

# IMPROVE THE PHARMACY'S WORKFLOW BY UTILIZING PRINT QUEUE

Chelsea Watts, PharmD

PGY1 Community Based Pharmacy Resident

Mississippi State Department of Health

## Background

City Center Drugs is a local, family-owned pharmacy that opened in March 2021. Their vision is to provide convenient, friendly, and efficient service. As a relatively new establishment, the pharmacy team strives to incorporate processes and procedures that promote great service. CCD uses PioneerRx, a software for independent pharmacies, to help optimize workflow. PioneerRx has many features that are customizable to the pharmacy's needs. One feature, print queue, gathers and stores each prescription at intake then prints all the labels at once when all the prescriptions are ready to be filled. Currently, CCD does not have a way of tracking all problematic prescriptions. Print Queue would allow the pharmacy staff to address any issues that delay dispensing and readily know the status of a prescription without having to search the patient's profile.



## Aim Statement

An opportunity exists to enhance the pharmacy's workflow at City Center Drugs beginning with implementing the print queue function and ending with reducing the number of prescriptions delays and incomplete orders. This effort should improve prescription dispensing for the pharmacy staff (pharmacists, pharmacy technicians, and students) and patients. This process is important to improve now because it will maximize efficiency, decrease wait time, increase organization, and meet the needs of patients.

The baseline measurement is defined as the following metric: **number of prescriptions delays**

## Benefit of successful Completion

1. Organized prescription label printing
2. Easier tracking of all pending prescriptions
3. Decreased patient wait time
4. Improved workflow efficiency

## **Methods**

The baseline measurement was collected for 4 weeks. After baseline collection, print queue was introduced on a smaller scale by using it for Med Sync patients. Barriers identified during implementation include 4,500+ pending renewal requests, medication back orders preventing pharmacy staff from ordering, no response from doctor office/providers for prescription issues or errors, and inaccurate inventory counts.

## **Goal of Program**

The goal of this project is to improve the prescription dispensing process and decrease the number of delayed prescriptions.

## **Timeframe to Achieve Goals**

3 months: February 2023-May 2023

## **Issues to Address**

1. Lack of follow up on pending prescriptions
2. Maintaining accurate inventory records
3. Inconsistent prescription label printing

## **Interventions**

1. Completed training session with PioneerRx support to learn more about the feature
2. Deleted pending renewal requests on expired prescriptions or renewal requests received without canceling pending requests
3. Updated inventory counts
4. Corrected providers contact information
5. Introduced print queue on a small scale by only using it for Cycle fill (Med sync) patients (34 total)
6. Trained pharmacy staff
7. Transitioned to print queue for all Rx's

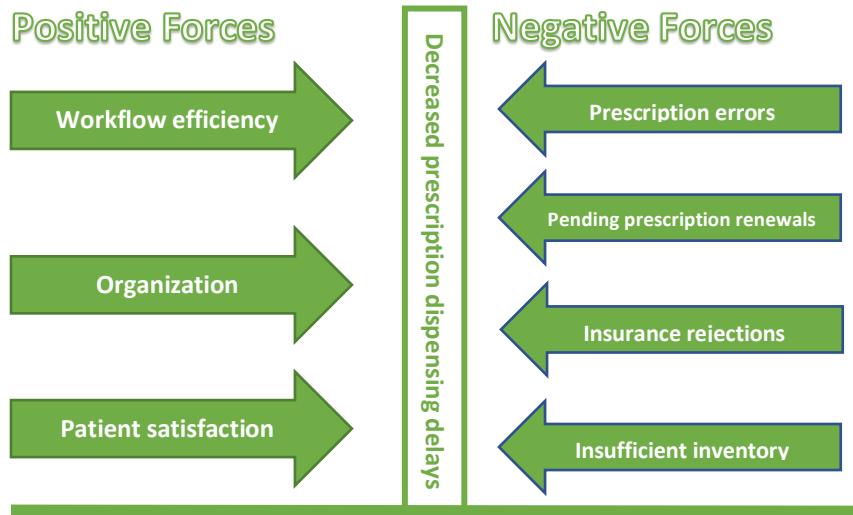
All prescriptions upon dispensing initiation will go to print queue. The prescriptions will be stored in this queue until they are reviewed and ready to print.

## **To achieve successful implementation:**

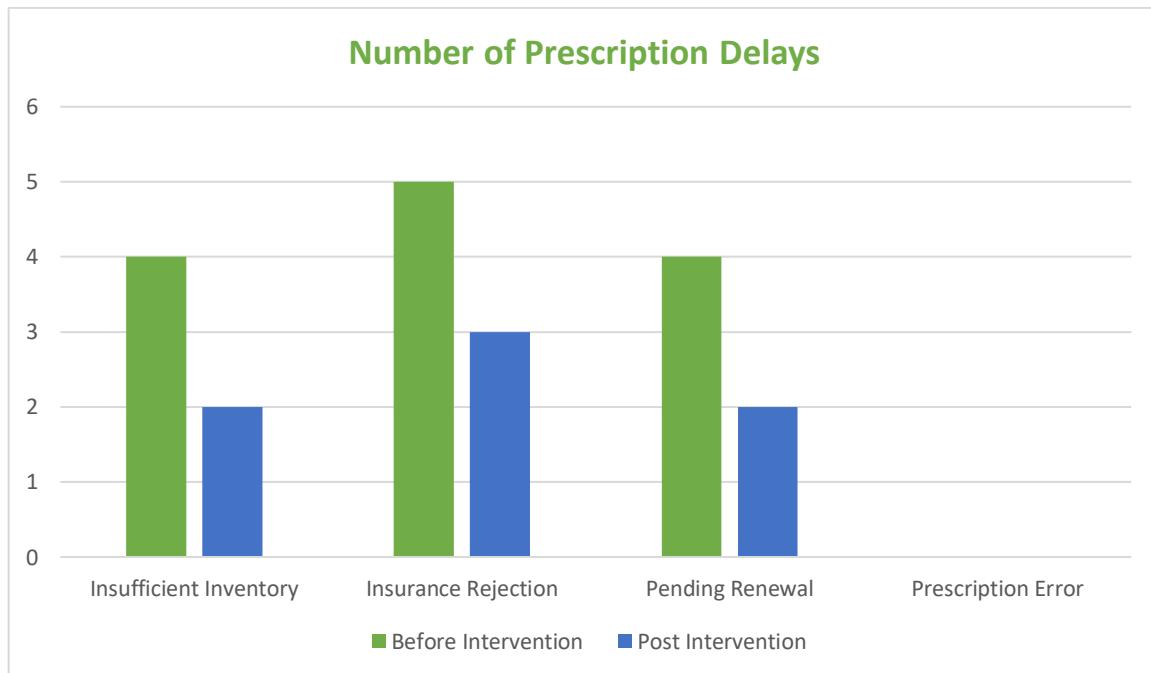
1. Follow up more frequently on prescriptions requiring responses from doctor's office
2. Maintain accurate inventory records
3. Order medications with insufficient inventory
4. Delete pending renewal requests that are fulfilled, denied, or no response

## QI TOOL

### Force Field



### Results and Conclusions



Baseline data collection occurred one day weekly for 4 weeks. After 2 weeks of staff training and an introduction period, post intervention data collection occurred one day each week for a total of 4 weeks. Implementing the print queue into the workflow decreased prescription delays by up to 60%. Prescription delays due to insufficient inventory and prescription renewals decreased by 50%. Insurance rejections decreased by 60%. There were no delays due to prescription errors identified.

## **Discussion**

A limitation for this project is the number of days allotted for data collection. Increasing documentation could have identified more interventions the pharmacy staff can complete to ensure prescriptions are not delayed. With print queue, we hope to maintain a workflow for organized dispensing. Print queue will assist the pharmacy staff with knowing the status of each prescription and tracking prescriptions that require additional actions for dispensing. Utilizing print queue will improve the pharmacy's workflow, decrease delays in dispensing, and create organized dispensing. After further experience with print queue, the goal is to share the workflow process with CCD's sister store, Flora Pharmacy in Flora, MS in hopes of improving their workflow efficiency.