

WHY NOT CHANGING PDCA BY PTDCA FOR REALIZING HOSPITAL PHARMACY PROJECTS

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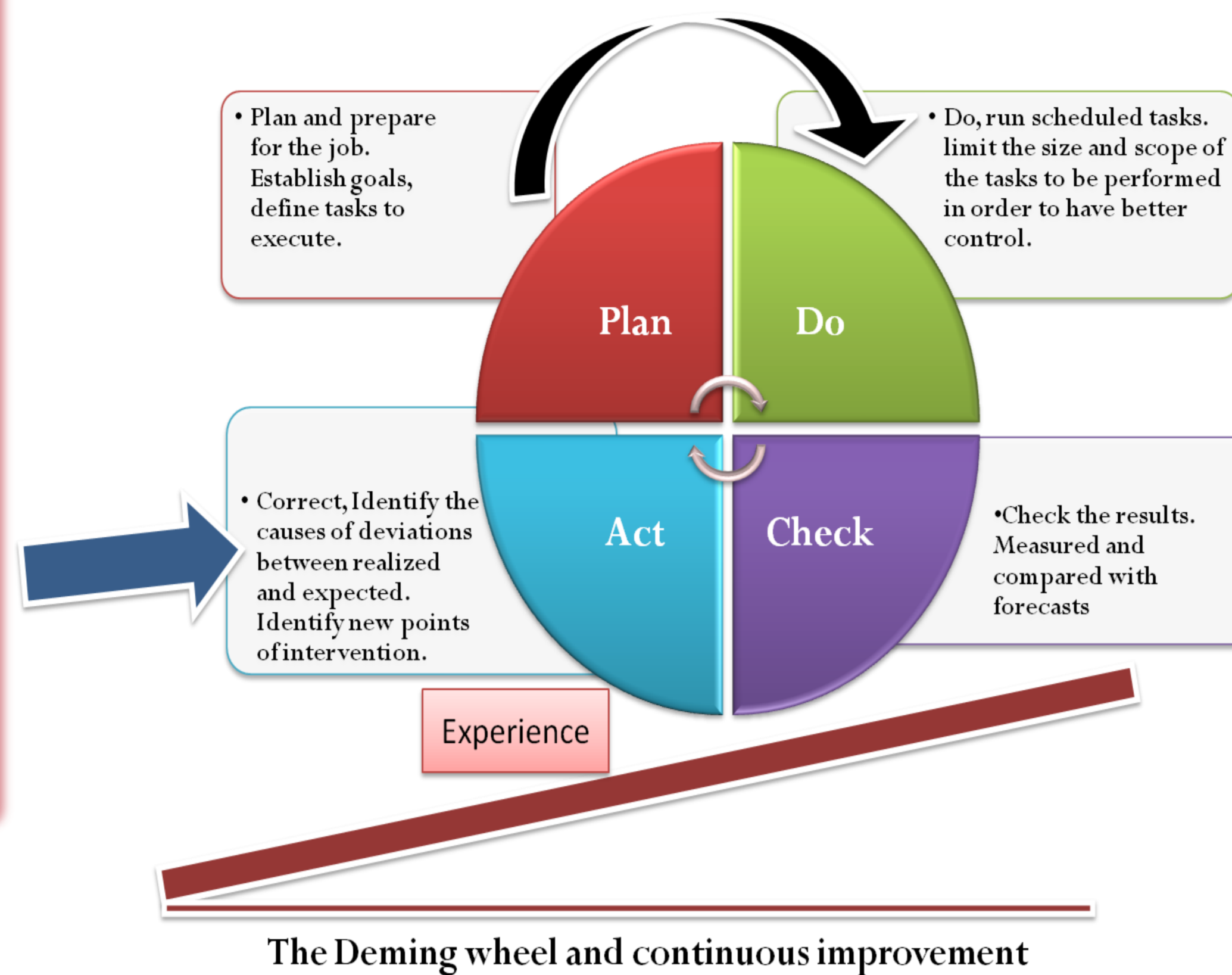
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What was done ?

For set up of some projects proposed by our pharmacy team in Cheikh Zaid hospital, we introduce a test before the actual start of the project in order to have the stakeholders' adhesion and identify weaknesses and threats of the proposed projects.

This method were proposed after several difficulties of set up of the hospital pharmacy's projects, a lot off stakeholders want to influence decisions because they are concerned by each decision in this area.



How was it done ?

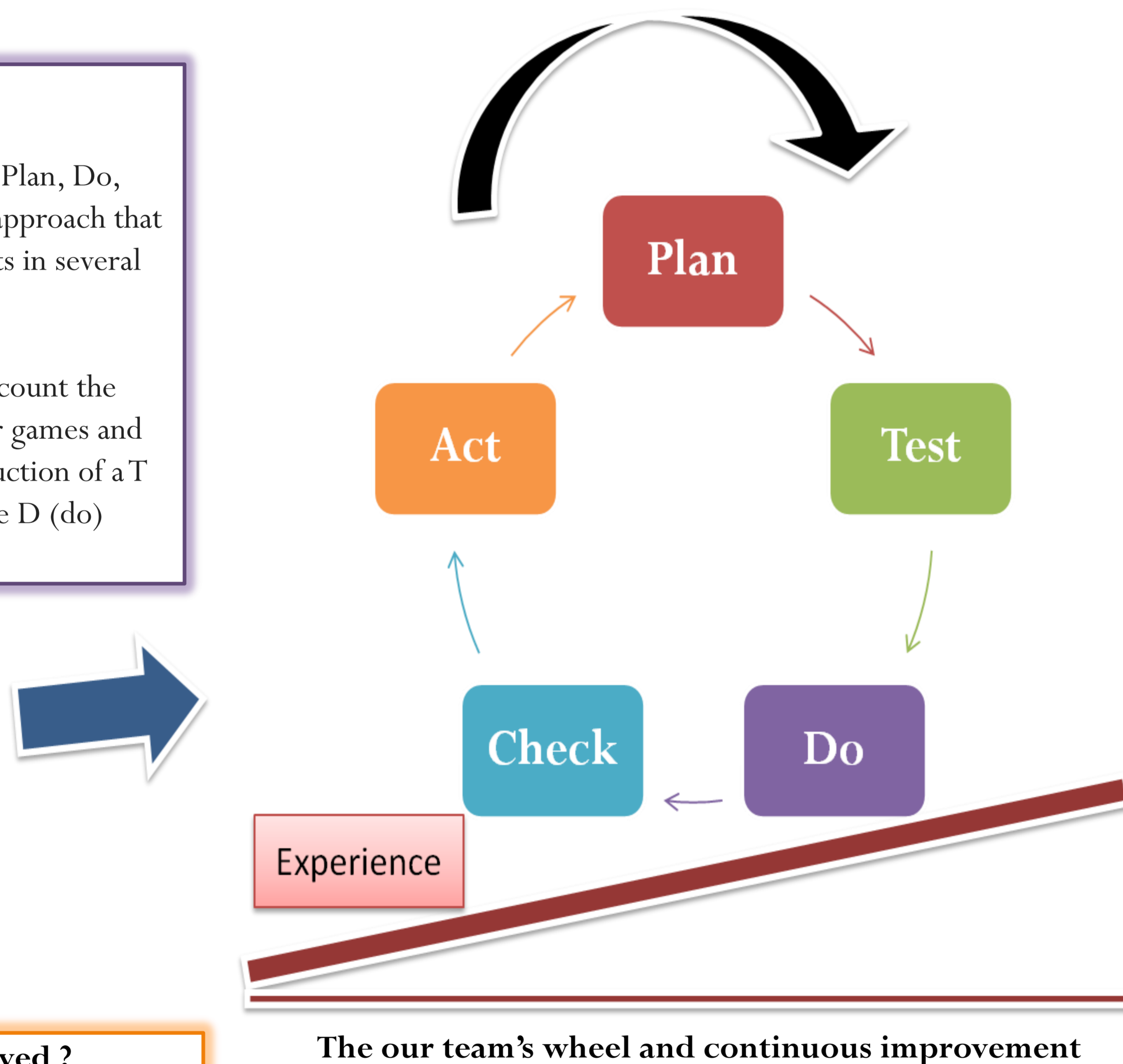
For several planned and implemented projects by pharmacy service in our hospital, we compare the PDCA and PTDCA methods by integrating each time the same task team and steering.

The difference between the 2 methods was statistically significant concerning the project realization time ($p=0,04$) and the involvement of the stakeholders ($p=0,03$), but not statistically significant concerning the 2 other indicators, i.e. Set up the project and Project Success.

Why was it done ?

Deming Wheel or PDCA system (Plan, Do, Check and Act) is a management approach that has been applied to several projects in several areas.

In hospital practice, taking into account the plethora of stakeholders, of power games and specificity of hospitals, the introduction of a T (Test) after the P (Plan) and before D (do) proves to be a great need.



What next ?

The PTDCA method was more effective for the projects undertaken, it allowed better collaboration with stakeholders. It reduces tensions between pharmacy and health care services, improves compliance teams, avoiding consequences of failure of proposed projects.

Also, the time spent on the projects is longer with PDCA method because we spent a lot of time to study the different alternatives and prepare projects.

The PTDCA method allows a range of benefits:

- We can be able to quickly evaluate decisions using a test of reality.
- If we take imperfect orientation, it is easy to resume the cycle without wasting time and resources in the other phases that follow, and therefore the non-quality cost will be minor.
- To minimize the blockage and stagnation at the phase "PLAN" and resistance to change.
- To identify and assess the risks, a priori, which became a new approach of ISO 9001:2015.

What has been achieved ?

Project	Method	Time of the project (day)	Set up the project	Involvement of all the stakeholders	Project Success
Canceling a storage point at neonatal intensive unit care	PTDCA	6	2	2	Yes
The transfer of dispensation activity	PDCA	176	3	2	No
Staff turnover in various posts	PTDCA	12	1	1	Yes
Assigning a trolley pharmaceutical products in a room of General Surgery	PTDCA	5	1	1	Yes
Management of the patient record at the oncology center	PDCA	160	3	3	No
Implementation of a computer application for managing urgent orders	PDCA	70	2	2	No
Introduction of therapeutic book	PTDCA	60	2	2	Yes

1: Easy, 2: Difficult, 3: Very difficult

Key words : PDCA, PTDCA, Pharmacy projects, involvement, Project realization.

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