

"TRANSFORMING PHARMACY WORKFLOWS: APPOINTMENT-BASED CARE FOR ONCOLOGY AND HEMATOLOGY PATIENTS"

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What was done

- **Initiative Introduced:** Implemented a **scheduled appointment system** for **Oncology and Hematology patients**.
- **Previous System Issues:**
 - Patients arrived without prior appointments.
 - **Unpredictable patient flow.**
 - Challenges **managing medication stock** effectively.
- **New System Features:**
 - **Patients scheduled after their medical consultations.**
 - **Special arrangements for long-term stable patients.**



Why was done

- **Pharmaceutical Care (PC):**
 - Ensure **higher quality care** for patients.
 - **Align consultations with individual patient needs.**
- **Enhance Stock Management:**
 - **Prepare medications in advance** for scheduled visits.
 - **Avoid irregular patient arrivals** that disrupt medication planning.
- **Address Stock Shortages:**
 - Prevent multiple patients on the same treatment visiting on the same day.
 - **Reduce risks of medication shortages or surpluses.**

Overall goals:

- Ensure **smoother patient flow.**
- **Improve PC quality.**
- **Optimize medication stock control.**



How it was done

- **Key Challenge:** Integrating the new appointment system into existing workflows.
- **Collaboration Required:** Close **coordination** between pharmacy staff, clinicians, and administrative personnel.
- **Scheduling Details:**
 - **Patients scheduled** to pick up medication about **one hour after medical consultations.**
 - **Long-term stable patients** scheduled **during less busy periods**, like early mornings.
- **Impact on Workload:**
 - **Improved workload management** in the pharmacy.
 - Enabled more **efficient and higher-quality PC.**
- **Overcoming Hesitations:** **Effective communication with patients** to address concerns and ensure adoption.



What was achieved

- Predictable Patient Flow
- Better PC
- Personalized Patient Care



What is next

- **Example of Good Practice:** The initiative can be applied to other hospital pharmacies and healthcare settings facing similar challenges.
- **Next Steps:**
 - Conduct patient **satisfaction surveys** to evaluate the effectiveness of the system.
 - Use survey results to **refine and improve the appointment-based care model.**