

Executive Summary

Pharmacy X is a top pharmacy with over 4,000 locations in the United States. One reason why it remains on top is due to its fifteen minute guarantee. If a customer drops off a prescription and chooses to wait to pick it up, they should be able to pick up their medicine in fifteen or less minutes. Though this goal may not always be possible, the corporate office hopes that at least 25% of these “fifteen minute” prescriptions are fulfilled. A local pharmacy has been concerned because their average is 19%, leaving a 6% deficit. Many customers have transferred due to this reason. The goal for Pharmacy X was to raise the “15 minute” prescription up to its 25% goal.

The main focus for this investigation was the 6% deficit. After observations, many things were noted that could possibly lead to this problem. Some examples are that the pharmacy is understaffed, often leaving pharmacists and technicians overwhelmed. There are also many Hispanic customers, leading to a language barrier. Last but not least, the equipment in the pharmacy is slow sometimes and has crashed twice. What is expected within this pharmacy is a proper number of staff working at one time, some sort of language assistance to work with Hispanics, and properly working equipment.

Recommended solutions included training for the pharmacy staff, new equipment, hiring more staff/increasing hours, and implementing job aides. The most effective solution is to create/use job aides within the pharmacy. The job aides have two goals. The first is to assist the three new staff members (out of eight members), and the second is to bridge the language barrier between the English and Spanish speakers.

Job aides can be implemented very easily. What is recommended is a meeting between pharmacists, technicians and managers to determine what needs to be addressed on each job aide. Upon implementation, surveys will be sent to customers and staff to determine the interventions success, qualitatively. Weekly and monthly reports will be studied for quantitative evaluation.