



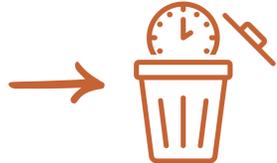
# OPTIMIZING NON-CLINICAL DRUG MANAGEMENT PROCESSES THROUGH ROOT CAUSE ANALYSIS

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## Background and importance



Inefficient hospital drug management processes



Excessive time spent on non-clinical tasks

Reduced time for patient care

Negative clinical outcomes



Conducting a thorough **error analysis** to identify **root causes** is essential for providing insights to effectively optimize these processes.

## Aim and objectives

- **Identify causes of inefficiency** in non-clinical management of hospital pharmacy drugs.
- **Analyse overall errors** and **ascertain the most impactful causes** in order to develop solutions to streamline processes and reduce time lost on non-value-adding tasks.

## Material and methods

Physicians, nurses and pharmacy technicians



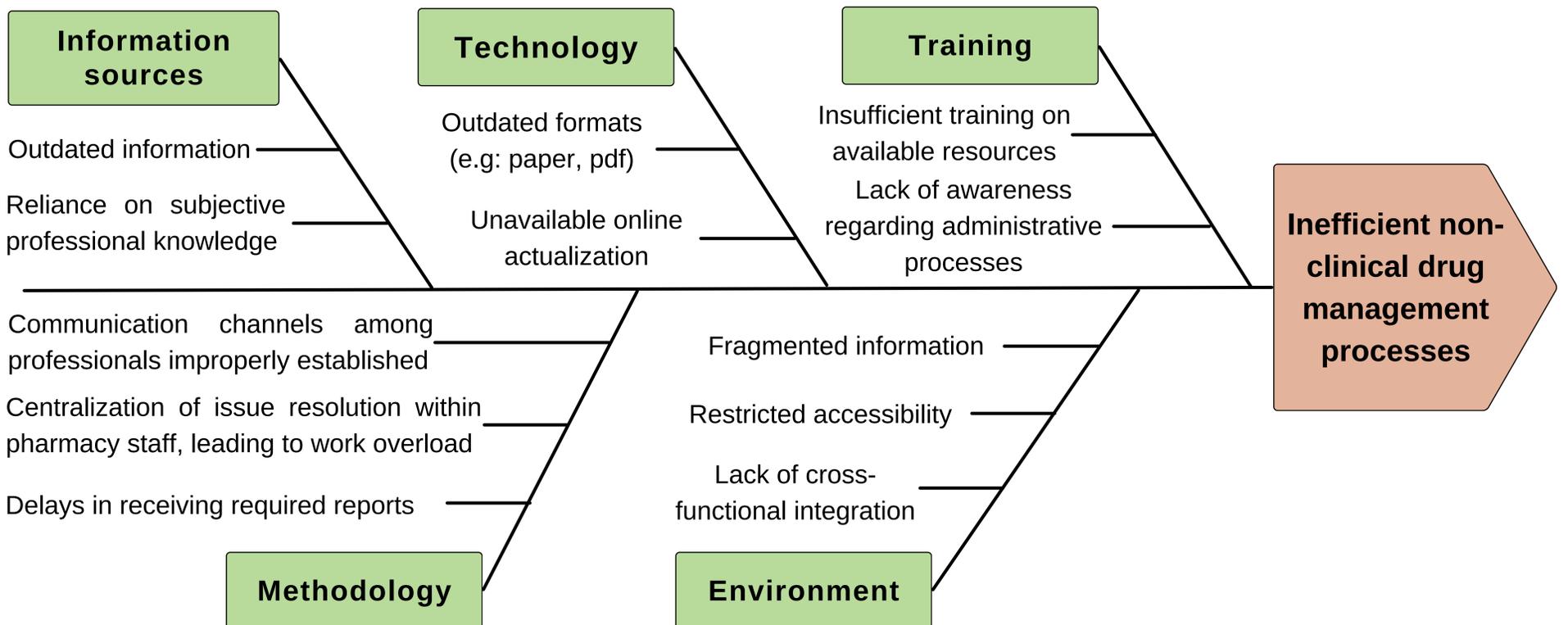
Reiterative doubts regarding non-clinical drug management

Pharmacist-dependent, heterogeneous responses

**Cause-effect diagram** according to Ishikawa/6M methodology to identify and categorize **primary factors contributing to inefficiencies**.

## Results

Five key process parameters were analysed. **Weaknesses** identified were:



**Critical points** identified after validation with multidisciplinary team

- Inadequately established communication channels
- Unawareness of information sources
- Insufficient cross-functional integration of data systems

## Conclusion and relevance

- ✓ This root-cause analysis highlights the **urgent need to develop new, integrated data management tools**.
- ✓ Improvement measures will be proposed and prioritized based on the ICE (impact, confidence, ease) scoring system.
- ✓ Streamlined work methodologies will allow healthcare professionals to focus more effectively on patient care.