

Project Title

Increasing partial/no counselling dispensing rates in Bukit Batok Polyclinic Pharmacy

Project Lead and Members

Project leads: Koh Ying Pei and Evelyn Soh

Project members: Nur'Ain Binte Abdul Manan, Neo Ying Fang, Lee She Ink, Natasha

Amalina Binte Bujang and Nurrawida Binte Abdul Moomen

Organisation(s) Involved

National Healthcare Group Pharmacy

Healthcare Family Group(s) Involved in this Project

Allied Health

Applicable Specialty or Discipline

Pharmacy

Project Period

Start date: April 2019

Completed date: March 2020

Aims

To increase "partial/no counselling" dispensing percentage in Bukit Batok Polyclinic Pharmacy to 25% (stretched goal 30%) in 8 months.

Project Attachment

See poster attached/below

Background

See poster attached/below

Methods

See poster attached/below

Results

See poster attached/below

Conclusion

See poster attached/below

Additional Information

Accorded the NHG Quality Day 2021 (Category B: Service Redesign & Delivery) Merit Award

Project Category

Care & Process Redesign

Productivity, Cost, Manpower and Time saving

Keywords

Counselling, Dispensing Rate, Pharmacy

Name and Email of Project Contact Person(s)

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Koh Ying Pei, Evelyn Soh, Bukit Batok Polyclinic Pharmacy

Mission Statement

To increase "**partial/no counselling**" dispensing percentage in Bukit Batok Polyclinic Pharmacy to **25%** (stretched goal 30%) in **8 months**.

Team Members

Department: Bukit Batok Polyclinic Pharmacy

	Name	Designation
Team leaders	Koh Ying Pei Evelyn Soh Sok Hwee	Pharmacist Senior Pharmacy Technician
Team members	Nur'Ain Binte Abdul Manan Neo Ying Fang Lee She Ink Natasha Amalina Binte Bujang Nurrawida Binte Abdul Moomen	Senior Pharmacist Pharmacist Pharmacy Technician Pharmacy Technician Pharmacy Technician
Facilitator	Sanisah Binte Mohd	Principal Pharmacist

Evidence for a Problem Worth Solving



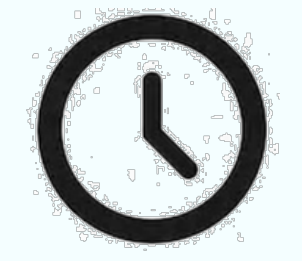
Problem:

❖ There is a low percentage of "partial/no counselling" dispensing in Bukit Batok Polyclinic



I know this is a problem because:

- ❖ According to a manual screening of prescriptions, the percentage of prescription eligible for partial/no counselling dispensing is **38 - 46%**.
- ❖ However, the percentage of partial/no counselling dispensing captured in iPharm is only **10-20%**.
- ❖ Time is wasted from counselling patients who actually do not require counselling



This problem happens:

❖ On a daily basis

Current Performance of the Process

% of partial/no counselling selected for prescriptions in iPharm

	April 19	May 19	June 19	July 19
% of partial/no counselling selected	15.39%	15.06%	10.82%	12.90%

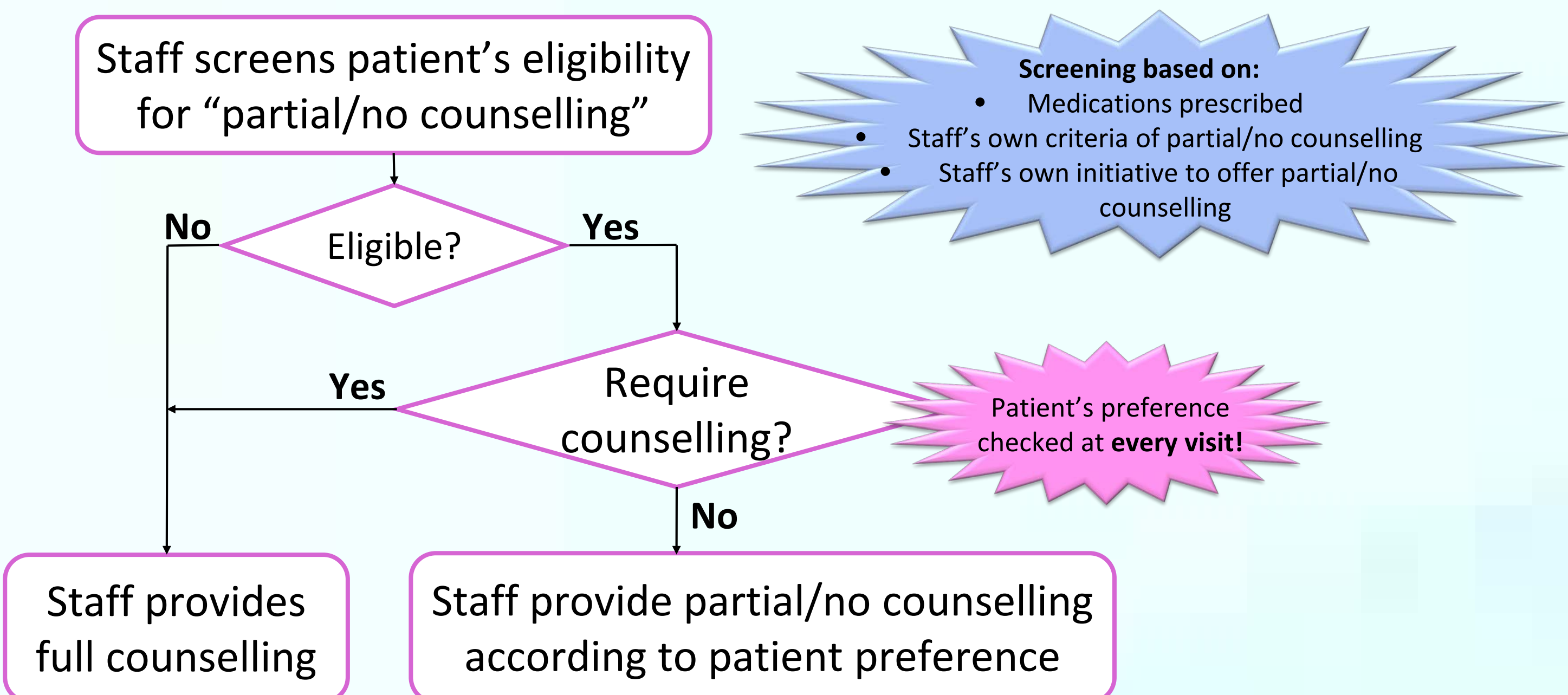
Findings from **staff** survey:

- Definition for partial/no counselling differs amongst staff
- Some do not offer partial/no counselling for 1 or 2 items, as they feel that the time benefited from that is insignificant
- Some staff do not provide partial/ no counselling at all
- For the same scenario and counselling given, staff chose different counselling notes to input.

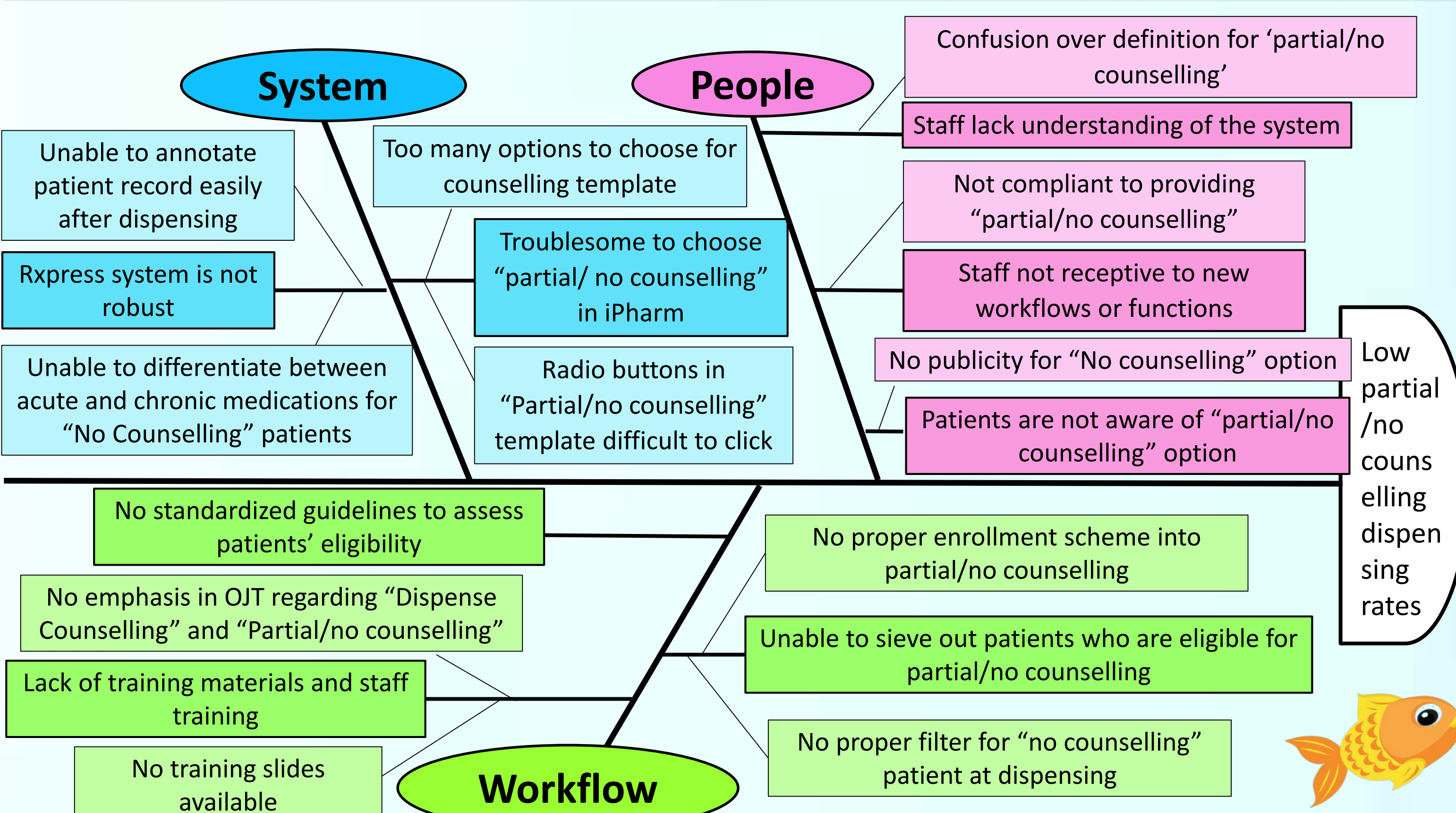
Findings from **patient** survey:

- Most understand the difference between full counselling and partial/no counselling
- 55% do not require any information regarding their usual, repeated chronic meds
- 95% know their medication well
- 60% are comfortable with collecting their medications with partial/no counselling
- 90% want to check their medications before leaving the counter.
- 55% want drug indication to be indicated.

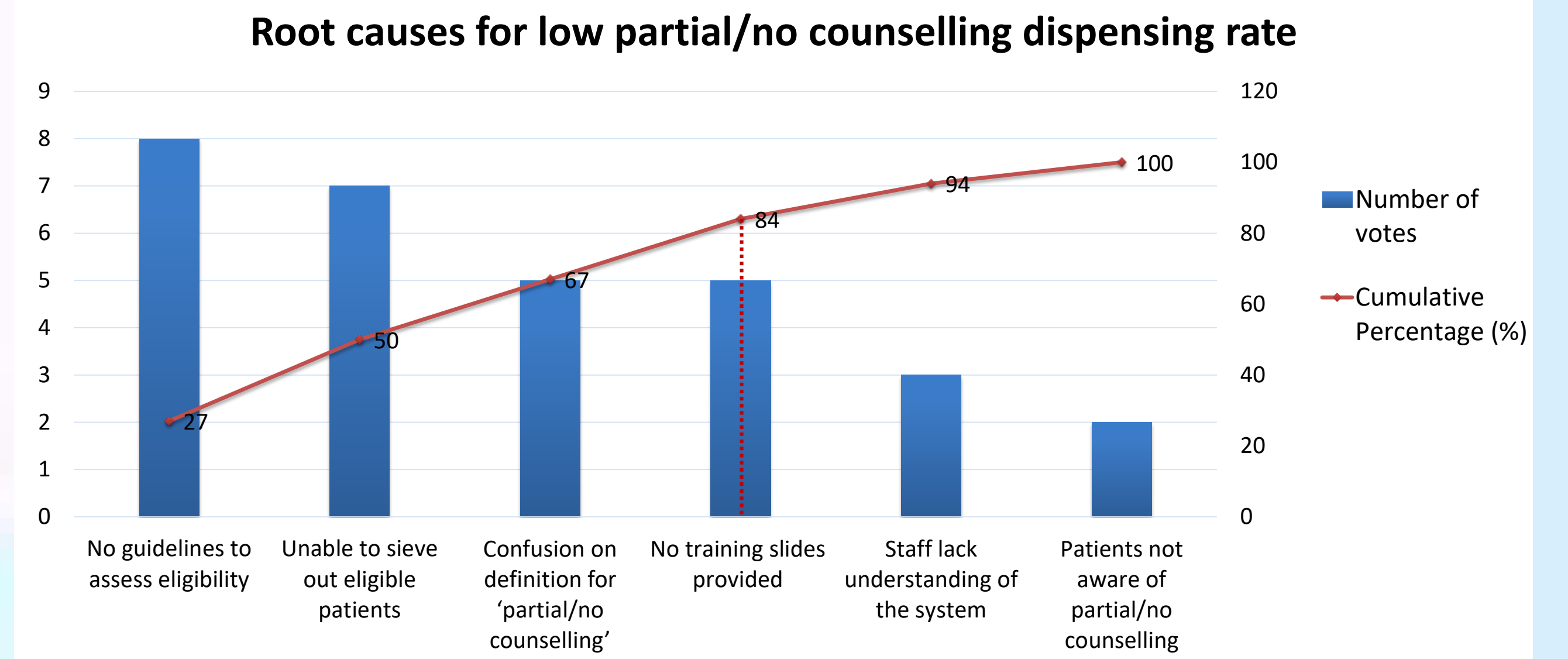
Flow Chart of Process



Cause and Effect Diagram



Pareto Chart

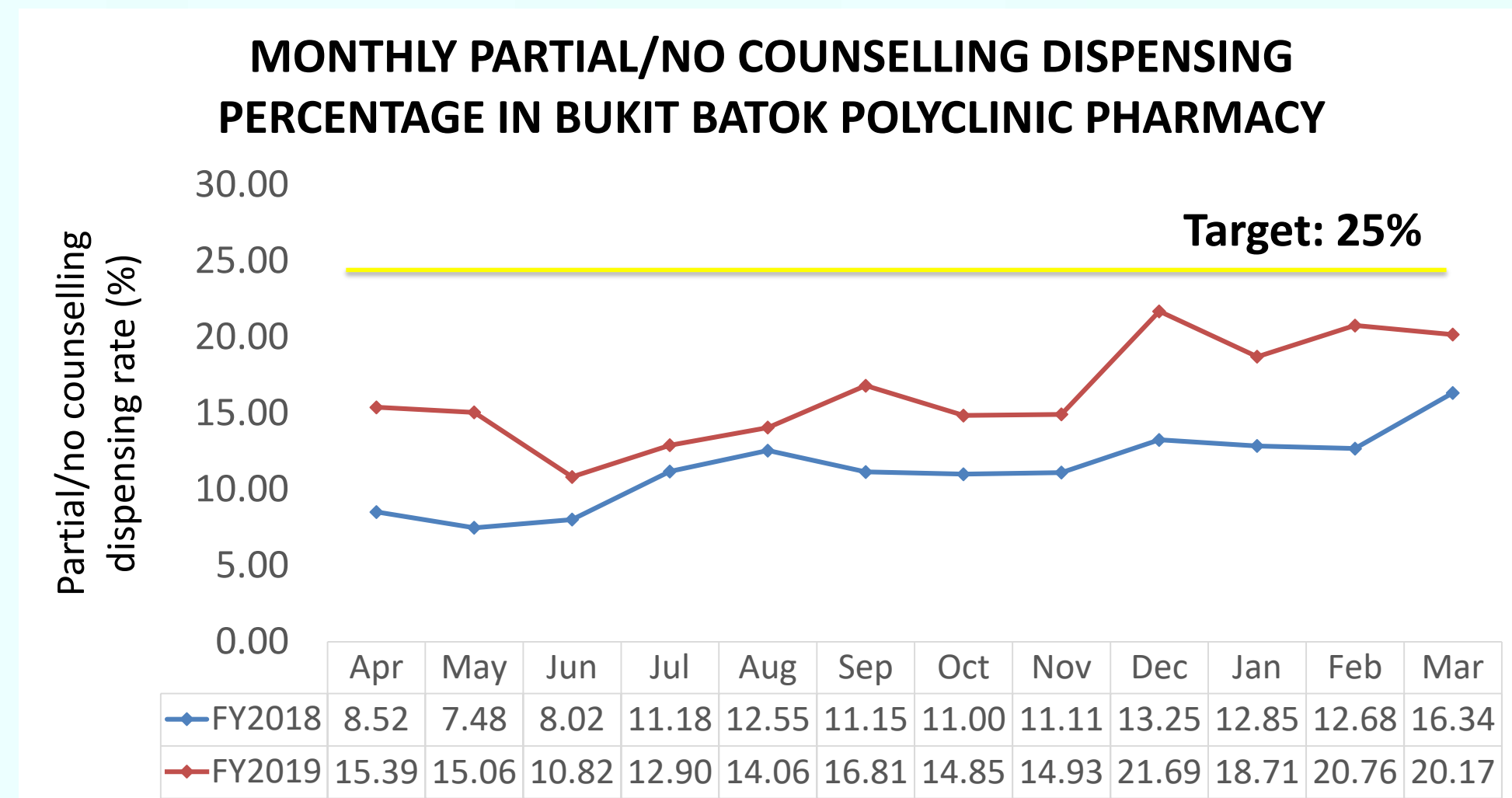


Implementation

Problem	Intervention	Date
No guideline for assessing eligibility & staff confusion over definition	Training slides <ul style="list-style-type: none"> Guideline for assessing eligibility Lists inclusion and exclusion criteria Instructions on how to annotate "Express Counselling" preference in Rxpress (pharmacy queue) system 	August 2019
Unable to sieve out patients who are eligible for partial/ no counselling	Express Counselling Scheme <ul style="list-style-type: none"> Patients are recruited No counselling by default for recruited patients receiving chronic medications with no changes. Annotation in Rxpress system to indicate patient counselling preference <ul style="list-style-type: none"> Omits the need to ask for preference at every visit. 	October 2019
	Recruitment poster <ul style="list-style-type: none"> Facilitate recruitment of patient into express counselling scheme Helps serve as visual aid and to inform patient on the criteria and terms of the scheme 	Feb 2020

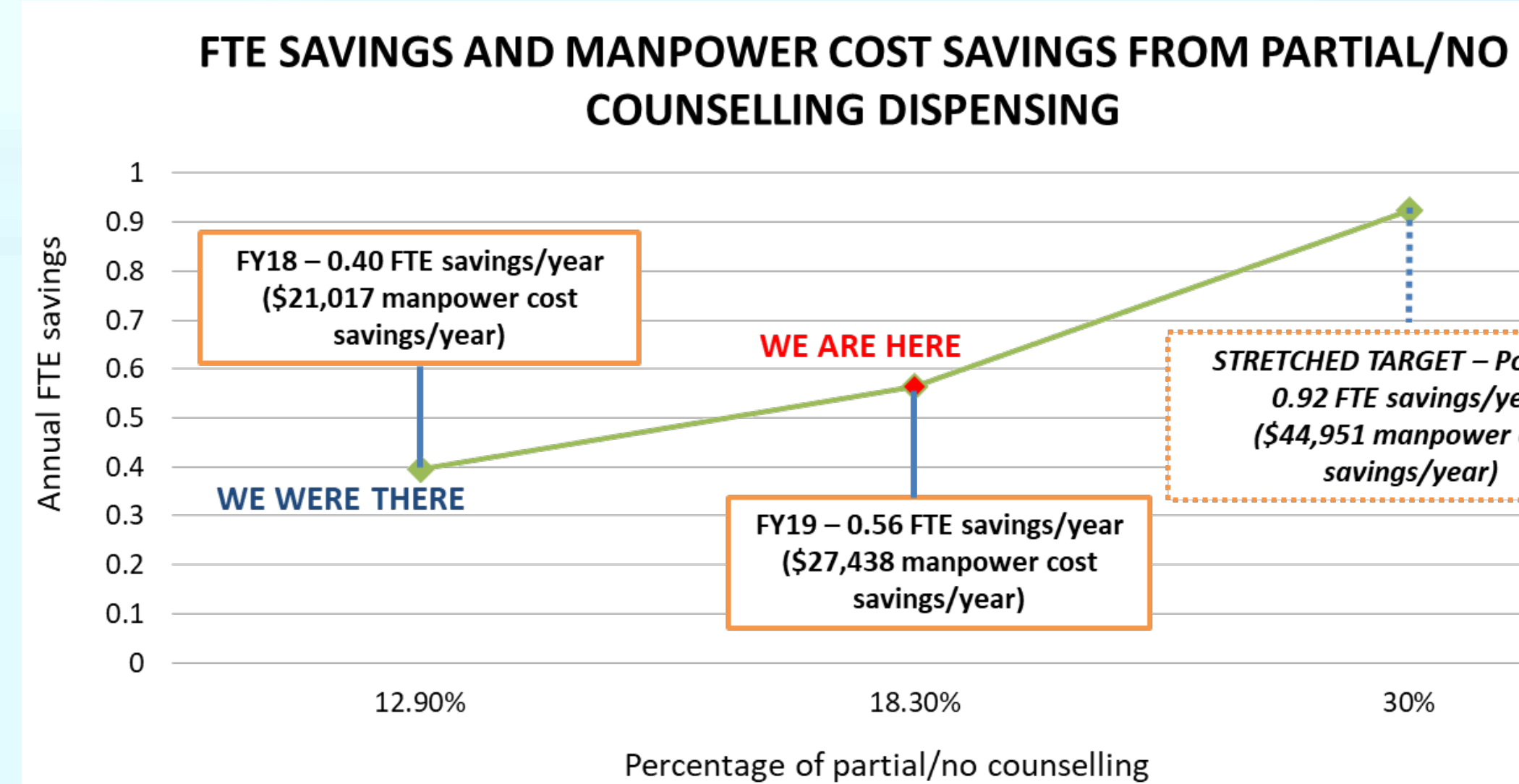
Results

In 6 months (Oct 2019 - Mar 2020), a total of **739 patients** were recruited under the express counselling scheme. The rejection rate for recruitment was 3%



In the same 6-month period, partial/ no counselling rate **increased by an average of 5.6%** from FY18 to FY19. The highest partial/ no counselling rate was in Dec-19, with a rate of **21.7%**.

Cost Savings



*Estimated annual FTE savings is calculated using the average number of prescriptions in FY19 Oct - Mar (No. of prescription = 15451/month)

Problems Encountered

- Recruitment of patient into express counselling is dependent on staff
- Small pool of recruited patients to observe for time savings and test out dedicated queue series, due to project time limitations
- Disruption of project due to Covid-19 situation
 - Increase in home delivery, patients deferring appointment, time pressure to clear crowd in pharmacy leading to limited outreach

Strategies to Sustain

- To ensure sustainability in staff training - creation of role play training video, annual refresher training, incorporation into OJT training for new staff and 6-monthly pharmacy practice audit.
- Continued recruitment and re-evaluation of patients in the express counselling scheme