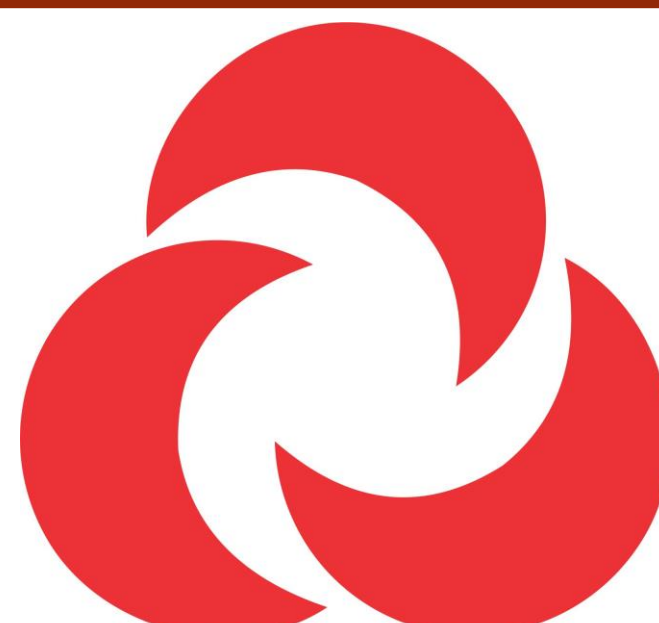




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INTRODUCTION

Hospitals are tasked with delivering high-quality, safe patient care, which requires the seamless integration of people, processes, and technology. This study addresses challenges in the pharmaceutical supplies reordering process at The Aga Khan University Hospital Pakistan (JCIA Accredited), traditionally managed through a labor-intensive manual system. The primary objective is to introduce advanced technology to enhance efficiency, eliminate errors, and ensure timely medication arrangements, thereby reinforcing patient care within the hospital setting. Notably, this intervention was achieved through inter and intra departmental collaboration between Purchasing and Supply Chain Management Division and Pharmacy Services Division.

OBJECTIVES

- Streamline and automate the reordering process to enhance efficiency
- Reduce errors in the procurement of medication
- Ensure timely procurement of medication
- Minimize operational delays
- Foster continuous improvement in the reordering process
- Achieve significant reductions in reordering time and errors
- Sustain excellence in patient-centered care

METHODS

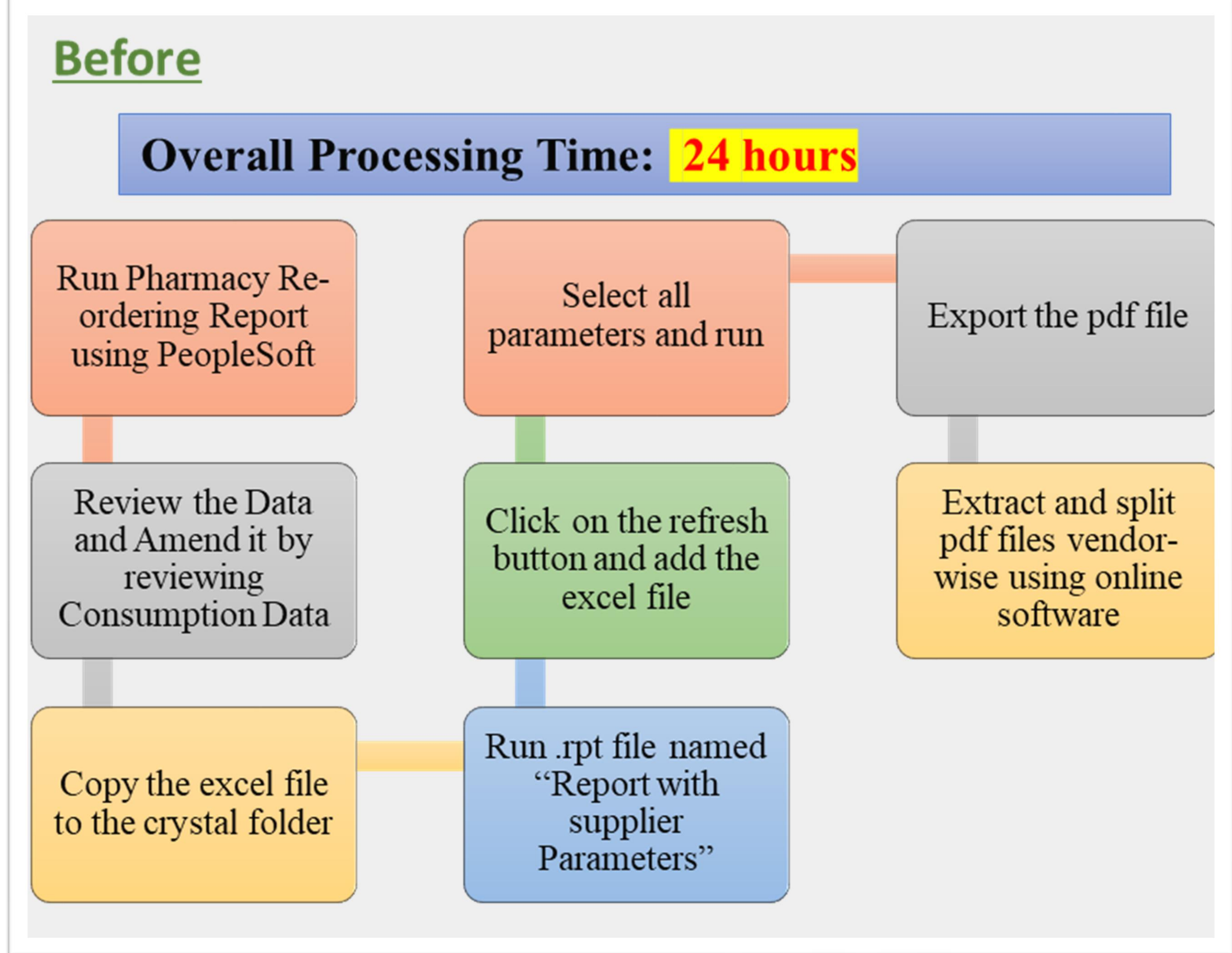
We used the PDSA (Plan-Do-Study-Act) methodology to structure this quality improvement project:



This iterative cycle ensured sustained improvements in efficiency, accuracy, and timeliness.

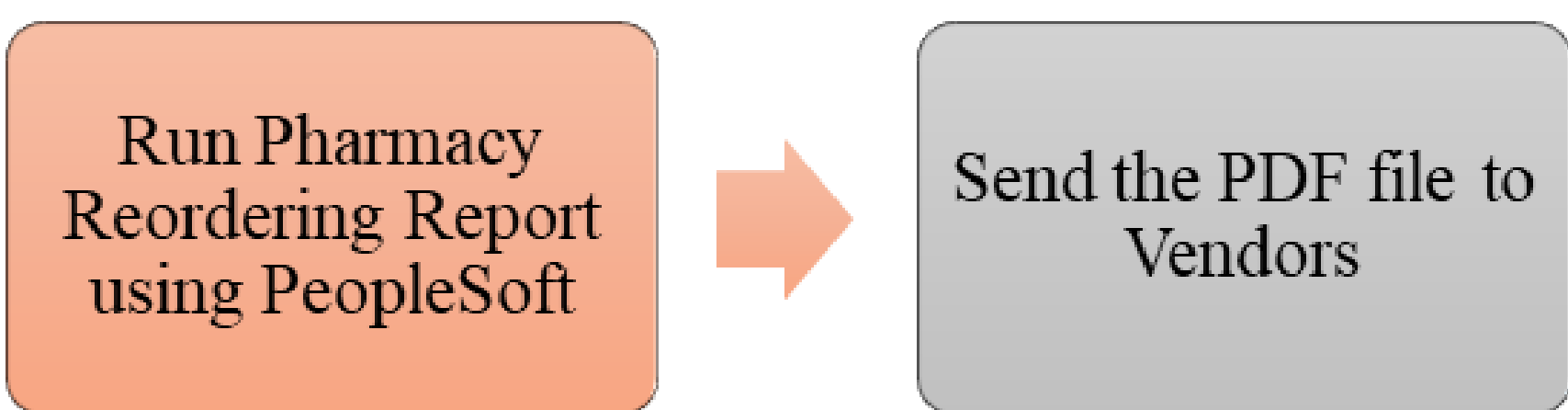
RESULT

Breakthrough Achievements:
Reduced reordering time by 92%.

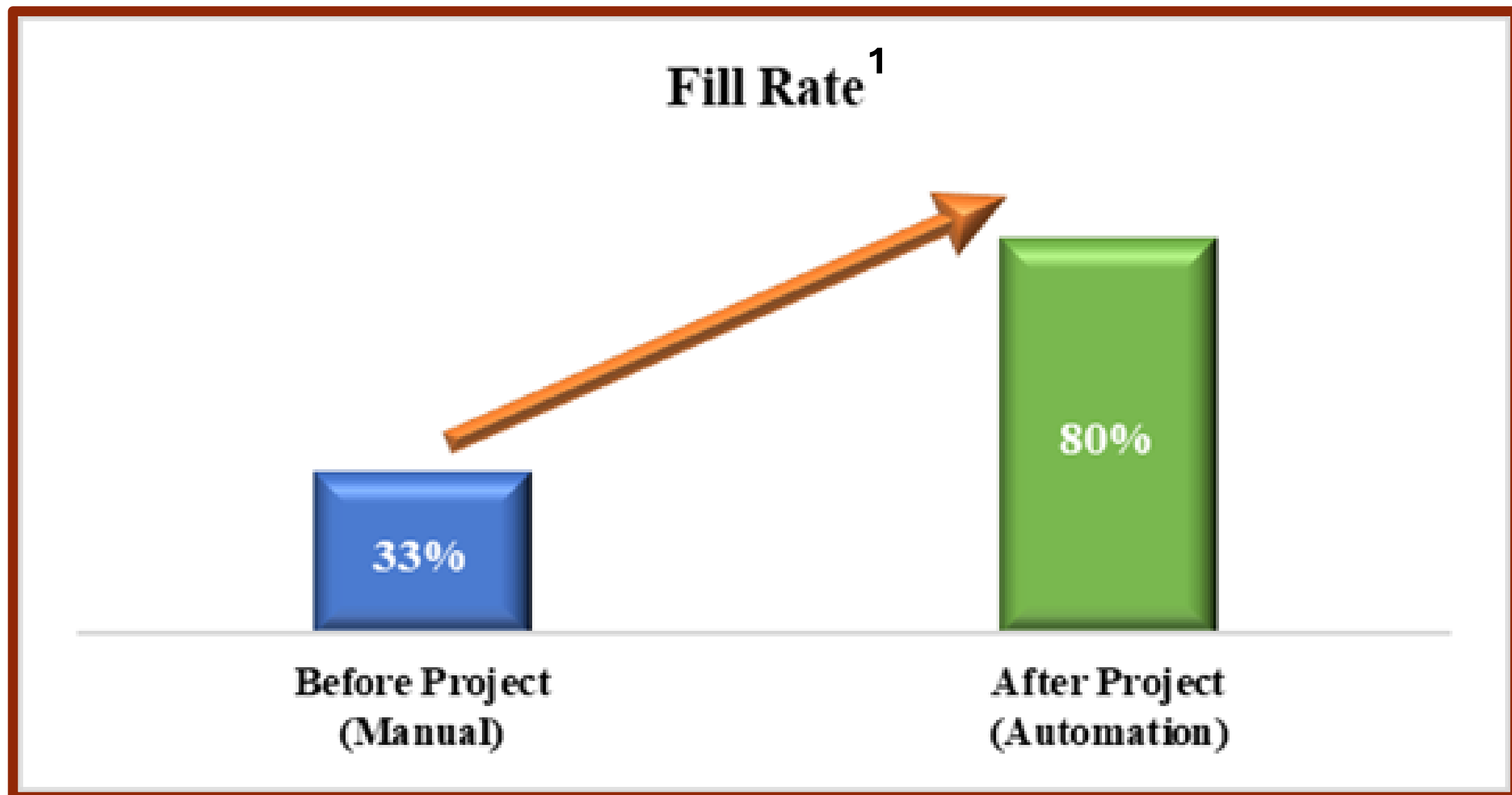


After

Overall Processing Time: 2 hours



Predictive Inventory Management: Prevented stockouts and overstocking, maintaining optimal inventory levels.



Error Reduction: System-driven analysis minimized reorder quantity errors, improving data accuracy and supply chain reliability.



CONCLUSION

Through the integration of teamwork, the latest technologies, and rigorous efforts, we successfully transformed the medication reordering process at The Aga Khan University Hospital, Pakistan. By moving from an outdated manual system to an error-free, system-based approach, we have significantly enhanced efficiency and reduced errors. Continuous monitoring of key performance indicators confirms the sustainability of these improvements, ensuring timely procurement and reinforcing patient-centered care. The collaborative efforts between the Purchasing and Supply Chain Management Division and Pharmacy Services Division have resulted in a seamless, automated process that benefits all stakeholders—**#happy patients #happy staff #happy doctors #happy suppliers**. Our unwavering commitment to quality, ongoing training, and embracing a culture of continuous improvement underscores the lasting value of this initiative.

Fill Rate¹: The percentage of customer orders that are fulfilled on time and in full.
Error rate²: The percentage of total operations that contain mistakes or defects
Oracle PeopleSoft³ is an ERP system used to process orders and manage inventories