

# Northern Lights Regional Health Centre Pharmacy Medication Delivery



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Presented By: Carina Zorrilla

Team: Sherrie Whiffen, Megan Williams, Nadia Khan, & Megan Keilman

Process Improvement Consultants:  
Carina Zorrilla & Clif Skrypnyk

## High Level Process Map

Pick Up  
Orders

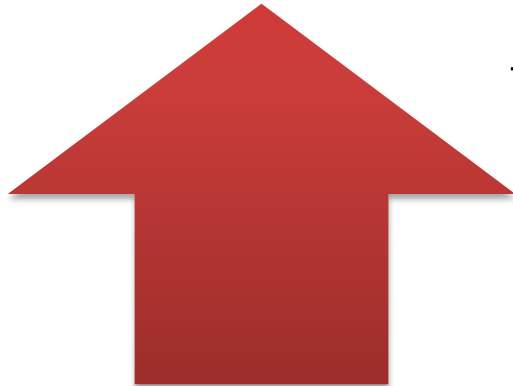
Technician  
Order Entry

Pharmacist Order  
Verification

Pick  
Medications

Check Picked  
Medications

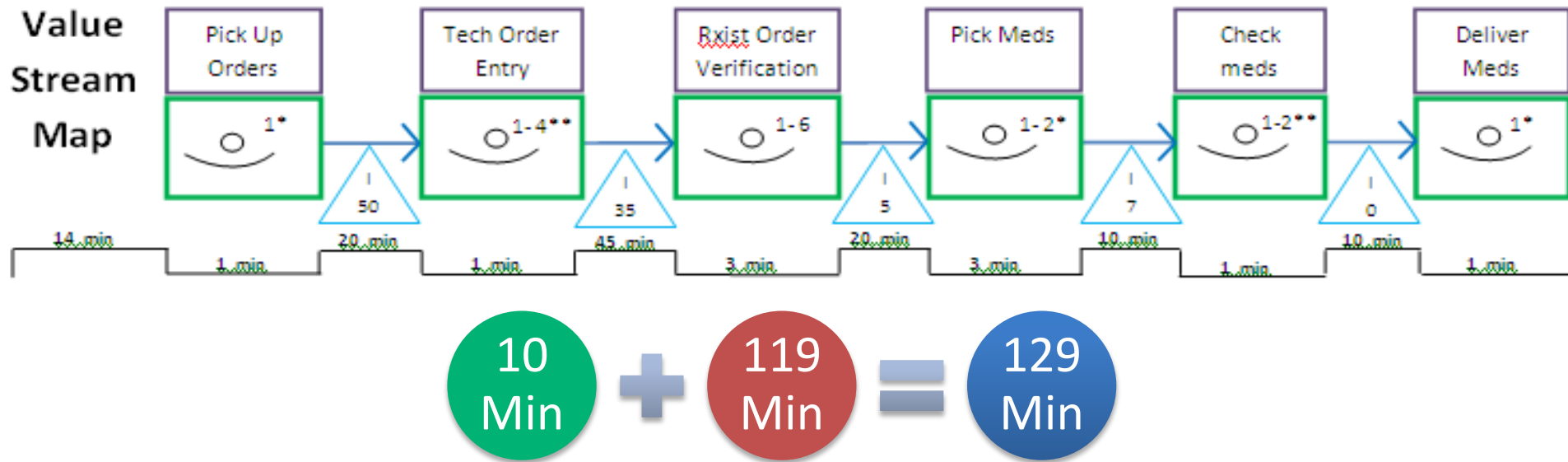
Deliver  
Medications



**Problem:** Medications are not being delivered in a timely matter to the nursing units. This delays medication administration to patients and may result in adverse events.



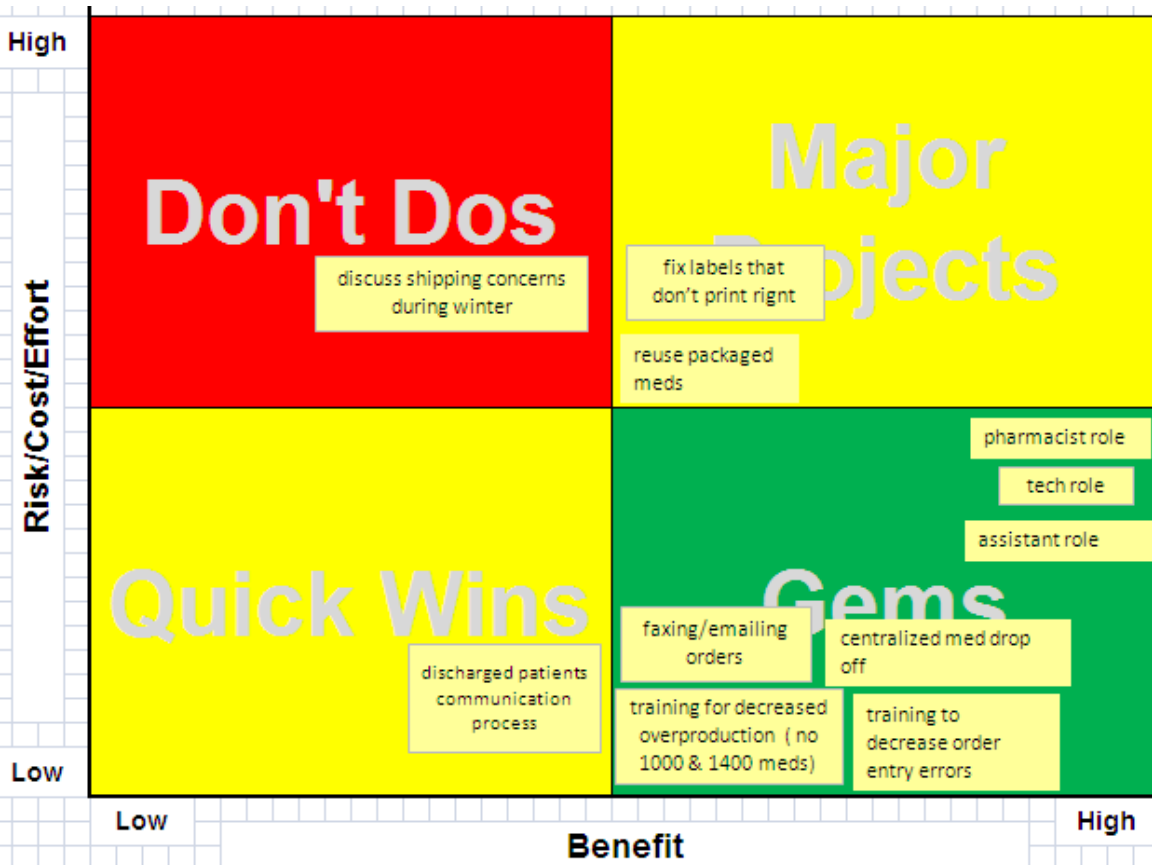
**Goal:** A 50% decrease in the number of medications delayed on the following pharmacy run by April 10/2014.



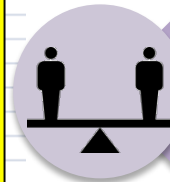
Analyzing more data....

**40%**

of morning orders miss the next delivery run time to the units. (69/171)



## Kaizen Event Items:



Clarify Pharmacist and technician roles



Create centralized medication drop off



Train nursing staff for interim doses



Email orders to pharmacy



**50%** increase in our rate of order entry/verification.

Correlated to a **30%** increase in the number of orders we had verified by the second run.

**75%** decrease in the time taken to deliver remaining medications with centralized drop off.

- Final removal of pharmacy yellow copies of physician orders
- Standardize roles in training documents
- Continuous feedback from all stakeholders
- Provide thanks to staff for support during project rollout





# Manage Change & Shared Learning

