

Improving Patient Experience with Outpatient Pharmacy

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BACKGROUND

With outpatient population and length of surgery increasing, patients are being discharged home later into the evening. Pharmacies were filling patients' prescriptions early in the day and closing before patients could pick up their medications. This left patients without prescribed medications overnight until the pharmacy opened the next day. Our facility's central pharmacy that could fill prescriptions closed at 8:00 p.m.



OBJECTIVES OF PROJECT

Nursing created a medication-to-bedside delivery process with pharmacy to ensure post-op patients received their prescribed medications before discharge. This process

- improves workflow
- avoids transfer delay times
- boosts patient satisfaction
- addresses post-op pain control
- promotes 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, ensuring they have the medications they need before discharge.

PROCESS OF IMPLEMENTATION

The pharmacy team 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 time they leave and promotes revenue for the medical center.

The evening outpatient charge nurse arranges a delivery time from pharmacy for late day surgical outpatients. This delivery system prevents clinical and transfer delays and avoids stressors in the post-operative period.



STATEMENT OF SUCCESSFUL PRACTICE

Patient and staff satisfaction has increased with this process. Staff nurses can prioritize patient care by eliminating the extensive work needed to fulfill late day prescriptions. Patients leave with a secure bag of their medications, and education is provided at the time of discharge.

With the implementation of this medication delivery system, patients are discharged safely with their prescriptions and our medical center is supported financially.