

Improving Patient Experience with Outpatient Pharmacy

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Background Information: With the outpatient population and length of surgery increasing daily, patients are being discharged home later into the evening. Pharmacies were filling patients' prescriptions early in the day and closing before patients could arrive to pick up the medications. This left patients without prescribed medication overnight until the pharmacy opened the next day. Our facility has a central pharmacy on site that can fill patients' prescriptions, however, this pharmacy is only open until 8pm.

Objectives of Project: Nursing created a medication to bedside delivery process with the pharmacy to ensure post-op patients receive their prescribed medications before discharge. This improves workflow, avoids transfer delay times, and boosts patient satisfaction. It also fulfills an obligation to patients by addressing their post op needs like pain control and promoting a safe discharge process.

The main objective is to provide a solution for patients and to decrease stress and anxiety for them and their families knowing they have the medication they need before discharge.

Process of Implementation: The pharmacy team has collaborated with nursing leadership to create a process for medications to be delivered to the pacu and placed in lock boxes until discharge if the patient chooses to use our pharmacy. This provides patients with their prescriptions regardless of the late hour they leave, and also promotes revenue for the medical center. The evening outpatient charge nurse will arrange a delivery time from pharmacy for late day surgical outpatients. This delivery system will prevent clinical and transfer delays and avoid stressors in the post operative period.

Statement of Successful Practice: Patient and staff satisfaction has increased with this process. Staff nurses are able to prioritize patient care eliminating the extensive work needed to fulfill late day prescriptions. Patients leave with a secure bag of their medications, and education is provided at time of discharge. This ensures patients don't miss much needed medication.

Implications for Advancing the Practice of Perianesthesia Nursing: With the implementation of this medication delivery system, patients are discharged safely with their prescriptions and our medical center is supported financially.