



Project: A time motion study to probe in the reasons for delay in delivery of inpatient pharmacy indents.

Fortis Hospital : Fortis Healthcare Limited was established in 1996 by its founder Late Dr. Parvinder Singh. First Hospital was established Mohali (Chandigarh) in 2001 to over 55 facilities today. Fortis Hospital Noida was inaugurated on 7th November 2004 by then honorary Defence minister Mr. Pranab Mukharjee.

METHODOLOGY-

Study area- Fortis hospital, Noida.

Study population- Normal indents, Stat indents and First admission indents from the various department of hospital to IP pharmacy.

Sample size-

Normal indent – 103

Stat indent- 90

New admission- 53

Study period - 11th April to 25th April

Data collection tools – By observation

Sampling method – Non probability purposive sampling

Study method - A prospective time motion study carried out on various indents received, further processing and dispensing of medicine to nursing station to determine the possible delays.

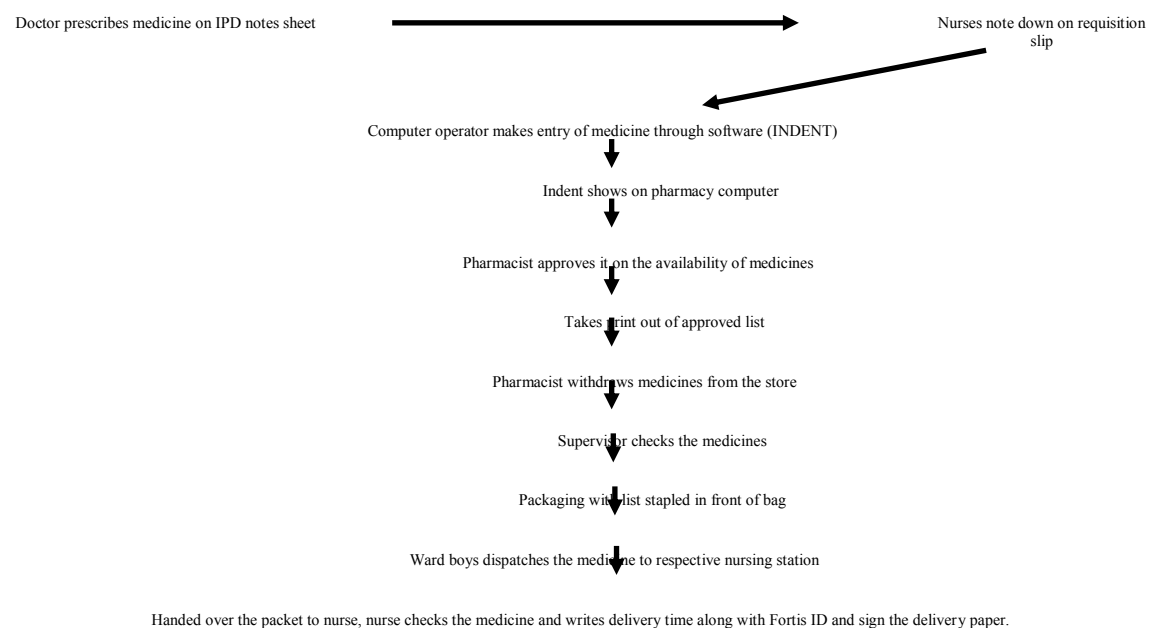
Indents are received on software from various departments of Hospital. This software shows indents in three different colours – RED (stat), BLUE (new admission indents), BLACK (normal indents).

Each process is observed and time taken in each process is noted down,

OBJECTIVE:

General- Time motion study of various processes happening in the phar-

Turnaround time (TAT) here is from indent reception in pharmacy to physical delivery of medicines to nursing stations.



FINDINGS -

- A. 20% (19 out of 90) STAT Indents are delayed against TAT of 30 minutes for STAT indents. 70 % (13 out of 19) of them are delayed only by less than 10 minutes.
- B. 12% (7 out of 53) NEW ADMISSION indents are delayed against TAT of 30 minutes.
- C. 3% (3 out of 103) NORMAL INDENTS are delayed against TAT of 2 hours for normal

Reasons for delays-

1. TECHNICAL REASONS-

- A. Printer not working, leading to delay in receiving printout for issuing indents.
- B. Sometimes indent making software hangs and do not work on its normal pace, leading to accumulation of indents and making further delays for further processing.

2. HUMAN RESOURCE RELATED REASONS -

- A. Delivery boys are busy in some other work, like- bringing medicines from stores (stock), outside purchases.
- B. Supervisor who checks medicines before packing is busy sometimes in vendor's supplies checking (medicine), Narcotics issues.

3. OTHERS -

- A. Increased number of normal indents after Doctors round timings (10- 11 am)
- B. Some indents were delayed one day because of unavailability of packing bags.

Recommendations –

- 1. Shift wise check-up of printers should also be done by pharmacy staff before taking over the charge during shifts to avoid hassle. Also computer system and printer maintenance should be arranged on weekly basis.
- 2. Work of delivery boys should be more arranged so as to complete the work in same resources and at the same time avoiding delays. Like bringing of medicine and other work should be done in free time or before 9 am or 2- 3 pm.
- 3. Vendors meeting should be arranged in less rush time and another person

Conclusion-

Besides Pharmacy staff's efficient working, there was delay in some of its indents especially stat indents because of reasons explained above, which can be a cause for embarrassment for pharmacy department. So these reasons should be focussed and