Improving Medication Delivery & Processing to Satellite Offices

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Problem

- Medication delivery to satellite offices was **slow, inconsistent, or unclear**.

- Staff reported **delays, miscommunication, and difficulty tracking delivery status**.

- These issues affected:

  - Patient care timing

  - Staff efficiency

  - Medication availability

- Needed a simple, reliable, and efficient system.

Current Medication Delivery + Processing

1. Transport
Medications are transported from **Arrington** to **Appomattox BRMC**.

2. Log Prescriptions
Upon arrival, **write all prescriptions in the Prescription Logbook**.

3. Record RX Numbers
Write all **RX numbers** on the designated sheet and place in the **Pharmacy RX Binder**

This sheet is scanned into the system without any PHI.

4. Prepare Info Sheet
Type the information sheet (with necessary PHI details) to provide to:
   The **nurse**
   The **front desk**

5. Store Medications
Store medications appropriately:
   Non-refrigerated medications: place in a **locked cabinet**.
   Refrigerated medications: place in the **refrigerator**.

6. Collect and Transport Payments

Collect any medication-related payments, secure them, and **transport the money back to the main primary office in Arrington**.

Goal

- **To improve the medication delivery process to satellite offices by creating a faster, clearer, and more organized and efficient method for communication and tracking.**

- Reduce delays

- Improve accuracy

- Improve communication between main office and satellite office

- Increase staff satisfaction and efficiency

Implementation

◈ Introducing a **standardized digital method** for documenting and confirming medication delivery.

◈ Standard steps to include:

　◈ Medication prepared and logged

　◈ Delivery information sent to receiving office

　◈ Delivery confirmed upon arrival

　◈ Clear record maintained for auditing and reference

◈ Staff will be trained with **simple step-by-step instructions**.

◈ Capture **signatures and payments immediately** at pickup via software and electronic device

Results

◈ Improved communication between offices

◈ Reduced delivery confusion

◈ Increased staff confidence in tracking

◈ Faster confirmation of medication arrival

◈ More accurate documentation

◈ Staff feedback showed improved satisfaction with the new process

Conclusion

- The new process made medication delivery to satellite offices **more efficient, reliable, and transparent**.

- Improved communication and accountability.

- The intervention is simple, sustainable, and can be expanded to other departments if needed.