

# Modernising pharmacy workflows: Digital maturity outside of EMR and Automation

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## Background

SA Pharmacy provides professional pharmacy services to many Public hospitals in South Australia. With a staff footprint of over 800 people, across several health networks, streamlining and reducing inefficiency is imperative to job satisfaction, productivity, and service delivery.

SA Pharmacy has created several tailor-made digital initiatives to improve elements of previously onerous processes. Digitizing and improving legacy processes offer an opportunity to add additional capability and capacity.

## Objectives

The aim of this project was to survey the perceptions of end users and people involved in the commissioning of digital health initiatives and the impact the initiatives have had in supporting the workforce.

A secondary aim is to identify if performance and quality expectations were met by each of the initiatives.

## List of Included Initiatives

- Department level SharePoint page including cover roster
- Digital IPU Manager
- Sick Leave Submission Application
- ClinCAT tracker and scheduler
- Medication Profiler Request Portal
- Workshop Attendance recording tool
- VAD team workload management tool
- Staff orientation (EPA) submission and tracking

*"Investment in digital initiatives improves workflows, frees up resources and FTE to support other projects. It allows improved outcomes through having information to guide decisions.*

*"Implementation of the Digital IPU Manager has significantly reduced the time required for Pharmacists to process IPUs. This has enabled us to undertake a number of longstanding, large quality improvement projects...and given additional capability and capacity we didn't have before*

*"We finally have an app that meets our needs, that has been built in-house by someone who understands what we're trying to achieve and is tailored to the niche requirements of our ClinCAT program.*

## Methods

Two surveys were created and distributed to end users and people involved in commissioning new initiatives. Respondents were selected based on recent use of the initiatives or involvement in commissioning. Invitees were given 1 week to respond.

## Results

Responses were overwhelmingly positive and identified the initiatives had met or exceeded expectations, no responses indicated the quality was below expectations.

More than 90% of responses thought the initiatives supported them to work in SA Pharmacy. No responses thought the initiative made it harder.

Greater than 90% of respondents thought SA Pharmacy should invest more (36%) or significantly more (55%) in further digital initiatives.

A comparison of in-house vs. third party-built initiatives found that although the third-party initiatives met expectations the time taken to implement changes and to deliver the initiative were significantly longer than in-house comparators.

## Discussion

In-house developed digital health initiatives appear to comprehensively meet expectations of quality and supporting the workforce.

Although there are constraints to what can be built in house concerns were raised by respondents that third party initiatives took longer to develop and deliver improvements and had opportunity costs related to the engagement required and finances.

The collage displays several digital health initiatives:
 

- Record or Plan ClinCAT activity**: A simple icon representing document management.
- Manage database**: A small icon representing data management.
- SALHN Pharmacy Sick Leave Reporting**: A mobile app interface with a heart icon and instructions for reporting sick leave.
- SA Pharmacy ClinCAT Management Application**: A mobile app interface for managing ClinCAT activities.
- SA Pharmacy Individual Patient Use Approval Database**: A complex web interface for managing Individual Patient Use (IPU) applications, showing fields for drug details, strength, and approval status.
- SA Pharmacy Training and Orientation Dashboard**: A dashboard showing progress metrics for various training modules across different levels (Level 1 to Level 5).