"Improving Medication Safety & Operational Efficiency by Utilizing 5S Methodology in the Pharmacy Department"

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Background

- 23 Bed Critical Access Hospital located in central Nebraska
- Melham leadership provided introductory 5S Methodology training to department managers.
- The Pharmacy Department utilized 5S methodology to improve efficiency and safety with in the pharmacy.

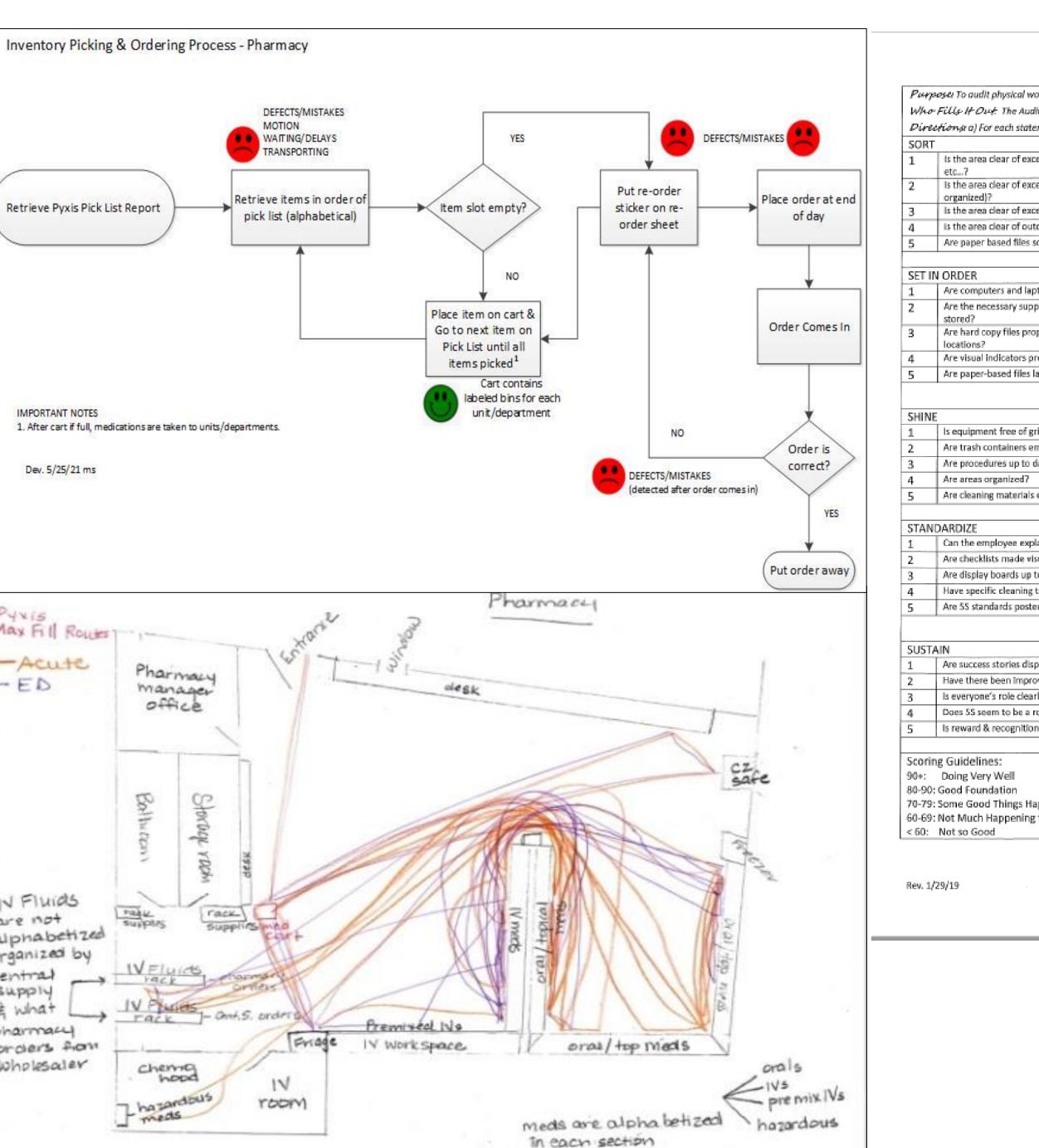


Aims

- Increase efficiency by matching physical layout to pick list order & decrease maximum fill pick time to < 1 hour
- Decrease time to put away order to ≤ 10 minutes.
- Achieve a 5S audit score ≥ 80,
 "Good Foundation"
- Reduce opportunity for mispicks and ordering mistakes.

Plan

- Evaluate the current physical layout of the Pharmacy and its impacts on processes related to Pyxis restocking, inventory control.
- Follow the 5S methodology to clean and organize to improve Pyxis restocking, inventory control, reduce excess movement while restocking or searching for items, decrease opportunity for and medication errors related to mispicked medications.



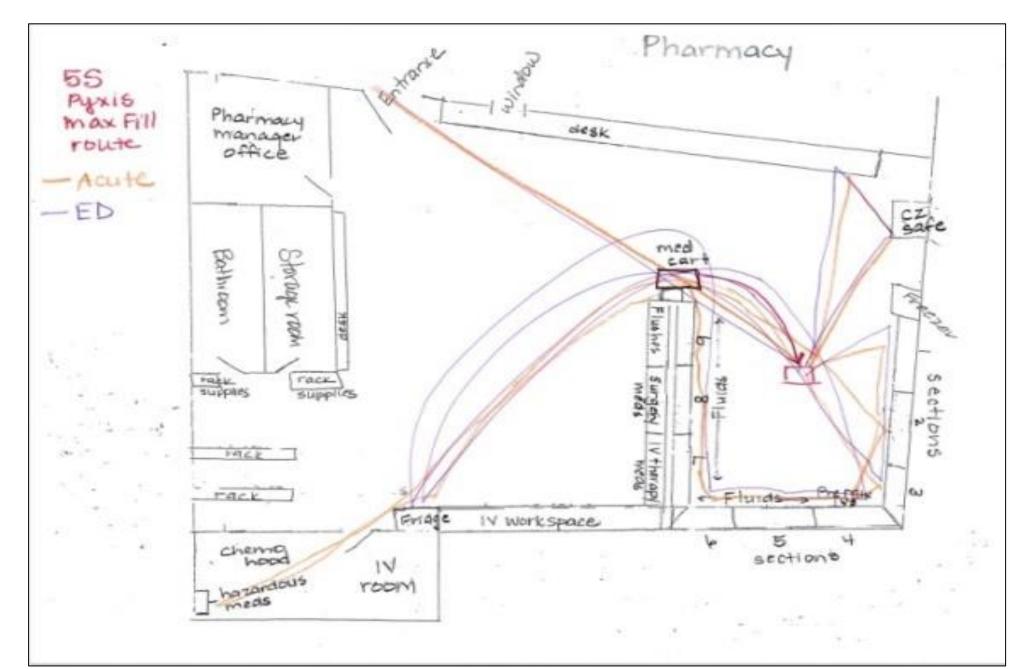
				Pharmacy		5-21-71	
	55 A	udit (Phy	sical Ar				
Purp	മാല To audit physical work areas ensuring workplace org	anization 8	standar	ds are being m	et.		
Who	Fills It Out: The Audit Team by consensus						
Direc	ofions a) For each statement, circle the appropriate score	e, b) Total i	the score	, review with p	rocess worker and/	or departmental i	nanager.
SORT		Very Po	oor	Poor	Good	Very Good	Excellent
1	Is the area clear of excess computers, printers, faxes, etc?	1		2	3	4	(5)
2	Is the area clear of excess work (paperwork not organized)?	1		2	3	(4)	5
3	Is the area clear of excess personal items?	1		2	3	(4)	5
4	Is the area clear of outdated manuals, forms, etc?	1		(2.)	3	4	5
5	Are paper based files sorted by a naming convention?	1		(2)	3	4	5
				-		Total Sort	
SET IN ORDER		Very Po	oor	Poor	Good	Very Good	Excellent
1	Are computers and laptops located in correct places?	1		_2	(3)	4	5
2	Are the necessary supplies properly identified & stored?	1		2	3	4	5
3	Are hard copy files properly identified by labels & locations?	1		(2)	3	4	5
4	Are visual indicators present to identify current work?	1		\-2/	3	4	5
5	Are paper-based files labeled to standards set forth?	1		(2)	3	4	5
						Total Set in Order	
SHINE			oor	Poor	Good_	Very Good	Excellent
1	Is equipment free of grime & dust?	1		2	(3)	4	5
2	Are trash containers emptied on a regular basis?	1		2	(3)	4	5
3	Are procedures up to date?	1		(2)	3	4	5
4	Are areas organized?	1		(2)	3	4	5
5	Are cleaning materials easily accessible?	1		(2)	3	4	5
					'	Total Shine	
STAN	STANDARDIZE		oor	Poor	Good.	Very Good	Excellent
1	Can the employee explain the value of SS?	1		2.	(3)	4	5
2	Are checklists made visual?	1		(2)	3	4	5
3	Are display boards up to date?	1		2	3	(4)	5
4	Have specific cleaning tasks been assigned?	1		(2)	3	4	5
5	Are 5S standards posted?	(1)		2	3	4	5
		~				Total Standardize	
SUSTAIN			207	Poor	Good	Very Good	Excellent
1	Are success stories displayed?	Very Po		2	3	4	5
2	Have there been improvements to the 5S system?	(1	3 -	. 7	3	4	5
3	Is everyone's role clearly defined?	1	-	(2·)	3	4	5
4	Does 55 seem to be a routine or a way of life?	(1	5	2	3	4	5
5	Is reward & recognition part of the 55 system?	1		(2)	3	4	5
	<u> </u>	·		7.14	12	Total Sustain	
Scorir	ng Guidelines:			1.71		12K	
90+:	Doing Very Well		Total	of all 5 cate ₍	gories:	(A	
	Good Foundation	_				(.54)	
	: Some Good Things Happening but More Needs to b					\times	
	Not Much Happening to Keep Pace with Competition	211			, Jaideep Motwani, and R. ondorolize Areas and Files		
~ ship.	1707-06 305303						
				Goal	15 BO		

Measure

- 5S Physical Areas Audit Tool pre- & post-5S
- 5S Spaghetti Map pre- & post-5S
- Record maximum fill pick times pre- & post-5S
- Reclaimed space (in square feet)

Results

- 40 point increase in 5S Physical Area Audit to 94, "Doing Very Well."
- Decreased maximum fill pick times by 50%
- Reclaimed 108 sq. feet in the pharmacy department
- Entire Pharmacy team engaged in the 5S project



Next Steps

- Maintain orderliness and cleanliness with standardized cleaning schedule.
- Continue to encourage departments to utilize 5S methodology to improve processes in clinical and nonclinical areas.

5S Project Team

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