

# Safety Survey

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# Reasons for Taking the Survey

- Provided staff with an opportunity to give uncensored feedback
- Offered staff a sense of being part of the solutions
- Let staff know that management cared about what they thought

# Taking the Survey

- Staff were
  - worried about the length
  - hesitant but excited
  - able to answer truthfully (due to confidentiality)
- Management was excited to hear uncensored what the staff had to say

# Things Learned

- Team-oriented store
  - Much more organized
  - Did a better job at preventing mistakes
    - Has a workflow system
    - Serves as a pilot site for implementing changes
- Less team-oriented store
  - Unorganized, cluttered
  - Less effective communication
  - Worried about the mistakes they make

# Changes Made

- Training
  - Train all staff at team-oriented store
- Tools adopted
  - E.g., patient call binder, different colored baskets for different kinds of patients, etc.
- Standardized processes
  - E.g., perpetual inventory, patients calling their physician, deleting rejected claims from the CAM, using notes in the computer, etc.
- Some staff did not like the changes and they decided to leave

# Changes to Come

- Workflow system
- Changing the overall layout of the pharmacy
- Staffing
  - Hiring staff with positive attitudes and
  - Empowering them to talk to each other and to ask questions without fear of repercussions.