

Title: Standardization of hospital processes in logistics for medicines quality assurance

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Abstract:

BackgroundThe quality of healthcare services all over the world is improving, mainly due to the technological and organizational contexts in which these services are delivered. New sophisticated equipment and medicines increases healthcare costs. Concomitantly there is an increase of chronically-ill patients and elderly population. In order to treat more patients without increasing costs, hospitals have to consider a more efficient management that preserves medicine quality. One option for this challenge: just-in-time (JIT) logistics.**Methods**Introduce the JIT management system in the Oncology Unit of a hospital through a one-year-long pilot study conducted by the chief pharmacist using no ICT devices. The steps were: set up meetings scheduled with the hospital direction, suppliers, healthcare team and accounting staff to discuss the proposal. Once the “JIT philosophy” was understood, processes were written and personnel from this unit was trained. After that, the pilot study started.**Results**The Oncology Unit team accepted JIT logistics but not from the beginning, mainly due to miscommunication. High cost medicines were managed with stock zero.**Conclusion**The pilot study met the objective. JIT management system in the Oncology Unit is just the beginning of the implementation in the whole hospital.