

A COMPUTERISED QUEUE MANAGEMENT SYSTEM IN THE OUTPATIENT PHARMACEUTICAL CARE UNIT OF A HOSPITAL PHARMACY SERVICE

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BACKGROUND

Large number of patients who dispenses medication in our Hospital Pharmacy Service
SEARCH FOR
 Control system, order and proper monitoring

Queue management systems (QMS) are hospital information systems that organise patients in outpatient consulting waiting rooms (OCR)

QMS implemented in our Pharmacy Service OCR

Chronos

OBJECTIVES

- To describe and analyze "Chronos"
- To present the results after 2 years of implementation

MATERIALS & METHODS

Setting and Method

Retrospective cohort study.
 Cohort A & B: consultations made before and after the QMS implementation
 Study period: 1 month/cohort

Main outcome measures

- General Data (GD)
- Activity record (AR)
- Patient consultation (PC)
- Average waiting time (WT)
- Appointment compliance (AC)

Variables analysed

Activity
 Patient arrivals
 Waiting times
 Appointment compliance

Statistical analysis

Student's T-test or chi-squared test

RESULTS

QMS description

PATIENTS BY APPOINTMENT



OCR PHARMACY SERVICE

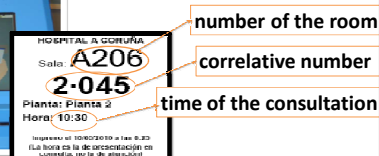
Patients Health Card



into a reader



The reader confirms their arrival and prints out a ticket



number of the room
 correlative number
 time of the consultation

Pharmacist controls patients using the computer screen in the consulting room and clicks on to call notify the patients



Patient hears an acoustic signal and see a number on a screen



Variables	Cohort A	Cohort B
GD	2046	1760
AR by pharmacist	0%	100%
Unprogrammed patient consultation (p<0.0001)	7/day	2/day
Average WT (p<0.0001) [minutes]	27	17
AC (p<0.0001)	61%	81%

After attending to the patient, the pharmacist registers the consultation or any incidents

CONCLUSIONS

1. ADVANTAGES IN HOSPITAL

Eliminates manual system for registering activity
 Production of applications and statistics.
 Provide information of:
 - opening and closing time
 - pharmacist who dealt with each patient
 - follow-up consultations
 - reasons for not attending

2. ADVANTAGES IN PHARMACY SERVICE

- Eliminates FIFO queue
 - Provides real time information on the patients in the waiting room (arrival time, advances or delays in relation to their appointment time)
 - Increase compliance with appointments

3. ADVANTAGES IN PATIENT

- More orderly access to OCR
 - Improve arrival flows
 - Reduce check-in of unprogrammed patients
 - Reduction in waiting times