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



mtesteban@saludcastillayleon.es

PSQ50190

MT. Esteban Alonso, Z. Rodriguez Fernandez, O. Alamo Gonzalez, I. Gutiérrez Fernandez, L. Sanchez Luque, P. Tomás Benito, P. Benito Juez, MP. Espinosa Gómez, M. Güemes García

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.

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.

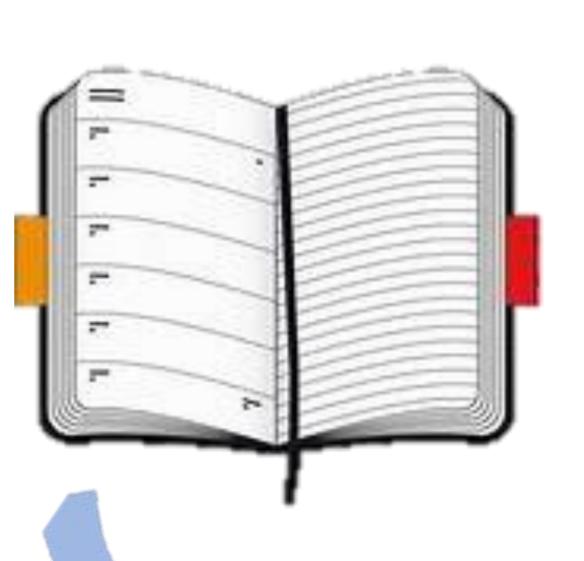
What was achieved

- 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.







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



