2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Updating Medication Package Pictures for the Pharmacy Management System (PMS) | | | |
| **Site** | | **Department** | |
| Riyadh | | Pharmaceutical Care Division | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 02-23-2017 | | 12-31-2017 |

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| **Problem:** Why the project was needed?  The processes of medication dispensing in the outpatient pharmacy requires the pharmacist to double-check the medication by scanning the barcode of the medication package and compare it to the package picture that appears on the screen of the Pharmacy Management System (PMS) which will be reflected later on in SEHATY application. But, there is a struggle in the process of keeping an updated medication package pictures in the system to accommodate the dynamic change of product appearance. | **Aims:** What will the project achieve?  To reflect accurate medication images on PMS & Sehaty by 75% in August, and to reach 100% by the end of  2017. |
| **Benefits/Impact:** What is the improvement outcome?  *(check all that apply)*  Contained or reduced costs  Improved productivity  Improved work process  Improved cycle time  Increased customer satisfaction  Other (please explain)  Click or tap here to enter text. | **Quality Domain:** Which of the domains of healthcare quality does this project support?  *(Select only one)*  **Efficient** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | PMS & Sehaty Accuracy (%) | 100% | |
| **Interventions:** Overview of key steps/work completed   * A small studio was created to take pictures of the medication packages and upload it to the company’s online portal * Data was collected and it included all items that require an update; method of collection included: emails from pharmacy managers, manual collection by project team members or newly received packages by the end-users. * All package details and Pictures are taken by our team and uploaded to the company’s online portal. * Company reviews the package details and update the PMS library. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)* |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Hazzaa AlGhamdi, RPh, Analyst, Pharmaceutical Care Division | * Maher A. Mominah RPh, MHI. Acting Manager, Pharmaceutical Care Division * Shaima Y. Al-Olabi RPh, Specialist, Pharmaceutical Care Division * Rania Aljaber RPh, Specialist, Pharmaceutical Care Division |