

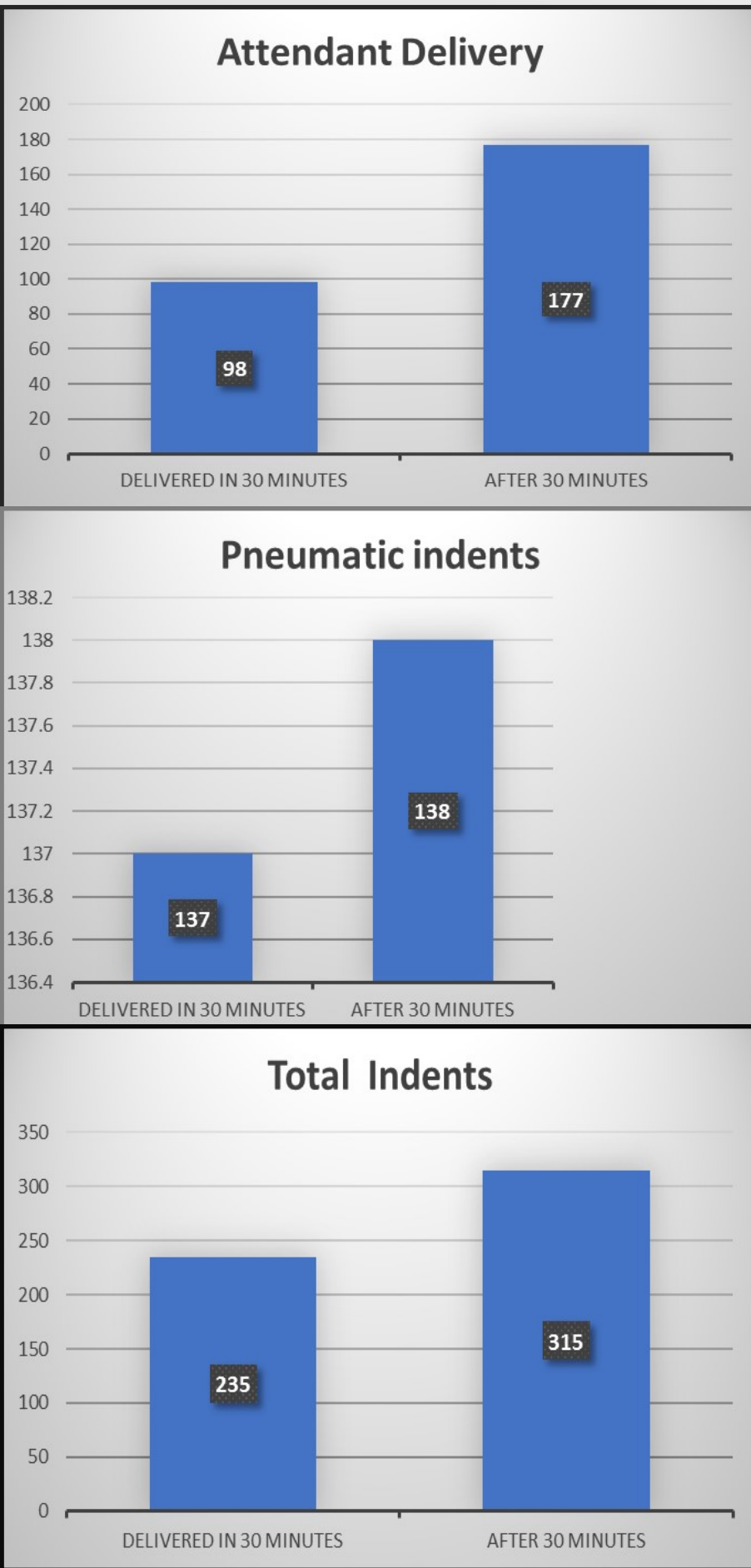
OBSERVATIONAL LEARNING: QUALITY ASSURANCE

PROJECT: SIX SIGMA APPROACH TO REDUCE MEDICINE DELIVERY TIME OF IN-PATIENT PHARMACY

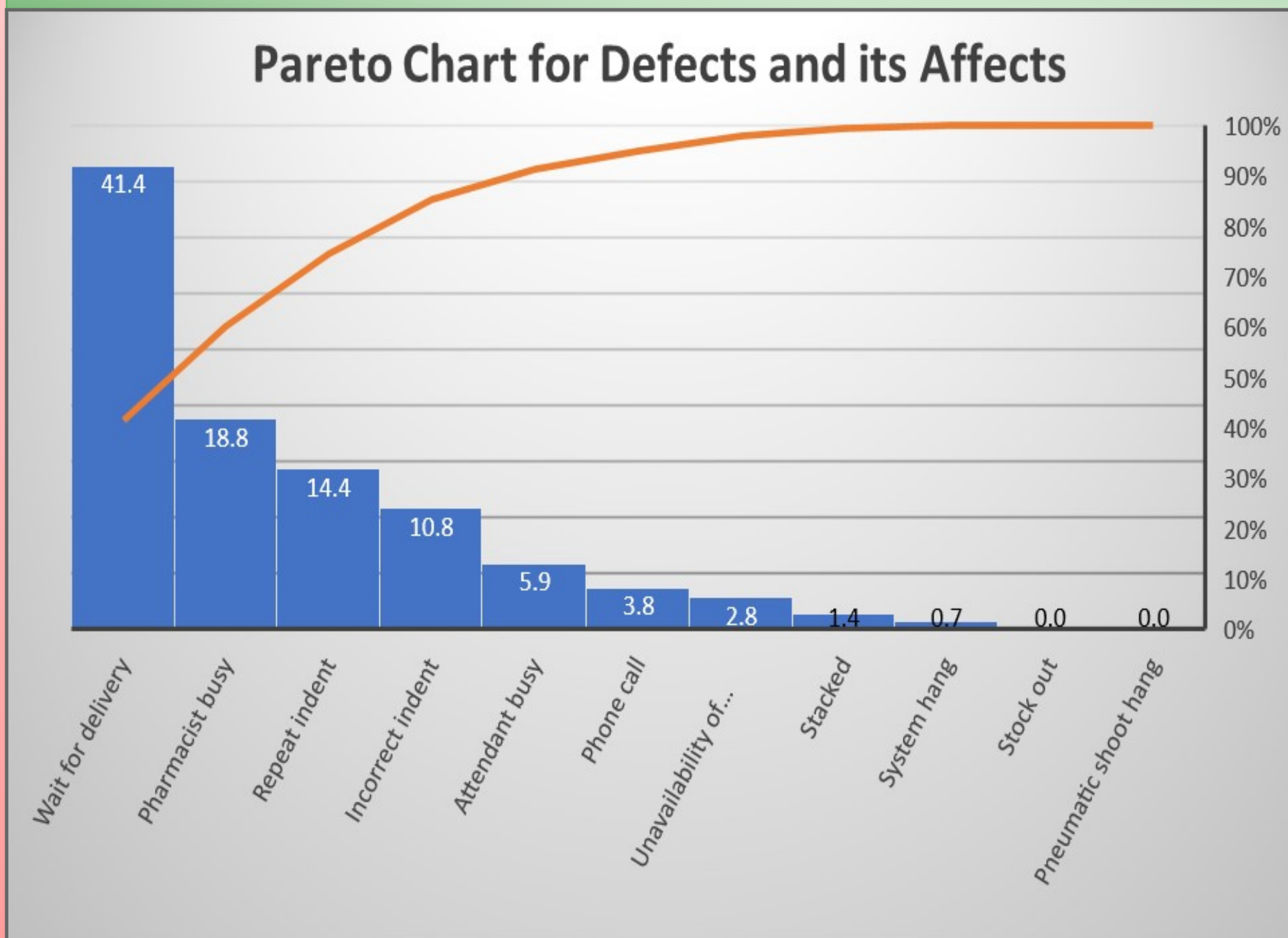


THE STUDY IS A PRE-TEST POST-TEST DESIGN ON REDUCING DELIVERY TIME OF PHARMACY TO WARDS. HOSPITAL POLICY STATES TO DELIVER MEDICINES WITHIN 30 MINUTES. THE DATA OF PRETEST INDICATES SITUATION BEFORE RECOMMENDATIONS WERE IMPLEMENTED. ON IMPLEMENTATIONS, A PILOT STUDY WAS CONDUCTED WITH 100 SAMPLES.

THE PILOT STUDY WAS CONDUCTED AT FIFTH FLOOR AND GICU (6TH FLOOR) . IT WAS DONE AFTER TRAININGS AT PHARMACY AS WELL AS NURSING STAFF AT RESPECTIVE STATIONS.

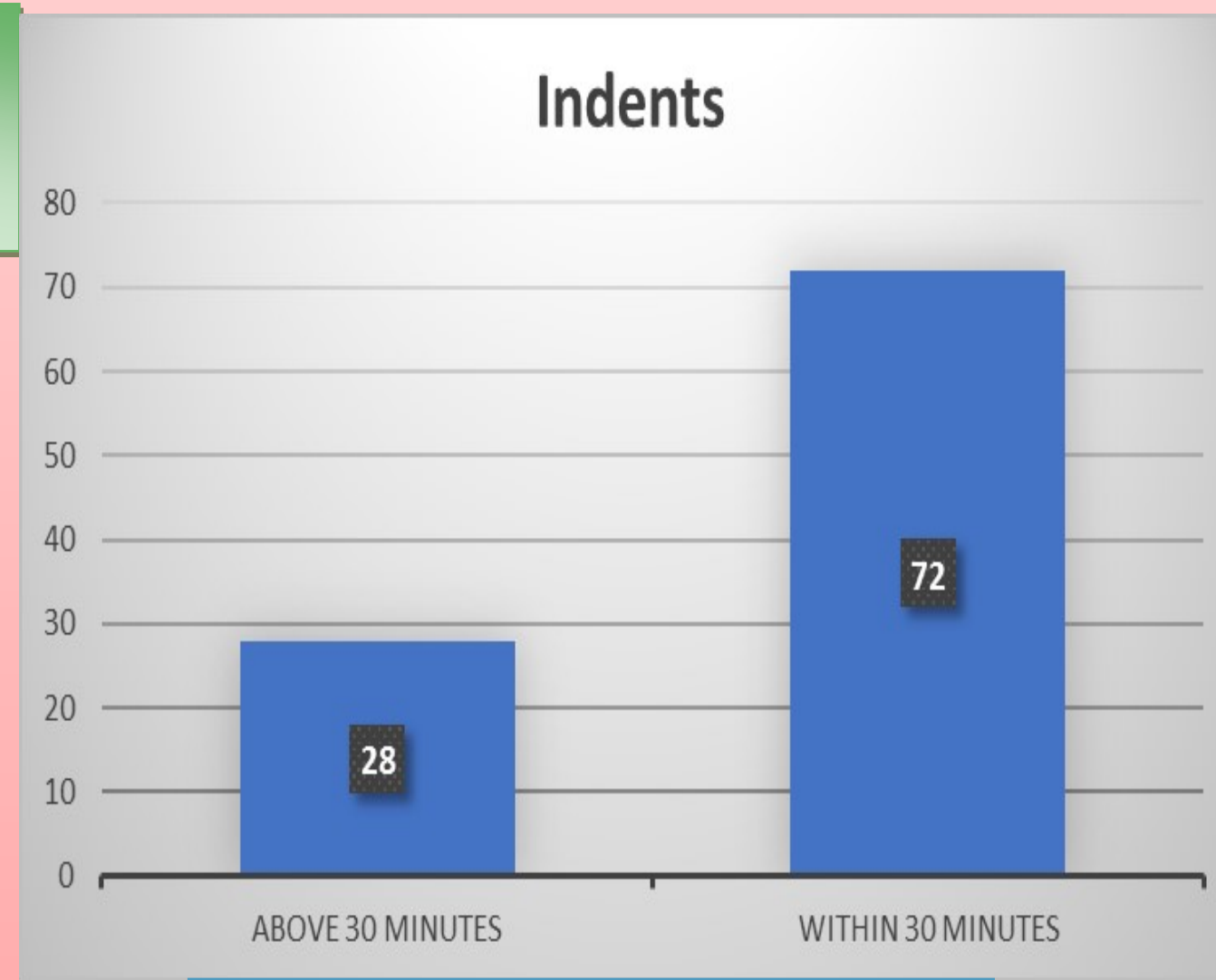


Z TEST WITH HYPOTHESIS- INDENTS ARE DELIVERED IN 30 MINUTES WAS REJECTED IN BOTH KIND OF DELIVERIES.



PROCESS MAPPING SHOWED THE DELAYS IN THE PROCESS AND DURATION OF DELAYS, MOST DELAYED PROCESS BEING THE PHARMACIST APPROVING THE MEDICINE AND PACKING IT.

THE AVERAGE TIME TAKEN BY PHARMACY TO DELIVER MEDICINES VIA ATTENDANTS IS 41 MINUTES AND 25 SECONDS. THE AVERAGE TIME TAKEN BY PHARMACY TO DELIVER MEDICINES VIA PNEUMATIC IS 38 MINUTES AND 39 SECONDS. MAJORITY OF INDENTS ARE DELIVERED IN 21 TO 30 MINUTES IN CASE OF ATTENDANT DELIVERY AS WELL AS PNEUMATIC DELIVERY.



PILOT STUDY RESULTS

DPMO	25454
DPO	0.025
SIGMA VALUE	3.45

CONCLUSION:
THE STUDY AIMED TO REDUCE THE DELIVERY TIME, WITH PROPER MONITORING AND TRAINING OF STAFF, PROPER DIVISION OF DUTIES, TARGET OF 30 MINUTES DELIVERY CAN BE ACCOMPLISHED.

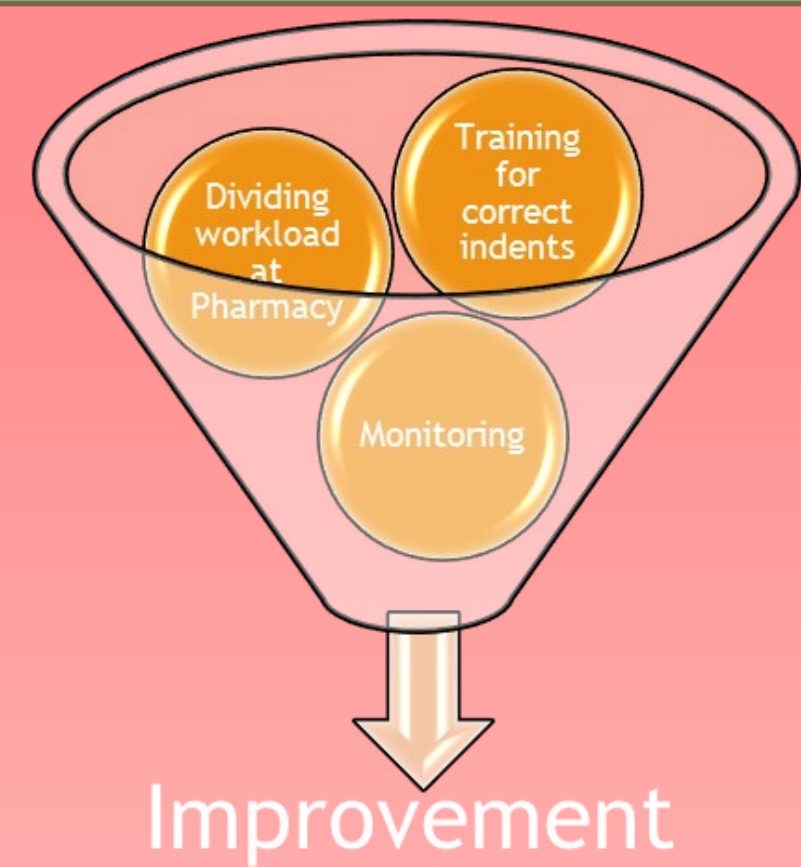
STRENGTHS

WEAKNESS

- | | |
|---|---|
| 1. Keen and aware of incidents and solving problems | 1. Less compliance by nursing staff |
| 2. Immediate decision and everyday meetings on incidents and workplan | 2. No regular monitoring of implementations |
| 3. Trainings of staff according to situations | |

DPMO	52066
DPO	0.052
SIGMA LEVEL	3.13

SUGGESTIONS, IMPLEMENTATION AND TRAINING PHASE :



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