Management of monodose trolleys preparation in a hospital pharmacy
Mª D. Blanch Sardà, N. Pola Robles, G. Alba Aranda
Hospital Comarcal de l’Alt Penedès, Vilafranca del Penedès, Spain

What was done?
We reorganized the pharmacy service of our hospital in order to improve the total processing time and minimize the dispensation errors in monodose trolleys.

Why was this done?
We observed:
An increase (20%) in the percentage of dispensing errors of the drugs in monodose.
A long processing time to prepare the monodose trolleys.

How was it done?
Through Lean methodology, we analysed all tasks of distribution during the service. We used tools like Spaghetti Chart, Value-Stream Mapping, workflow observations, root cause analysis, and five why’s.

Numerous interruptions were detected such as phone calls, movements to search for material and drugs, reworking, as well as other unnecessary work done at the same time.

We redesigned the task’s organisation in order to improve patient’s security and reduce the process time.
We modified the distribution of drugs in the preparation area; a responsible to answer the telephone calls during the preparation is defined; the hour of starting preparation is standardized.
Additionally, a person in charge of supervising the process at the end was designated.

What has been achieved?
A significant reduction of the movements in the service, less interruptions and a 40% decrease of the total preparing time of the new drugs’ distribution.
At the same time, the dispensation errors decreased a 35%.

What next?
The Lean methodology allows analyzing and redesigning the circuit and activity’s distribution in the service. Moreover, it is a good tool to improve the process, optimize time and reduce errors.