

DISPENSARY TEAM MAKING WAVES

Optimisation of medication re-supply with electronic prescribing implementation

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BACKGROUND

With the **introduction of electronic prescribing**, such a significant change in practice provided an **opportunity for dispensary processes to be reinvigorated**, reconsidering the **role of both technicians and pharmacists in triaging re-supply medications**.

DESCRIPTION

With electronic prescribing, **re-supplied medication dispensing increased**, resulting in:

- **Delayed discharge processing**
- **Delayed inpatient medication supply**
- **Surge in wasted medications**

New workflows allowed ward pharmacists to triage newly-prescribed medications, however available resourcing meant **not all medications could be reviewed prior to re-supply**. Without capacity to implement a ward pharmacist-led approach, **we examined the role of Dispensary in reducing avoidable patient harm**.

ACTION

A **Dispensary-led project** was undertaken to improve patient flow and optimise treatment outcomes.

We introduced **technician-led triaging of re-supplied medications**, whereby:

1. **Short-stay ward re-supply medication workload was removed** using a risk-stratified approach (ie. removed medications required after-hours availability in the event the patient failed discharge)
2. **Long-stay ward re-supply medications were dispensed**

Dispensed re-supply medication labels (for long-stay wards) were provided to **dispensary pharmacists to clinically triage high-risk medications**.



Health
Central Coast
Local Health District

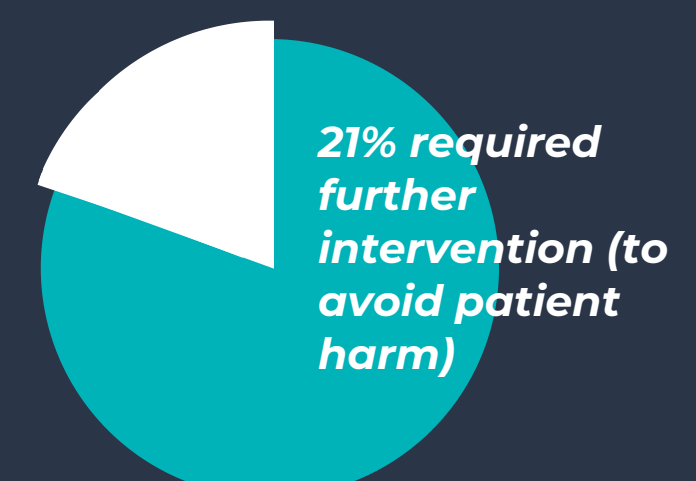
EVALUATION

BENEFITS OF DISPENSARY TECHNICIAN-LED TRIAGING



- **Medication processing times returned to baseline**
- Confirming **re-supply medication removal did not compromise patient safety** (and leave patients without medications), no increase in after-hours dispensing was observed

BENEFITS OF DISPENSARY PHARMACIST-LED TRIAGING



IMPLICATIONS

This initiative demonstrates the value of **dispensary-led triaging, improving efficiency and patient outcomes**.