Project #3: Ambulatory Children's Pharmacy Quality Improvement

Mentor:

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Background:

The Ambulatory Children's Pharmacy (ACP) located on the BC Children's and Women's campus is a unique outpatient pharmacy servicing children across the province with complicated medication regimens. The ACP dispenses outpatient prescriptions for patients being discharged from the BC Children's Hospital and patients visiting the specialized ambulatory clinics on campus. The ACP has unique workflows due to this complex patient population. ACP dispenses, but not limited to, antiretroviral therapy (ART) for women and children, immune suppressants for organ transplant patients, medications on Phase 1, 2 and 3 study protocols and medications that are only available through the Health Canada Special Access Program. Due to the complex patient population inventory management is complicated with many vendors. Furthermore, a lack of age-appropriate formulations in many cases requires manipulation of the dosage form to achieve the required dose in a child.

Purpose:

We would like to map the workflow and identify any inefficiencies in our workflow. This will lead to a larger quality improvement project using the Plan-Do-Study-Act (PDSA) methodology.

Role or the activities the student can expect to participate in:

- The student should have working knowledge of a community pharmacy practice
- The student will be required to have working knowledge of Microsoft Visio for workflow mapping and Microsoft Excel for data analysis
- The student will develop an aim statement, establish outcome, process and balancing measures and conduct PDSA cycles.
- The student will present the results and summary in a poster or PowerPoint presentation to the BC Children's Hospital Pharmacy department.
- Project leads will review how to use SQCpack Data Analysis software if required

# of Students Required	1 (pharmacy student preferred)
Location(s)	BC Children's Hospital
Onsite Requirements?	Blend of onsite and virtual