

National Quality Improvement Conference

To increase the utilisation rate of Pharmacy Arrival Kiosk at HOU Pharmacy from 14.5% to 45% within 6 months

Tan Fong Xin

fong_xin_tan@pharmacy.nhg.com.sg

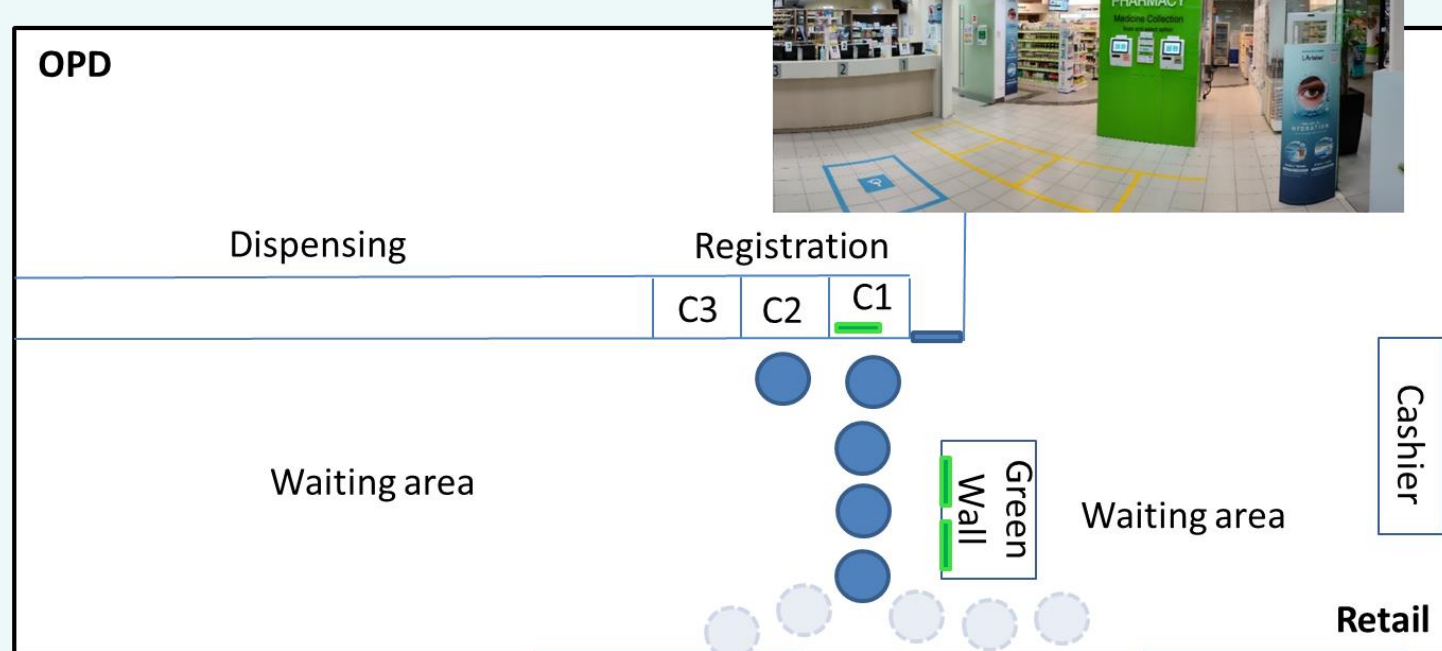


Problem Statement

The low Pharmacy Arrival Kiosk (PAK) utilization had led to several queue-related issues:

- Long queue leading to patient dissatisfaction
- Added stress to registration staff

○ Pharmacy floorplan



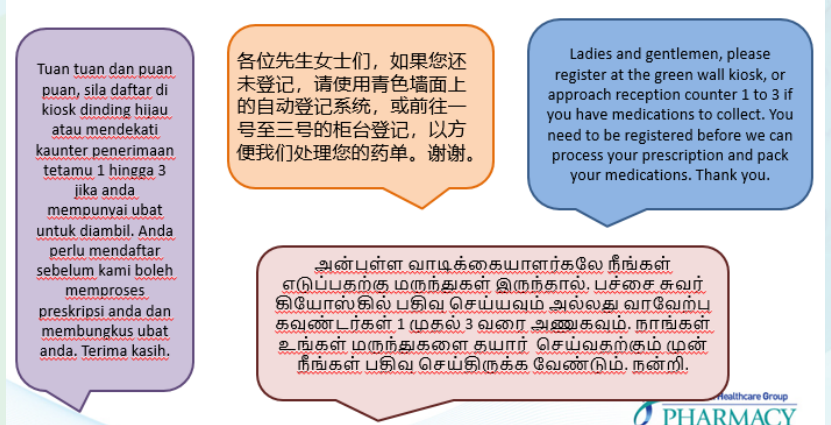
Potential Solutions

C1. Poster to direct patients in queue to use PAK



C2. Public announcement to register for medicine collection

○ Scripts for the public announcement



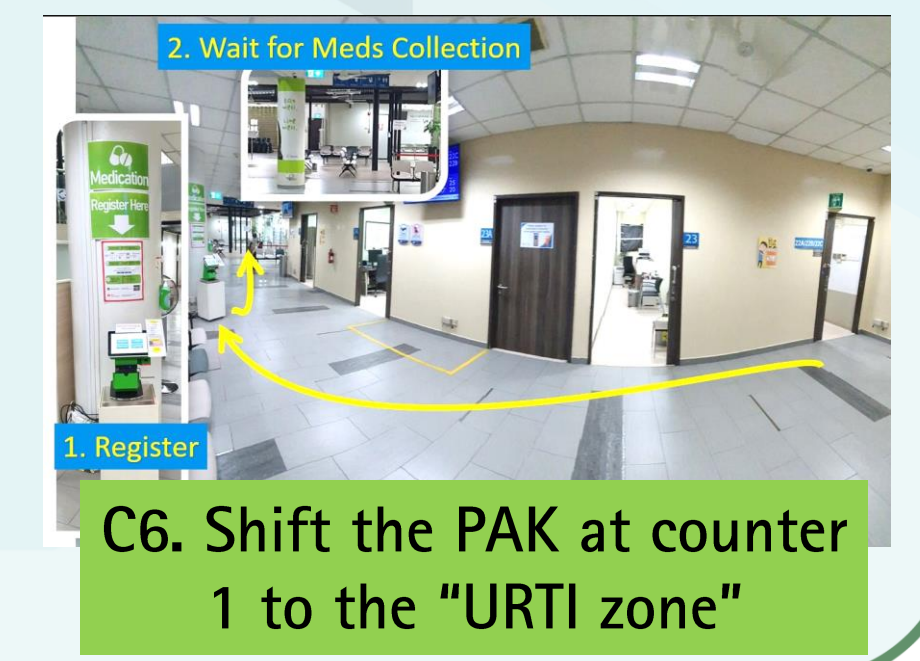
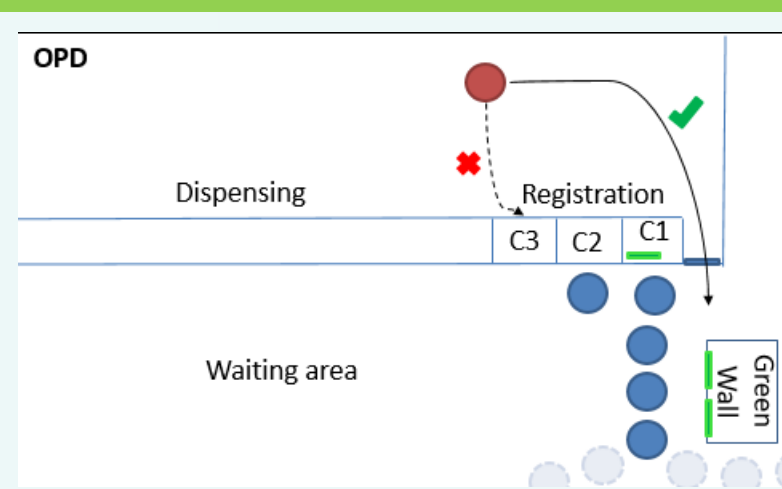
C3. Signage to remind patient to select language before scanning barcode



C4. Poster to promote awareness of PAK

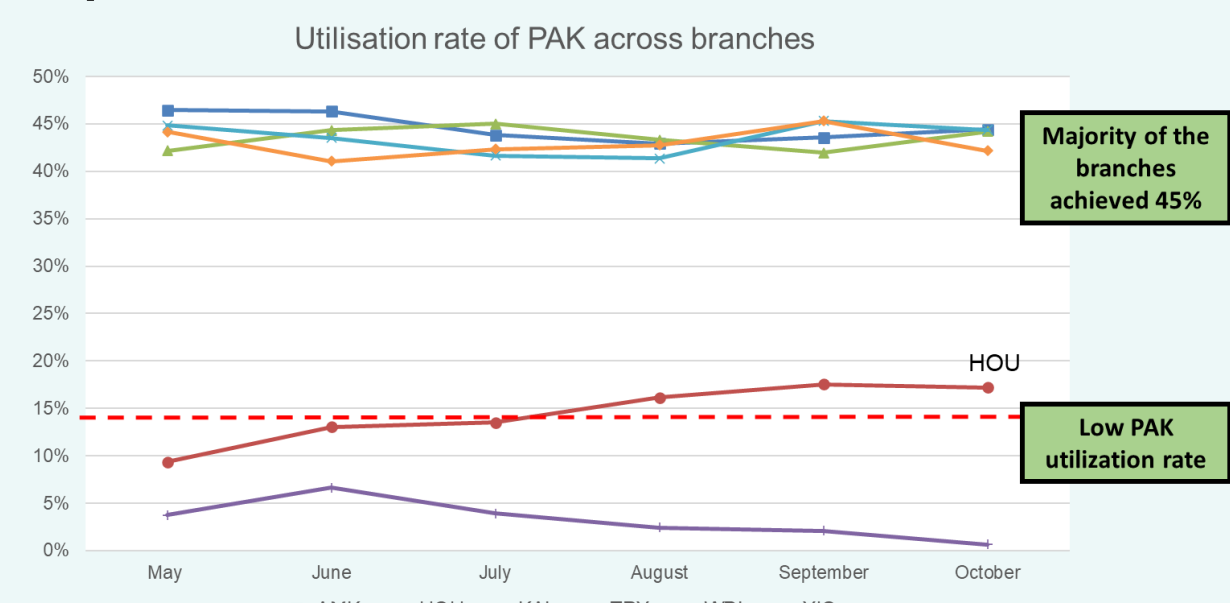


C5. Staff to direct eligible patients to register at PAK during peak hours



Project Aim

To increase the utilisation rate of PAK at HOU Pharmacy from 14.5% to 45%



Lessons Learnt

What went well and why?

- Location of PAK is an important factor: Greatest % increase in utilization rate after relocating the PAK from counter 1 to URTI zone (countermeasure 6)
- Increased kiosk utilization rate reduced queue: staff less stressed over clearing the long queue at registration

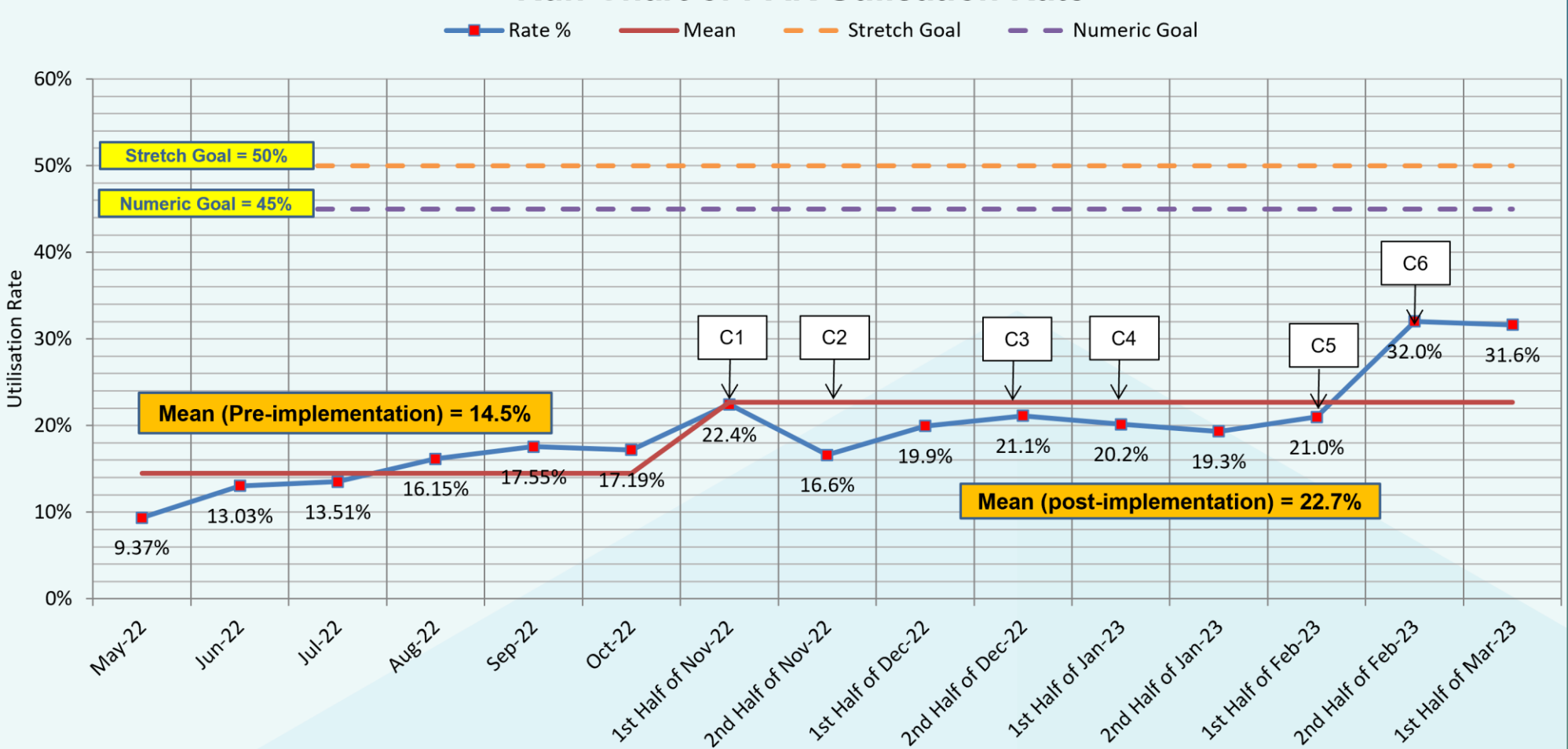
What did not go well and could have done better?

- Increased rework cases: Identification of gaps is necessary
- Unsuccessful registration at PAK reduced patient confidence: Revisit criteria for successful registration at PAK

Outcomes & Impacts

- Countermeasure 6 – Most significant increase of PAK utilisation rate (reached 32%)
- Achieved a mean PAK utilisation rate of 22.7%
- Continuous improvement of countermeasures beyond project period to achieve the targeted utilisation rate

Run Chart of PAK Utilisation Rate



Positive feedbacks received:

- Staff: "I can see that the queue shortens really quickly when my colleague stepped out to direct patients to register at the PAKs"
- Patient: "Now I know can register using kiosk, next time I will go to the kiosk directly"