The Importance of Laying the Right Foundation

Prior to starting a new med sync program, it's important to have a strong foundation in place — essentially:

☑ **THE RIGHT PHARMACY STAFF**

☑ **THE RIGHT SCHEDULE**

☑ **ESTABLISHED WORKFLOW IN THE PHARMACY**

Staff should be cross-trained to be able to help out in more than one capacity as needed (entering prescriptions, filling prescriptions for waiters, med sync tech, etc.). It's key to ensure all staff receive some type of training on med sync and are familiar with how to talk to patients about it.

You also may want to evaluate your pharmacy schedule to ensure you are scheduled to match the traffic in the store, including having your strongest staff and/or more staff when you tend to be the busiest. A staffing benefit of med sync is that you can shift staff off of filling sync prescriptions if you have a lot of waiters drop off all at once.

If your pharmacy doesn't currently have a position-based workflow or process in place for prioritizing prescriptions to be completed, you may want to consider establishing those routines first. Health Mart University has a Promise Time Workflow course that you can use to train your staff. It's also important to have established routines in place for items you want staff to complete on a daily, weekly and monthly basis.

Is Your Pharmacy Ready for Med Sync?

Fill out our two-page Pharmacy Self-Assessment Checklist on the following pages to evaluate areas such as your pharmacy staff and workflow prior to implementing a med sync program.

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Pharmacy Self-Assessment Checklist

1. Complete a self-assessment of your pharmacy's operational status.

Pharmacy staff

Pharmacy staff is able to cover more than one function in the pharmacy
yes   no

Pharmacy staff is scheduled based on store traffic patterns
yes   no

My staff has the skills to take on new responsibilities
yes   no

Pharmacy staff can articulate to customers the current clinical services offered
in our pharmacy (e.g., MTM, immunizations)
yes   no

How adaptable is the staff to change or adopting new practice methods?
1 – Very adaptable
2 – Somewhat adaptable
3 – Unsure
4 – Somewhat unadaptable
5 – Very unadaptable

Workflow

Workflow is organized by stations (reception, data entry, dispensing,
verification, release to patient)
yes   no

Prescriptions are prioritized based on pickup time (i.e., waiters vs. other refills)
yes   no

Delivery is organized by area to reduce repeat trips
yes   no

Pharmacy staff is using available automation to its fullest capacity

1 – Strongly agree
2 – Somewhat agree
3 – Unsure
4 – Somewhat disagree
5 – Strongly disagree

Based on my current pharmacy workflow, it will be easy for me to transition to
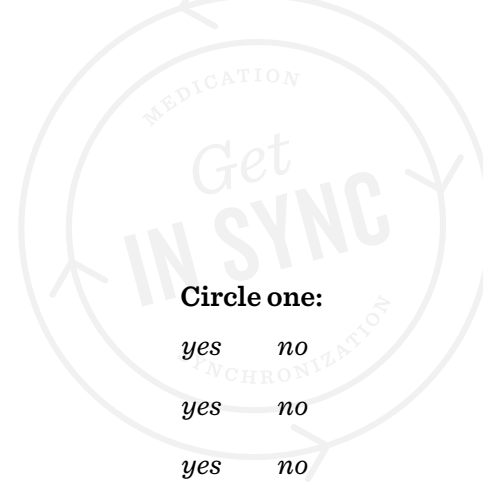prioritized prescription filling and appointment-based services

1 – Strongly agree
2 – Somewhat agree
3 – Unsure
4 – Somewhat disagree
5 – Strongly disagree

Pharmacy Self-Assessment Checklist (continued)

Store design and organization

There is a computer terminal and phone available outside of normal workflow	*yes*	*no*
Adequate space exists to offer consultations and appointments	*yes*	*no*
Records are maintained in an organized manner, including patient files	*yes*	*no*
Pharmacy is clean, organized and gives the appearance of a healthcare destination	*yes*	*no*

Inventory

I know the amount of prescription inventory on my shelves today	*yes*	*no*
Pharmacy is able to anticipate customer refills and order "just in time"	*yes*	*no*

My baseline inventory allows me to have adequate cash flow

1 – Strongly agree

2 – Somewhat agree

3 – Unsure

4 – Somewhat disagree

5 – Strongly disagree

I use the following methods for ordering prescription product today:

1 – Daily want or replace book used to place orders

2 – Walk shelves with "order to levels"

3 – On-demand "just in time" ordering

2. *Based on your answers above, consider the following questions as well as any steps you might need to take to remove any existing barriers prior to starting a med sync program.*

   Where does your pharmacy team excel (in regard to operations)? Why?
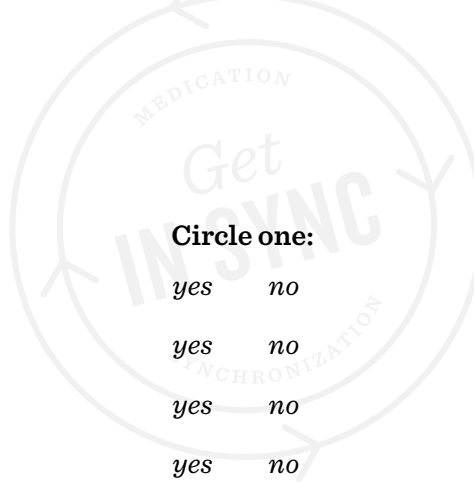
   ✎ _____

   _____

   What is the top concern you need to change to ensure a strong foundation? Why? How will you do this?

   ✎ _____

   _____

   Do you foresee any major barriers with motivating your employees?

   ✎ _____

   _____

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