

Notes

The Problem:

- At the CVS in Miami Gardens on 199th St. I met with D'Anna Thomas, their Inventory Specialist. The work orders are exceeding the amount of staff they have. The amount of work is no longer manageable, this is not just a "busy day", it's a systemic failure.

The Evidence:

Important: This is not a one location thing, it's an industry crisis.

- Alvarez: Most Florida pharmacists say that the working conditions are unsafe due to staffing stress.
- Siobhan Chan : Reports that staffing gaps are compromising safety and care of prescriptions.

The Proposal

- I am proposing that VAMCo Help Department take this case.
- My action plan will be focusing on fixing the workflow.
 - Giving extra hours to the staff, so they can have a good amount of time to actually do their job.
 - Use "batch printing" to stop staff from being interrupted often.
 - Batch printing in a pharmacy is the process of generating multiple prescription labels and medication documents in a single, continuous operation rather than individually. This method enhances workflow efficiently.

Conclusion:

- If we (VAMCo.) don't act, we risk professional burnout and patient harm. D'Anna and the CVS team are waiting for a resolution.