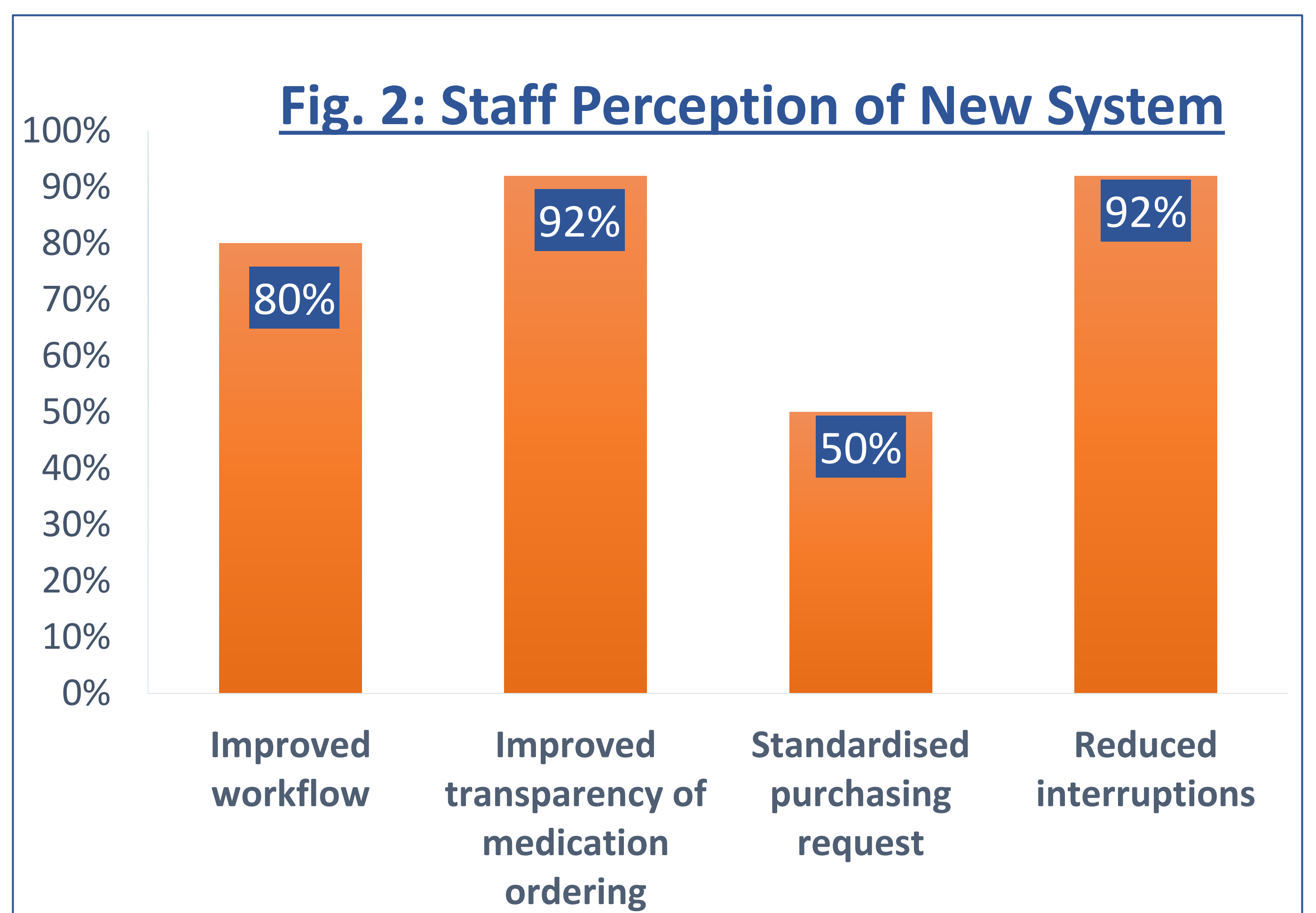


Fig. 3: Example of Centralised Purchasing request order form

EH PURCHASING REQUEST FORM											
Order cut off times: Same day order 10.30am; Next day order 15.30pm								Merlin Balance issue			
Lines shaded in grey have been ordered Comments about Merlin discrepancies shaded in green have been looked at by Inventory Manager								Balance	Ward box On/off	Purchasing Team use only	
Date	Requested by	Merlin Code	Product Description	QTY Required	Patient Details (if required)	Date Required	Comments			Expected Delivery Date AM/PM	Purchasing Comments
1/11/2021	John Smith	PAR.A1	Paracetamol 500mg Tab	1 box (100) or 1 Box	John smith or ward 4.1	4/1/2021	Example	Merlin	Physical	Today Morning	
9/11/2022	Linda	Brim3	Simbrinza Eye drops	1 bottle	Shelf	10/11/2022	TJL ordered 14/11				
14/11/22	Linda		Xylocaine 5% Ointment	1 tube	Shelf	15/11/22	TJL ordered 14/11				
14/11/22	Linda		Enalapril 20mg	1 box	Shelf	15/11/22	TJL ordered 14/11				
14/11/22	michelle		vagifem low	2 box	patient and shelf	15/11/22	TJL ordered 14/11				

5. Discussion:

The majority of respondents thought that the new communication platform for medication ordering requests had **improved workflow and transparency of communication, and reduced interruptions.**

The centralised cloud-based communication platform for medication ordering requests was successfully implemented. Providing further education to staff will ensure staff engagement and standardisation of ordering process.

