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## BACKGROUND

In the interests of continuous quality improvement, we have set up a suggestion box in the pharmacy's unit repackaging sector. The aim is to continuously improve quality and efficiency.



Picture 1: Continuous quality improvement



Picture 2: Methodology adapted to the team



Fun and purposeful

## METHODS



Picture 3: Idea box

We have set up a suggestion box for technician and pharmacists. Each person can submit ideas or questions, anonymously or not.



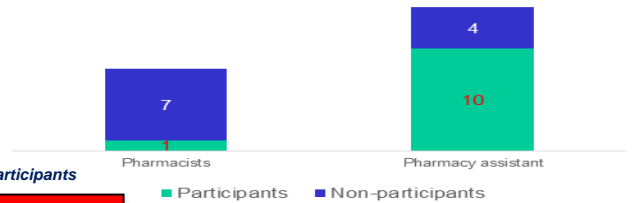
Picture 4: Analysis of the suggestion box

After one month, the box was unpacked. The ideas and queries were analysed and discussed.

## RESULTS

The participation rate for pharmacy assistants was 10/14.  
The participation rate for pharmacists was 1/8.

Picture 5: Number of participants



Eight points were raised

### ➤ One point concerns procedures.

The existing procedures on the intranet network are not well-known to users.

### ➤ Three points relate to packaging methods (list of products according to packaging method, removal of expired packaged products, mismatch of the Eticonform® label with the blister pack).



Picture 6: Procedure binder

→ Provision in a binder that is easier to access than computer versions,  
→ The printing of the ledgers indicates the packaged products and their expiry dates. The removal of expired products is done according to the ledgers.

Date	Heure	Préparateur	Doses	Médicament	Exp.	Lot
2024-09-20	14:18	Ferdinand BADIBOUIDI	56	Milnacipran (Cipal Arrow 75mg)	10/2024	6601042
2024-09-20	11:23	Ferdinand BADIBOUIDI	30	Captopril Arrow 25mg	03/2026	1017

Picture 7: Eticonform® prescription book with batches and expiry dates of relabelled products

### ➤ The other point concerns the lack of equipment.

→ A stool and a ruler were provided.



Ruler for measuring blisters, The stool as a step..

Picture 8: Material supplied in response to a suggestion

### ➤ The penultimate point concerns the use of returns from services in multi-dose vials.

→ We propose the packaging of small units with expiry dates < 3 months with the Euraf® bagging machine.

Otherwise (e.g. Carbimazole), we propose the packaging of sufficient quantities for 7 days in the vials with pre-printed labels with an expiry date of one week.



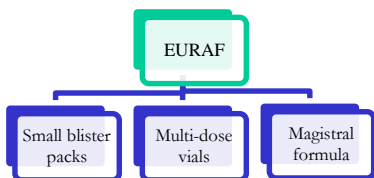
Picture 11: Pre-printed labels for renpackaging OSP 7 days

### ➤ The last point concerns the labeling of blisters with desiccant capsule (e.g. Nicorandil).

→ We offer Eticonform® re-labeling with a statement: USE BY xx/xx/202x (30 days after re-labeling).



Picture 12: Specialty blister pack showing desiccant capsule and cavities



Picture 9: Decision tree

→ A decision tree was made (Euraf®: large quantities, multi-dose vials, magistral formula, small blister packs).

→ A precaution must be taken when editing labels Eticonform® "laboratory" labels. Indeed, the size of the blister packs differs from one laboratory to another.

### ➤ The fifth point concerns the organization.

Technicians wish a storage area dedicated to repackaged specialties to compensate for stock errors.

→ After discussion, we did not retain this proposal.

## CONCLUSION

The involvement of the hospital pharmacy technician team in a proactive risk management approach is essential. We wanted to exploit their practical expertise and energize the team. The ideas box will be integrated into our daily practice.