

Imprest Service Improvement Paging the Imprest Technician

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Background

An increased volume of calls to pharmacy for impost medication, and duplication of ward requests was identified at King Edward Memorial hospital. As a result, a streamline process that allowed all impost requests to be fielded to the impost technician via the paging system was implemented. Signage that described this streamlined process at ward level had proven ineffective, with multiple communications for the same item occurring. Thus, further investigation into how best to improve the efficiency of the service was required.

Aim

Retrieve feedback from ward level about the impost paging service and identify gaps in knowledge that could be addressed to create a more streamlined process where the impost technician is the primary contact for impost medication requests.

Methods

Government of Western Australia
North Metropolitan Health Service
Women and Newborn Health Service

IMPREST PAGER EFFICIENCY SURVEY

An internal review of the ward to pharmacy impost interactions indicate that wards are primarily contacting the dispensary for impost requests rather than the impost technician on the 2727 pager. This survey aims to identify opportunities for improvement for the impost pager system.

- The impost technician is easily contacted for urgent supply of impost medications.
Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree
- I use the impost technician pager (#2727) to order urgent impost supplies.
Never, Rarely, Sometimes, Mostly, Always
- When paging the impost technician I always leave a contactable extension number.
Never, Rarely, Sometimes, Mostly, Always
- How would you rate the current impost pager order system?
1. Dysfunctional – 10. Very Functional (Please circle one)
- Do you have any feedback on how we can further improve the pager system to work more efficiently for your ward/department?

Once completed please place in the ward pharmacists tray.

A survey was created and distributed to all wards to allow feedback on the initial implementation of the impost paging system.

Figure 1: Imprest pager survey distributed to the ward to find any areas that could be improved within the impost system.

Once the data was collected and reviewed we looked at education strategies to ensure ongoing support and information was available to the wards.

Results

Results showed that over 55% of respondents to the survey found the impost technician to be easily contactable for their urgent needs. However over 87% of staff audited were not using the impost pager for their requests.

Q2: I use the impost technician pager (#2727) to order urgent impost supplies.

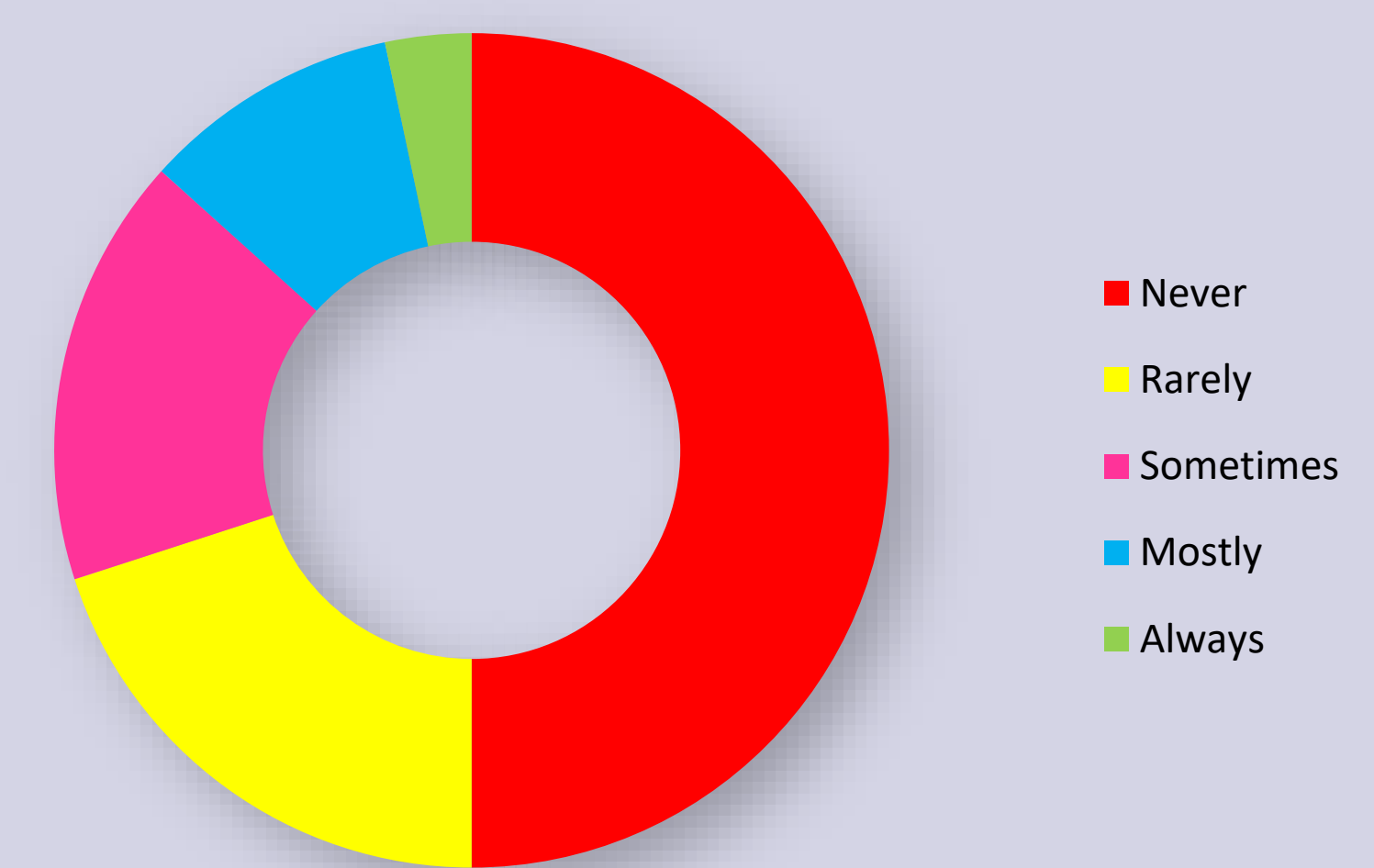


Figure 2: Results of the impost pager survey outlining the gaps in understanding of the pager systems use

Feedback from nursing and midwifery staff highlighted gaps in knowledge regarding the impost service itself as well as the paging system. This prompted a learning and development approach to help educate staff on the pharmacy system and how it is all integrated and why staff are best to contact the impost technician directly.

It also prompted an impost poster with a “frequently asked questions” format so the ward staff can refer to the poster as a quick reference guide. The poster contains all essential information such as impost days, when and how to page the impost technician and where to find the wards impost list.

Pharmacy Imprest
A guide to ordering and supply of medication to the ward

Directing your request.
Imprest Pager 2727: Imprest technician will organise stock supply.
NOK: pharmacy: Pharmacy dispensary will organise inpatient supply.
IV Bulk Items 3356: Stores person will organise stock supply.

How do I check if something is on impost?
Imprest card: allows you to see what items are kept in your ward impost cupboard.

Why should I page impost?
• Faster, more efficient way to organize stock.
• All calls to dispensary are forwarded to impost.
• Page goes directly to the impost technician.
• Avoids excessive stock delivery to the ward.

Contacts
Imprest technician (2727)
On site from 8am - 4:30pm, Monday to Friday.
IV Stores person (3356)
On site from 8am - 4:30pm, Monday to Friday.

Imprest Days
SCN3 – Monday & Friday (including Bulk IV)
S8 Imprest – Wednesday
• The impost technicians will restock your cupboard up to the designated quantities on your allocated impost day.
• If you are noticing a frequent shortage of an item, please speak to your ward pharmacist to review the impost quantity.
• Imprest reviews are done every 6 months.

Figure 3: Ward specific posters designed for use at ward level to ensure staff are aware of the most efficient way to order their required stock.

Conclusion

The redirection of all impost stock queries to the impost technician has created a more efficient and timely process of medication supply from pharmacy to ward staff with minimal disruptions to dispensary, helping to minimise dispensing errors. Staff satisfaction and awareness of the impost service will be assessed with follow-up surveys that will allow future refinements if needed.