

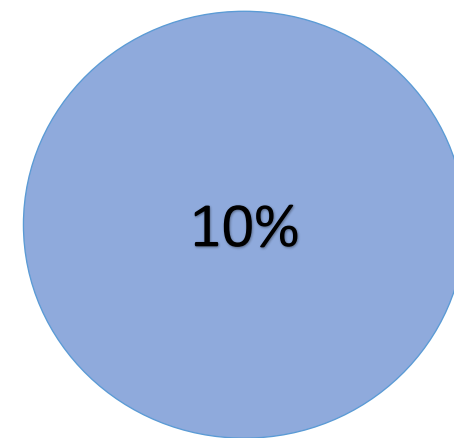
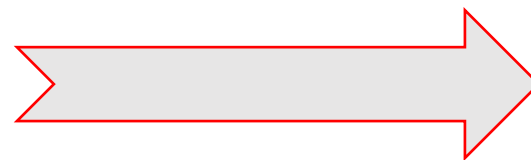
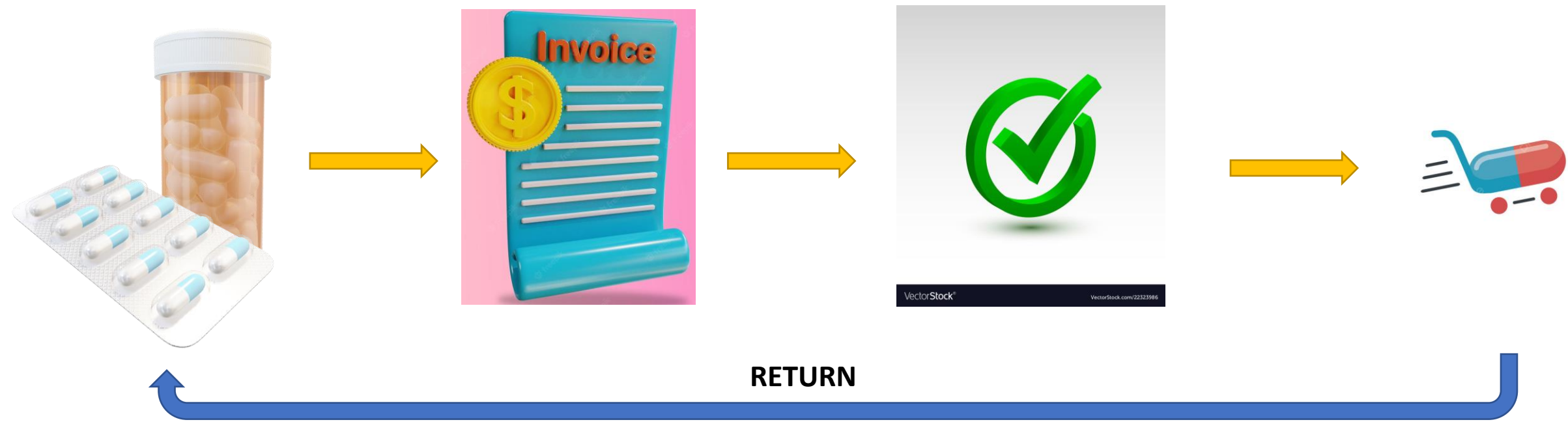
**EXAMINING THE IMPACT OF THE CURRENT MEDICINES
AND CONSUMABLES RETURN MANAGEMENT PROCESS
ON THE WORKLOAD OF FLOOR AND IPD PHARMACISTS
IN RAJIV GANDHI CANCER INSTIUTE**

Submitted by – SALONI SETHI
MBA HEALTH & HOSPITAL MANAGEMENT

Guided by – Mr. Ashish Bandhu (Mentor)
Assistant Professor
IIHMR University

INTRODUCTION

- In any hospital setting, the effective management of medicines and consumables return processes is vital for maintaining patient safety and optimizing resource utilization. Pharmacists are an essential part of any healthcare team in the hospital.
- In Rajiv Gandhi Cancer Institute (RGCI), the floor pharmacists aid in indenting supplies, checking the suitability of the returned medications/consumables and ensuring accurate data entry in the HIS; and then the IPD pharmacists aid in checking the returned medications/consumables and store them for future use of other patients.
- Returning of medications and consumables (of admitted patients) is a common occurrence in RGCI.
- There can be various discrepancies in the return processes which can be intricate and time – consuming which can certainly take a toll on the workload of floor and IPD pharmacists. It decreases productivity and has an alarming effect on the health of the staff itself. It increases the chance of medication error.
- By looking into this aspect, the probable areas for improvement can be recognized, which in turn might help reduce various causes of excessive returns and improve the efficiency of return management processes. This would help reduce the workload of the floor and IPD pharmacists. This can, therefore, increase job satisfaction among pharmacists, better quality of care, and effective resource allocation.



RESEARCH METHODOLOGY

- **Study type:** Cross-sectional study
- **Study Area:** Data was collected from Rajiv Gandhi Cancer Institute
- **Data collection Technique/ Tools:** Questionnaire
- **Sample size:** 12 floor pharmacists and 32 IPD pharmacists = 44 pharmacists
- **Study Duration:** 3 Months
- **Inclusion Criteria:** All floor pharmacists and IPD pharmacists were included for better understanding of the return management process.
- **Exclusion Criteria:** Patients and other health professionals were excluded from the study.



RESEARCH QUESTIONS & OBJECTIVES

RESEARCH QUESTIONS

1. What is the current process for indenting and returning medications and consumables in RCGIRC, and how does it impact the workload of floor and IPD pharmacists?
2. What is the frequency and volume of returns for medications and consumables?
3. What are the factors associated with excessive returns?

OBJECTIVES

Primary objectives –

1. To evaluate the impact of the current medication and consumables return management process on the workload of floor and IPD pharmacists in RGCIRC.
2. To assess the satisfaction levels of pharmacists and nurses with the current consumables management process in RGCIRC.

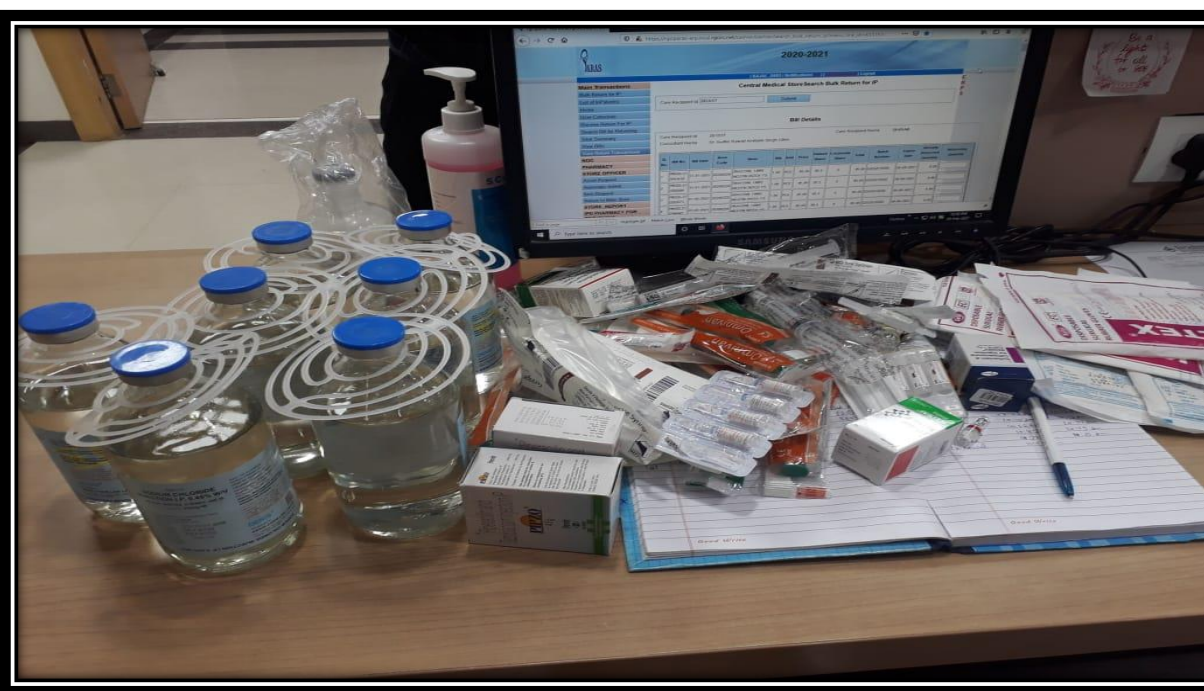
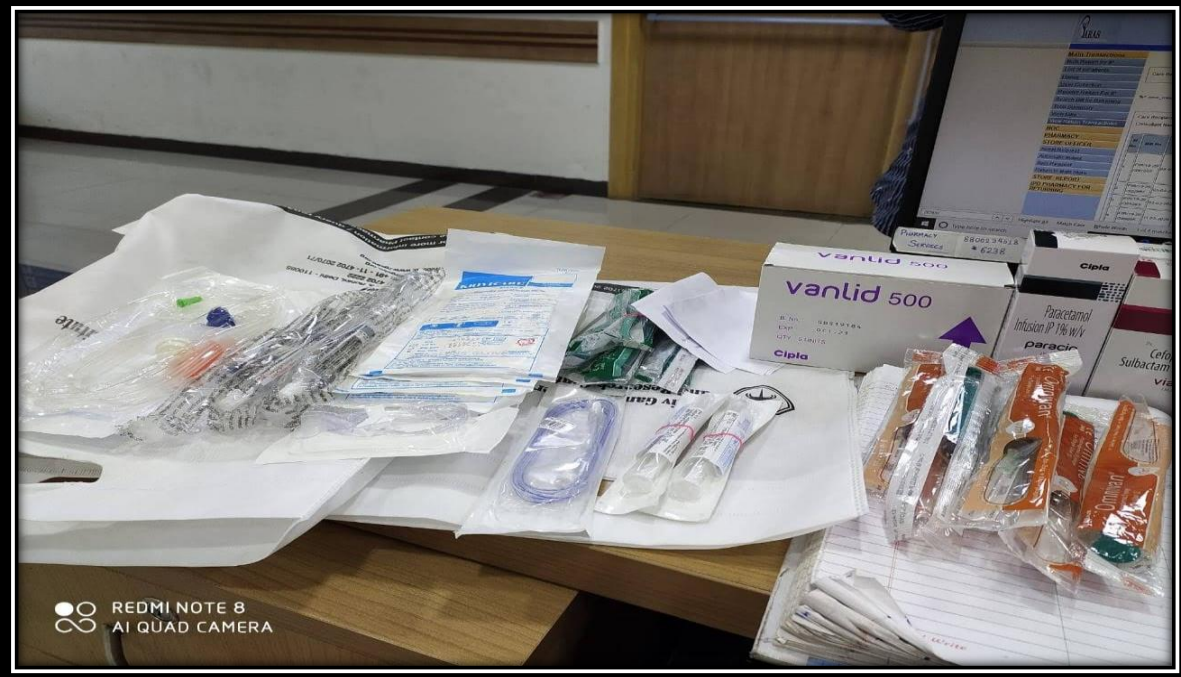
Secondary objectives:

1. Recommend improvements to the current process for consumables management in RGCIRC.
2. Determine the factors associated with excessive returns along with its volume and its effects on the workload of floor and IPD pharmacists in RGCIRC.



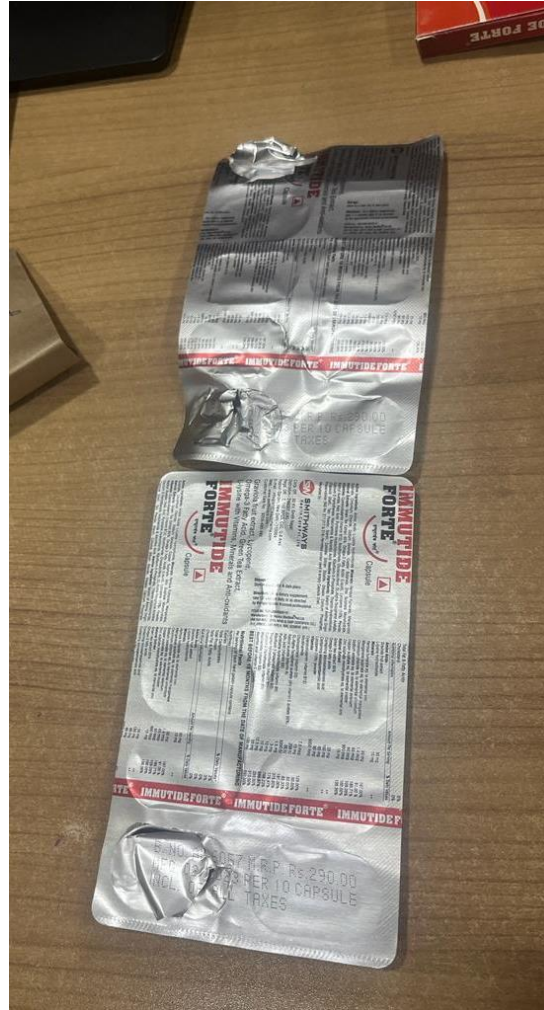
MONTH	SALE QTY.	RETURN QTY.	% of Return
February	482517	64322	13.33%
March	565806	73430	12.98%
April	515563	67566	13.11%

MONTH	% of return with item return above 10%
February	50.78%
March	51.04%
April	49.88%



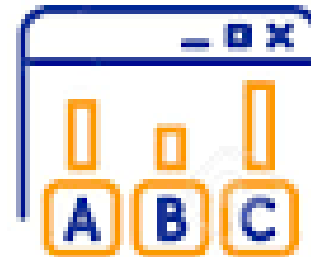


RETURNS RECEIVED EVERY 7-8 HOURS



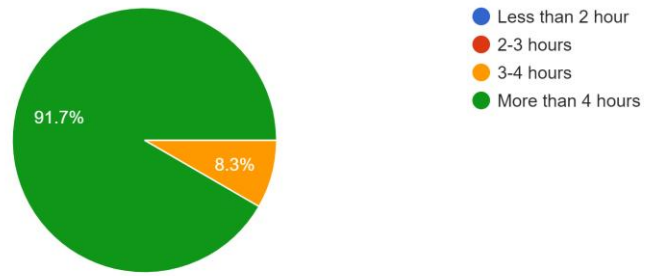
3 DOSES GIVEN FROM 2 SEPARATE STRIPS

SURVEY ANALYSIS OF FLOOR PHARMACISTS



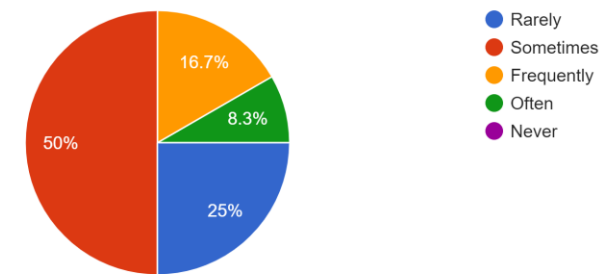
1. On an average, how much time do you spend processing returns of consumables each day?

12 responses



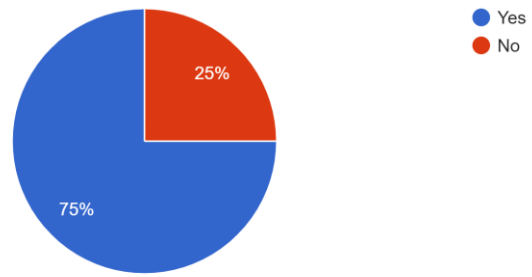
2. How often do you experience delays in processing returns due to overstocking or inventory management issues?

12 responses



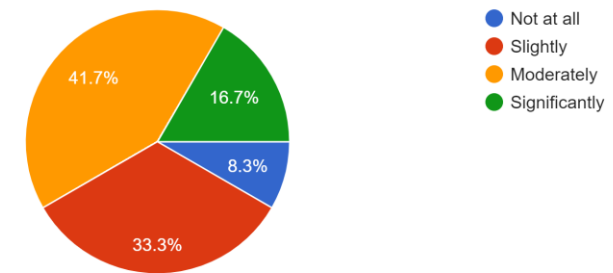
3. Have you ever had to work overtime to complete the returns processing?

12 responses



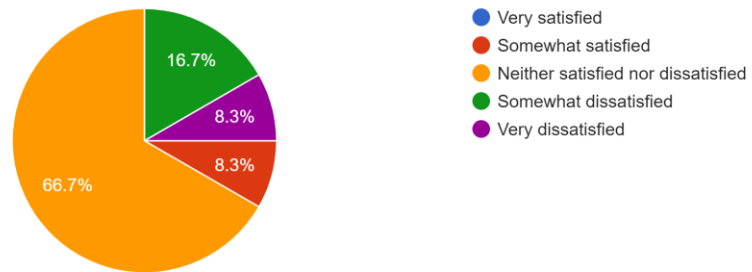
4. How much do the issues with consumables returns processing impact your ability to complete other job responsibilities?

12 responses



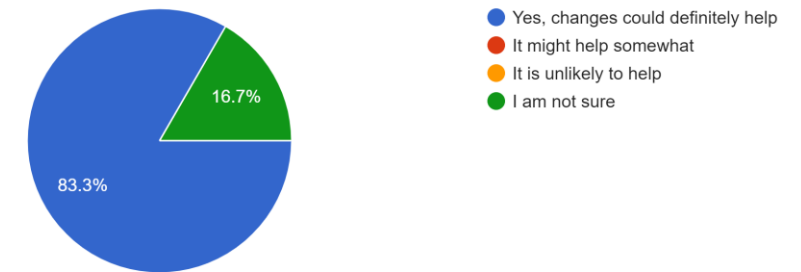
5. Overall, how satisfied are you with the current consumables management process? (including the number of returns and multiple indents/patient)

12 responses



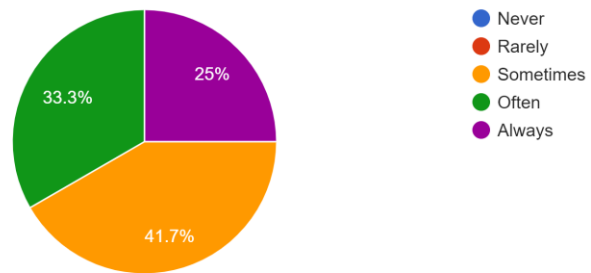
6. Do you believe that changes to the consumables management process could alleviate (decrease) some of the workload burden on floor pharmacists?

12 responses



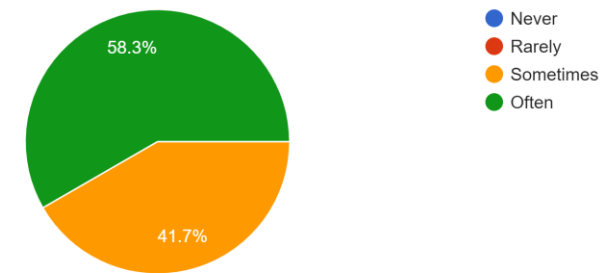
7. How often do you face issues regarding the hardware (computer, etc.) or the software that you are working on?

12 responses



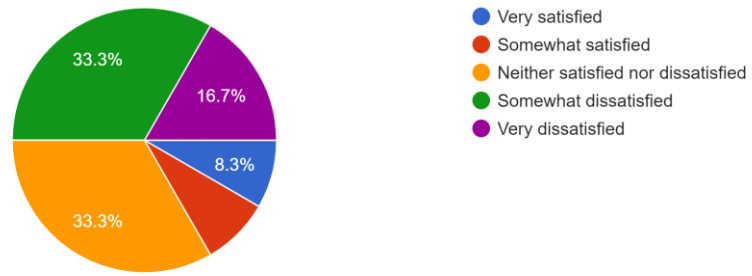
8. How often do you find the patient/patient's attendant feel unsatisfied due to the excessive number of returns?

12 responses



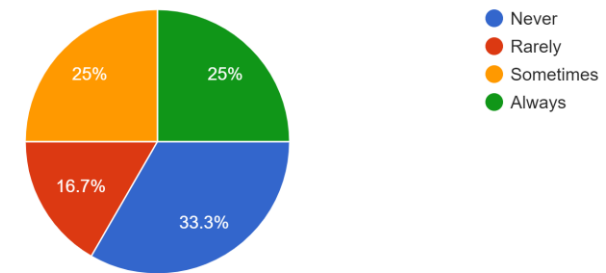
9. How satisfied are you with the nurses' communication regarding the returns ?

12 responses



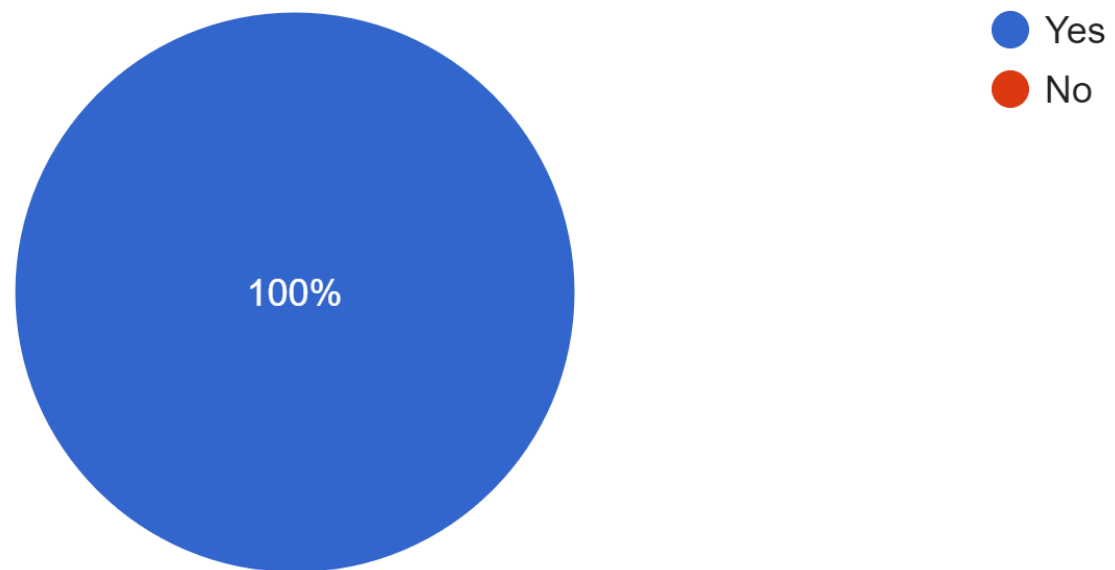
10. How often do you feel stressed or overwhelmed due to the workload of managing consumables returns?

12 responses

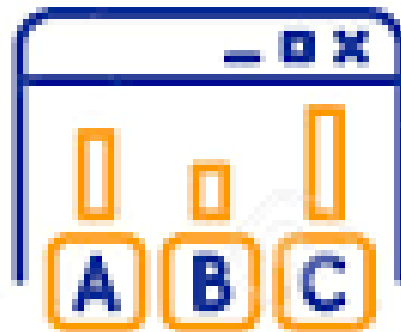


11. Do you feel that the current consumables management process could be improved to reduce your workload and improve efficiency?

12 responses

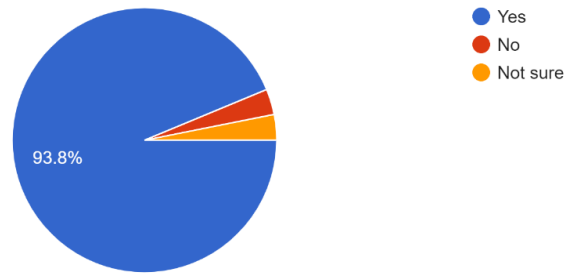


SURVEY ANALYSIS OF IPD PHARMACISTS



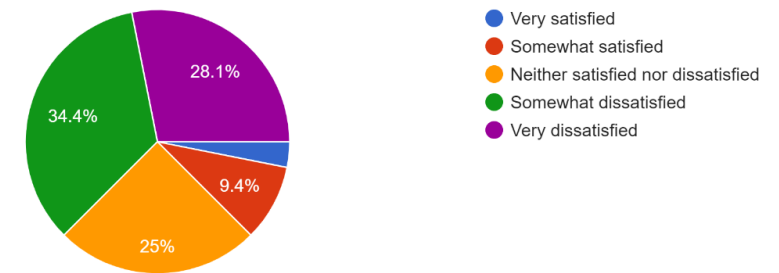
Do you think the current return process affects the workload of IPD pharmacists?

32 responses



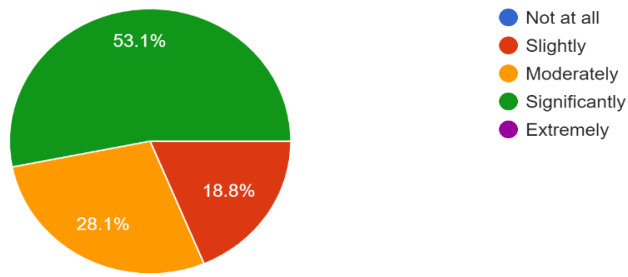
How satisfied are you with the nurses' communication when you express your worry regarding multiple indents per patient?

32 responses



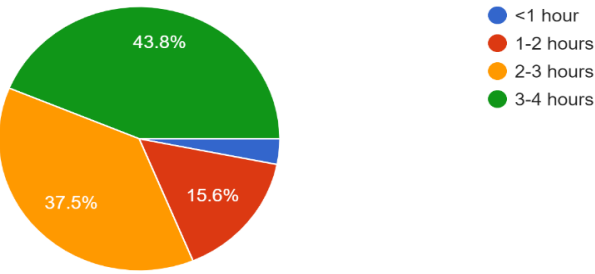
How much does the returns process impact your ability to complete other job responsibilities?

32 responses



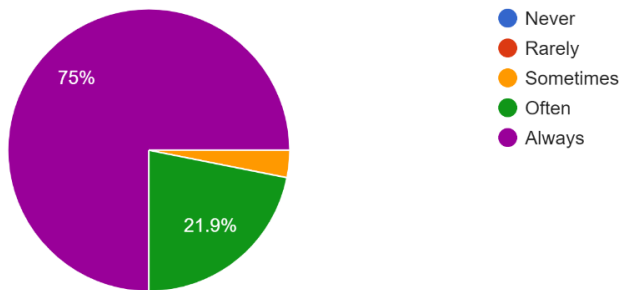
How many hours per day do you spend on managing the returned consumables and medicines in the IPD?

32 responses



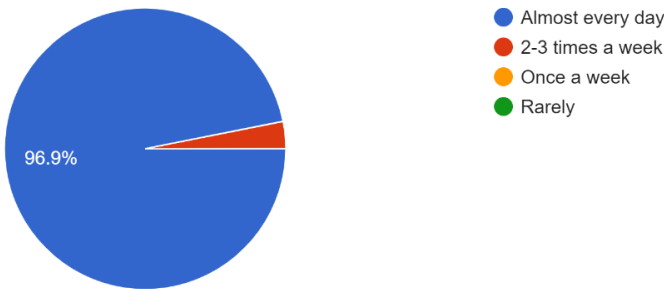
How often do you encounter multiple indents of the same patient on the same day?

32 responses



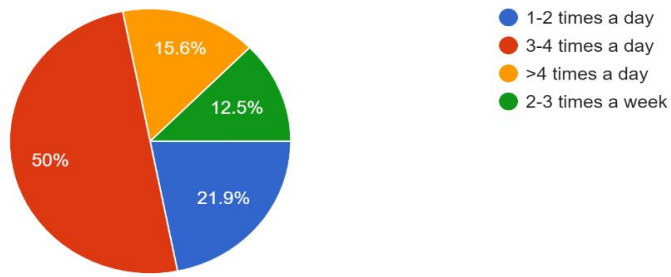
How often do you feel that the current return process of medicines and consumables leads to wastage of staff time and resources?

32 responses



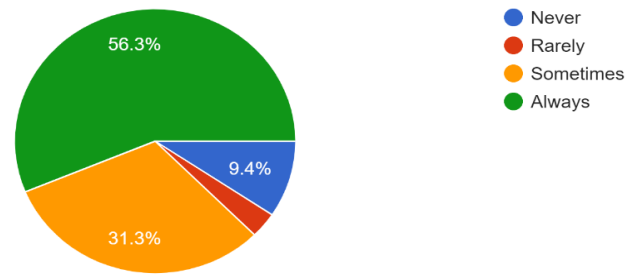
How often do you need to process returns of consumables and medicines in your daily workload?

32 responses



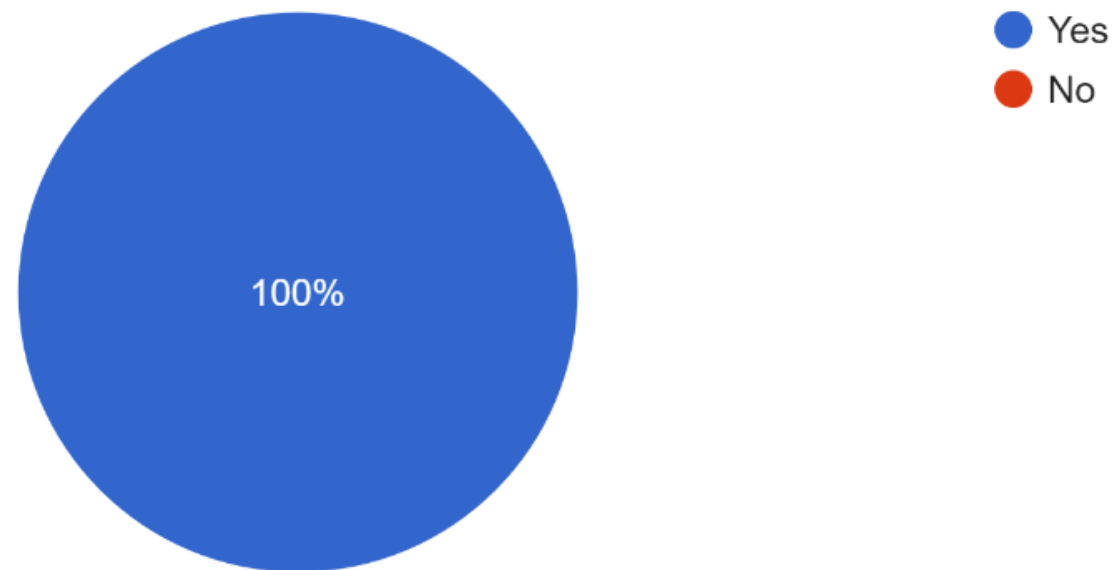
How often do you feel stressed or overwhelmed due to the workload of managing returns?

32 responses



Do you feel that the current consumables and medicines return process could be improved to reduce your workload and improve efficiency?

32 responses



DISCUSSION

- By analysing various aspects of this study including the factors related to excessive returns, the main aim was to get insights to streamline the return process and reducing the workload of the pharmacists.
- The current medications and consumables return process had various drawbacks due to excessive returns, multiple indents per patient per day, double/over indenting, wrong indenting, etc. Extra indents meant ordering extra medicines and consumables thereby leading to returning of all the excess medicine.
- The volume of returns taken for 3 months in RGCIRC were found to be double the healthy return percentage – 13.33% (February'23), 12.98% (March'23) and 13.11% (April'23).

This portrayed that double the amount of effort is being put into returning the medications and consumables by the floor pharmacists, who checked the suitability of the returned items and made proper record of it. When the returned items are sent back to the IPD pharmacy, they need to be rechecked and then stacked, which again uses double the ideal time and double the workforce.

- Looking at the data for each day separately in each of the 3 months respectively, it was found that 50% of the patients in February'23 had a return percentage of more than 10%. Similar results i.e., 51.04% (March'23) and 49.88% (April'23) were concluded.
- These figures indicated that half of the patients received excess medications and consumables which eventually end up being returned to the pharmacy. These figures speak for themselves and clearly the amount of 50% extra workload is put upon the floor and the IPD pharmacists for the excessive returns in RGCIRC.
- Considering the surveys done for floor and IPD pharmacists, similar levels of dissatisfaction was found among the staff. Both the floor and IPD pharmacists spent more than 50% of their time and efforts in the return management process, and they felt that this was a wastage of time and resources. They experienced IT issues 40-45% of the time which delayed the return process further and led to decreased satisfaction in patient/patient's attendant.
- Overall, there was a unanimous agreement on behalf of all the pharmacists that changes must be made to the current medications and consumables return management process to alleviate burden of the workload.

CONCLUSION

- The study examined the impact of the current medications and consumables return management process on the workload of the floor and IPD pharmacists.
- The findings of this study revealed the volume of frequency and found that every second patient had an unhealthy return percentage (above 10%).
- The various factors associated with excessive returns are multiple indents per patient per day, wrong material indenting, exchanged bed no. indenting, double/over indenting, other errors in indenting, staff and space shortage, and miscommunication during handovers between nurses were identified. These causes had detrimental consequences on the workload of floor and IPD pharmacists, leading to waste of time and staff resources, increased stress levels, decreased productivity, and patient dissatisfaction.
- Overall, it highlighted the importance of interdepartmental communication and collaboration and better optimization of these processes to control the volume of returns for better staff satisfaction, resource utilization, patient safety and the well-being of healthcare professionals.

RECOMMENDATIONS

- Streamline return processes
- Decreasing indenting issues
 - Multiple indents per patient per day
 - Wrong material indenting
 - Wrong patient indenting
 - Double/over indenting
- Enhancing communication and collaboration
- Software improvement
- Keeping a regular ward stock of commonly used consumables
- Increase in staff
- Checking patient's bedside before indenting
- Consulting with the patient's attendant
- Returns to happen only at the time of discharge

A collection of various pills and capsules scattered on a dark, textured surface. The pills include white capsules, yellow capsules, blue oval tablets, red capsules, green capsules, and grey tablets. Some pills have markings like '10' or a cross. The text 'THANK YOU!' is centered in white, underlined.

THANK YOU!