

Background

- ❖ The Post Anesthesia Care Unit (PACU) 'Suggestion Box' revealed a recurring concern related to workflow inefficiencies between PACU and Pharmacy, such as medication order verification delays, gaps in communication, and patient-specific medications not being stocked in the automated dispensing cabinet (ADC) for overnight PACU patients
- ❖ Timely ADC restocking and medication order verification by the pharmacy minimizes disruption in medication schedules and risk of medication errors
- ❖ Our objective was to optimize the PACU-Pharmacy workflow to reduce patient care delays and improve staff satisfaction

Methods

Data Collection through a three-question survey

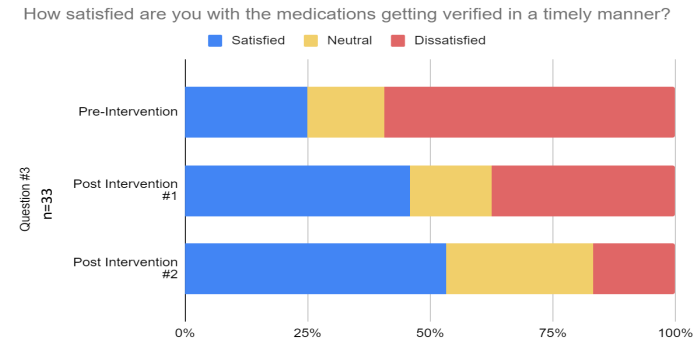
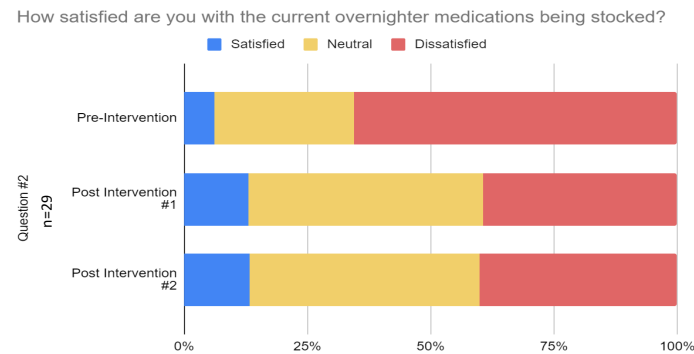
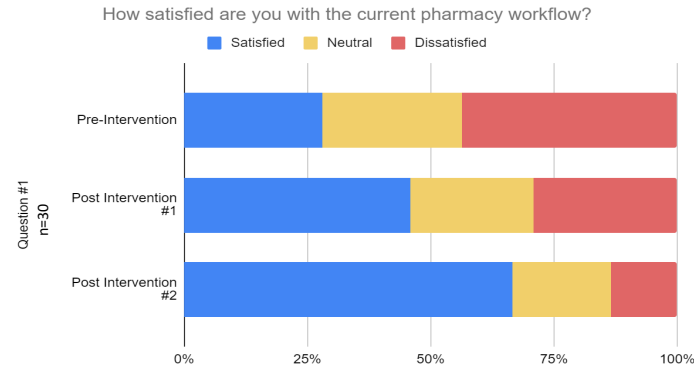
Collaboration – Partnered with our perioperative pharmacy leadership to enact process improvement. We held a PACU-Pharmacy staff huddle to share insights into our challenges and explored alternative workflow practices

New Practices:

- Use of **Epic Secure Chat** to communicate with the Pharmacy, resulting in:
 - ↓ phone calls
 - ↓ disruptions
 - ↓ response time
- Set an expectation of a **10-minute** turnaround time for new medication orders to be verified
- Data was pulled from the patient census in PACU at **6 AM** so that morning medications are stocked in the ADC for overnight patients

Staff in-services: Familiarize both Pharmacy and PACU staff with the newly developed processes. We administered follow-up surveys to gauge progress and improvements, and ensure practices were still in place

Results



Key Findings

- ❖ We demonstrated improvement across all aspects posed in our pre- and post-intervention surveys
- ❖ While there were overall improvements in current workflow (Q#1) and medication verification (Q#3), nursing satisfaction for Overnighter medications being stocked (Q#2) remained below 25%

Discussion

- ❖ The timely provision of care, such as medication administration is crucial to preventing harm caused by workflow inefficiencies
- ❖ Collaboration and streamlined processes are essential for optimizing care delivery and long-term success
- ❖ Ongoing surveys, discussions, and collaboration with Pharmacy is needed to ensure the sustainability of implemented improvements



References

ASHP (American Society of Health-System Pharmacists) 2022. ASHP Guidelines on the Safe Use of Automated Dispensing Cabinets. ASHP Report. *American Journal of Health-System Pharmacy*, 79(1). Available at: [safe-use-of-automated-dispensing-devices.ashx \(ashp.org\)](https://doi.org/10.1016/j.ajhp.2022.04.021)

LeClaire, L., Igboekwe, E. (2010). Pharmacists and Nurses Collaborate to Improve Patient Care in the Post Anesthesia Care Unit (PACU). *Journal of PeriAnesthesia Nursing*, 25(3): p189. Available at: <https://doi.org/10.1016/j.jpan.2010.04.021>