



Kewa Pueblo Health Corporation

Pharmacy Turn Around Times

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Challenges

- Beginning in April 2019, SDPH Pharmacy began to see an increase in patient complaints regarding pharmacy wait times.
- Many of these complaints were also routed by patients to KPHC Administration, KPHC Board members, and the SDHC Governor.
- There were three comment cards that were related to pharmacy wait times being too long.



KPHC Pharmacy

The Kewa Pharmacy is a full-service pharmacy, under the supervision of licensed and highly skilled pharmacy professionals that provides a range of services such as:

- New Prescriptions
- Refill Prescriptions
- Outside Prescriptions
- Controlled Substances
- Specialty Medications
- Patient Counseling
- Clinical Pharmacy
- Clinical Interventions
- GPRA Screenings
- Immunization Management
- Drug Recalls
- Consumer Drug Take Back Program

AIM

Measure: Patient grievances/complaints

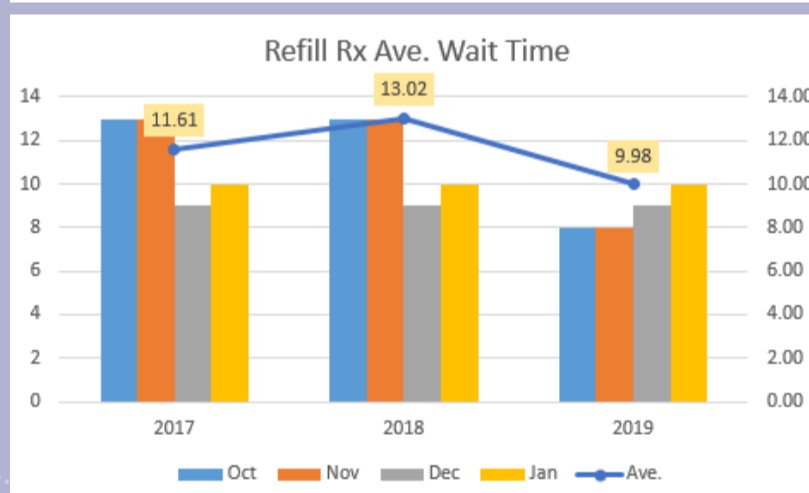
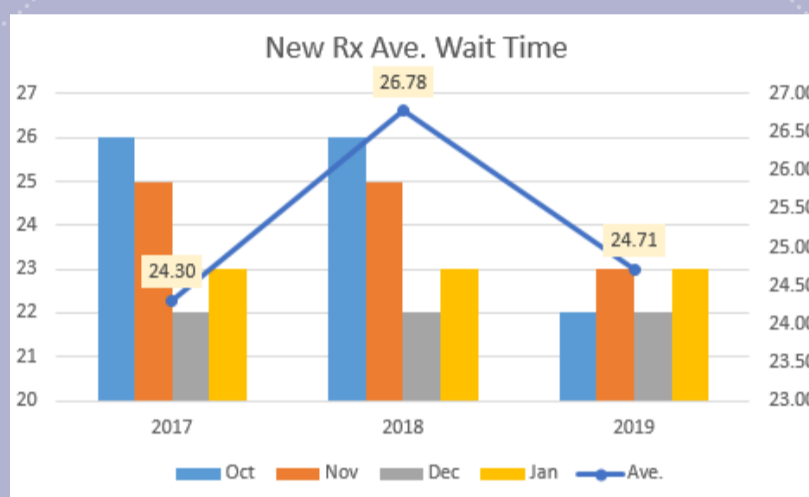
Target: Reduce wait times

Baseline: Patient grievances

Date: 4 month trial period, more if necessary

To reduce the occurrence of patient complaints regarding pharmacy wait times to less than 5% by January 2020. To better educate patients on the anticipated wait times for their medications.

Results



Interventions

- Redesign pharmacy check-in and check-out process;
- Require a training for all pharmacy staff on how to use BMW for check-in and check-out processes;
- Utilize RPMS turn-around time reports to gauge plausible wait-times per prescription per patient.
- Utilize signage to better educate and inform patients of potential wait-times that may be encountered.
- Offer patient comment cards to patients for patient feedback.

Measures

- Process measure: Total Number of monthly Kewa-Pharmacy and Kewa-Medication Pick-up check-in's
- Process measure: Number of days open to provide average number of check-in's per day
- Process measure: Total number of prescriptions processed per month
- Process measure: Utilize combined process measures for calculating pharmacy time-study data
- Outcome measure: Average number of minutes to dispense
- Measure Goal: Less than 5% by January 2020.

Lessons Learned

- Although KPHC pharmacy checked in patients previously without using BMW we were able to use the BMW system in order to provide us with turn-around time data.
- Patient grievance and comment cards decreased but occasional verbal comments regarding individual patient wait times occurred when daily work load was increased or pharmacy staffing issues occurred.
- Limiting factors for longer pharmacy wait-times were identified with regards to provider order entry issues, patients not checking into to pharmacy, and other factors that impacted timely completion of medications orders which increased wait times.
- We were able to identify an average of 15-minutes for every 5 prescriptions prescribed with an additional 15-minutes for each controlled substance that was prescribed.
- The team saw a 23% reduction in wait times for prescription refills and an 8% decrease in wait times for new prescriptions.

Conclusions

- Continue monitoring to make sure current turn-around rates are maintained or improved.
- Review and study future cycles on different months or incorporate as an annual review.
- Integrate the time study tool as a monthly metric for CEO Monthly report.