



Project Name

Updating Medication Package Pictures for the Pharmacy Management System (PMS)

Site

Riyadh

Department

Pharmaceutical Care Division

Project Status

Completed

Project Start Date

02-23-2017

Project End Date

12-31-2017

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)

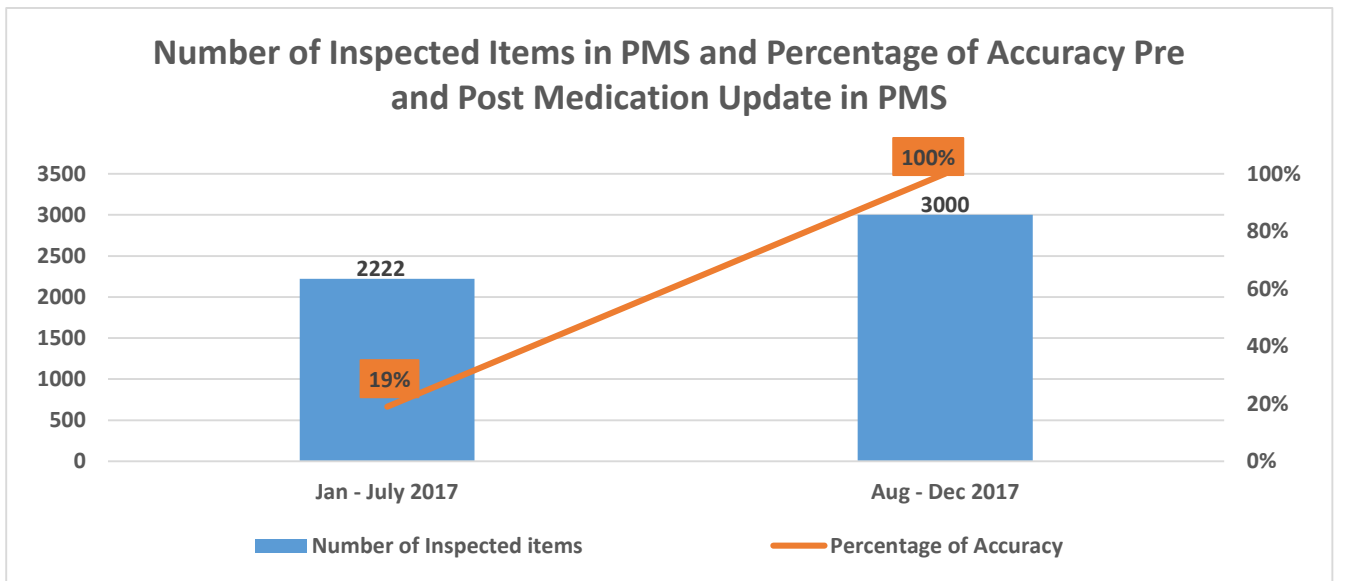
Efficient

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.)



Project Lead

Name

(person accountable for project)

Hazzaa AlGhamdi, RPh, Analyst, Pharmaceutical Care Division

Team Members

Names

(persons involved in project)

- 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