



Disclosure

- Bonnie Grabowski, MBA,
has nothing to disclose.

North Kansas City Hospital



North Kansas City Hospital

- Acute care facility with 451 licensed beds
- Tertiary referral center
- 42 bed ED with 56,000 visits/year
- Level II trauma center
- 21,590 annual admissions
- 106,632 annual outpatient visits
- 550 physicians and 45 medical specialties
- Areas of excellence: cardiac, oncology, orthopedic, women's health, emergency medicine services

Pharmacy Department

- Drug budget
 - \$ 14 million
- Personnel
 - 65 employees
- Automation
 - automated dispensing cabinets
 - robot for 24 hour cart fill

In the beginning . . .

Objective:

To promote pharmacy and position the staff
and our services as customer focused.

Target Audience

- Nurse Managers
- Nursing Unit Secretaries
- Charge Nurses
- Professional Service Managers
- Supervisors

Script

"We, the pharmacy staff, are here to assist you in any way possible, but especially with regard to medication services."

"Is there anything I can do to help you at this time?"

And then. . .

- Noted every concern/complaint
- Activated action plan to correct goal: by next rounds
- If resolution not possible, informed requester with reason why
- Publicized kudos and staff recognition

Results

- Pharmacy reputation enhanced
- Networking facilitated
- Organizational awareness greater
- Insight to operations gained

Enhancements

- Expanded departments visited
- Included weekend and evening/night shifts
- Set particular objectives such as
 - observe for JC compliance
 - educate regarding policy change
- Applied to the department and patients

Implementation

- Make it simple
- Follow through (always!)
- Focus on patients and outcomes
- Keep an organizational point of view

Bimini,
Bahamas

South
Bimini
Beach

