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# Implementation of Quality Control Circle for Improving the Rate of Medication Appointments for Refillable Prescription

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## Abstract

Appointment-based pharmacy services can reduce patient waiting times, which is an essential item in patient satisfaction surveys and a key indicator of hospital service quality. Reducing waiting times can increase patient satisfaction regarding the service quality of a hospital. For pharmacists, the time allocated for refilling prescriptions can be divided into distinct sections to prevent an excessive workload in the morning.

Using quality control methods, we researched and devised methods to improve the rate of medication appointments. We analyzed and selected some feasible improvement plans by applying the quality control circle method, and implemented the selected plans accordingly to ensure the achievement of goals. The average appointment rate was 1.22% and 3.64% before and after plan implementation, respectively, with a progress rate of 198.4%.

Using the quality control method, the pharmacy department established numerous appointment channels and instructions to allow easier appointment booking, improve the rate of medication appointments, and reduce patient waiting times as well as time spent in the hospital.

**Keywords:** refillable prescription, rate of medication appointments for refillable prescription, quality control methods

# 運用品管方法提升慢箋預約率

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## 摘要

慢箋預約可縮短病人候藥時間，候藥時間為病人滿意度調查中的必要項目，亦為醫院服務品質之重要指標。縮短候藥時間可提升病人就醫滿意度與醫院服務品質，亦可使慢箋分流到各個時段調劑，緩解早上過多慢箋調劑造成的工作負擔<sup>[1]</sup>。

本研究以品管方法探討及分析低慢箋預約率之原因並擬定對策方案，分析及圈選可行方案後，依規劃、執行、查核與行動進行改善，改善結果為慢箋預約率由1.22%提升至3.64%，進步率為198.4%。

透過以品管方法推動藥劑部建置之各種預約管道及使用說明，期望讓民眾更易成功預約，提升慢箋預約率，同時減少民眾候藥時間及在醫院停留時間。

**關鍵詞：**慢箋、慢箋預約率、品管方法