

Boost Your Pharmacy's Operational Efficiency

Ready to maximize your operational efficiency, minimize waste, and deliver a higher-value experience that will delight your customers?

This worksheet, developed by Parata Industrial Engineer Brian Cristobal, is designed to help you identify inefficiencies in your pharmacy.

Print a few copies, gather your team, and start watching for opportunities to make your pharmacy processes more productive, cost-efficient, and pleasant — for your team and your customers.

Questions? Send them to success@parata.com. We'll be in touch.

Defects	HOW TO FIND IT	WHAT DO YOU SEE IN YOUR PHARMACY?
<p>When there is a mistake, everything done to create the mistake and all the steps required to fix that mistake</p>	<p>Ask:</p> <ul style="list-style-type: none"> - What mistakes are happening? - Are we having to re-do anything? <p>Examples:</p> <ul style="list-style-type: none"> - Incorrect NDC selected at data entry - Incorrect NDC pulled from shelf - Miscounts 	
Overproduction	HOW TO FIND IT	WHAT DO YOU SEE IN YOUR PHARMACY?
<p>Producing more work or providing a service prior to it being needed</p>	<p>Ask:</p> <ul style="list-style-type: none"> - What is driving the urgency of a process? - Can this process wait until later? - What is helped by doing this process now? <p>Examples:</p> <ul style="list-style-type: none"> - Filling prescriptions before a pharmacist is available to check - Filling a refill before a patient asks for it 	

Waiting	HOW TO FIND IT	WHAT DO YOU SEE IN YOUR PHARMACY?
<p>Idle time that causes the workflow to stop</p>	<p>Ask:</p> <ul style="list-style-type: none"> - Is anyone or anything waiting for something to do? - Is an order waiting for its turn to be worked on? <p>Examples:</p> <ul style="list-style-type: none"> - Idle people - Idle machines - Rx queues 	
Not Utilizing Talent	HOW TO FIND IT	WHAT DO YOU SEE IN YOUR PHARMACY?
<p>Not using a person's knowledge, skills, and abilities to the fullest</p>	<p>Ask:</p> <ul style="list-style-type: none"> - Are team members bored? - Could less expensive resources be used for this same activity? - What else could a team member be doing if they weren't occupied with what they're doing now? <p>Examples:</p> <ul style="list-style-type: none"> - Staff doing low-skilled activities 	
Transportation	HOW TO FIND IT	WHAT DO YOU SEE IN YOUR PHARMACY?
<p>The movement of any work or material</p>	<p>Ask:</p> <ul style="list-style-type: none"> - Where was the previous process? - Where is the current process? - Where will the next process be? <p>Examples:</p> <ul style="list-style-type: none"> - Paper script following the process - Label printed in one location and being moved to another location 	

Inventory	HOW TO FIND IT	WHAT DO YOU SEE IN YOUR PHARMACY?
<p>When the supply is in excess of real customer demand</p>	<p>Ask:</p> <ul style="list-style-type: none"> - What materials haven't been used recently? - What materials won't be needed in the near future? <p>Examples:</p> <ul style="list-style-type: none"> - Excess drug stock - Excess supplies 	
Motion	HOW TO FIND IT	WHAT DO YOU SEE IN YOUR PHARMACY?
<p>The movement of people and resources</p>	<p>Ask:</p> <ul style="list-style-type: none"> - When do team members have to walk? - Does a team member ever have to look for anything? <p>Examples:</p> <ul style="list-style-type: none"> - Walking to stock shelf to retrieve drugs - Searching for tools - Carrying orders through the process 	
Excess Processing	HOW TO FIND IT	WHAT DO YOU SEE IN YOUR PHARMACY?
<p>Putting more work or effort into the work than is required by the customer</p>	<p>Ask:</p> <ul style="list-style-type: none"> - What value does this process add? - Is the customer willing to pay for this process? <p>Examples:</p> <ul style="list-style-type: none"> - Unnecessary double counting - Unnecessary printing of literature - Unnecessary documentation - Duplicating data entry 	