

A Wave of Change – A Roadmap for Service Delivery Enhancement in a Metropolitan Hospital Pharmacy

Tricia Holmes¹, Peter Hill¹, Van Luong¹

¹Pharmacy Department, The Queen Elizabeth Hospital, Adelaide, South Australia



This poster describes the process of service delivery improvement in the distribution unit of The Queen Elizabeth Hospital. Beginning in 2018 and with a focus on the upskilling of the assistant workforce and the maximisation of process efficiency, the program has led to objective improvements in the handling of a high script workload and in the level of job satisfaction of the staff in the unit. This ongoing work, which has no end-date, has resulted in a continual evolution of services including the transition of dispensary staff into the ward-based clinical assistant program.

The change began with a meeting of all distribution staff at which a strategic plan was developed, acknowledging the potential of the staff and their eagerness to undertake an upskilling process and individual project work. With the support of pharmacy management the dispensary staff became engaged in a review of current practices with the objective of identifying opportunities for service enhancement. Simultaneously, a program of upskilling via CEs and lightning talks was undertaken to produce a better understanding of drugs and disease management