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.