

Activity <i>Intent/Trigger/Abstract Strategy</i>	Tasks	Breakdowns
<p><b>Intent: Prepare ‘General’ prescription to be dispensed.</b></p> <p><b>Trigger: Clinician places a medication order (non PAP).</b></p> <p><b>Abstract Strategy:</b> To expedite the process, pharmacist prepares medication orders for patients with chronic conditions prior to clinician examination.</p>	<p><b>T1.</b> Scan EMR dashboard to see if patient status has changed to a blue icon.</p> <p><b>T2.</b> Receives prescription information in EMR.</p> <p><b>T3.</b> Scans stock cabinets for medication.</p>	<p><b>B1.</b> Clinician failed to update patient status after examination.</p> <p><b>B2.</b> The dispensary does not have the prescribed medication.</p>
<p><b>Intent: Prepare PAP medications to be dispensed.</b></p> <p><b>Trigger: An PAP patient has checked in at the clinic and has met with the pharmacist.</b></p>	<p><b>T1.</b> If patient is a monthly scheduled patient, then pharmacist has a one-on-one counseling session with the patient in an exam room.</p> <p><b>T2.</b> Medications are retrieved from PAP cabinet.</p> <p><b>T3.</b> Medication labels are prepared and taped on top of previous labels.</p> <p><b>T4.</b> Medications are dispensed immediately to patient (patient only requires clinician examination every three visits).</p>	<p><b>B3.</b> PAP medications have not been re-ordered.</p> <p><b>B4.</b> Patient was due for an annual program re-enrollment but paperwork has not been processed.</p>
<p><b>Intent: Discuss new medication plan with clinician.</b></p> <p><b>Trigger: Clinician prescribes a medication that the dispensary does not have.</b></p> <p><b>Abstract Strategy:</b> Pharmacist feels comfortable determining a new treatment plan for the patient without consulting the clinician.</p>	<p><b>T1.</b> Find clinician in the clinic during clinic session.</p> <p><b>T2.</b> Consult clinician to discuss the problem.</p> <p><b>T3.</b> Determine new treatment plan with clinician.</p> <p><b>T4.</b> Scan medication cabinets for new medication.</p> <p><b>T5.</b> Correct EMR entry to adjust for the new order.</p>	<p><b>B5.</b> Pharmacist must leave his/her workspace to interrupt a clinician while he/she is with a new patient.</p> <p><b>B6.</b> Clinician does not remember all of the details from a recent patient and must refer to EMR.</p> <p><b>B7.</b> The prescribed medication is required; thus, patient must buy the medication from community pharmacy.</p> <p><b>B8.</b> EMR order correction process is cumbersome and time-consuming.</p>

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***Intent:*** Dispense medications.

***Trigger:*** Patient prescriptions are prepared and ready to be filled.

**T1.** All medication stock bottles are located and retrieved from cabinets.  
**T2.** New patient-medication bottles are retrieved from drawers.  
**T3.** Pharmacist counts the amount of pills to be dispensed.  
**T4.** Pills are filtered into new medication bottles.  
**T5.** Medication labels are written and affixed to bottles.

**B9.** There are not enough pills in the current stock bottle.  
**B10.** The pharmacist miscounted and needs to start over.  
**B11.** There is an error transcribed on the medication label and it must be re-written.  
**B12.** Wrong medication label is taped on the medication bottle.

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***Intent:*** PAP application initiation.

***Trigger:*** A low-income patient qualifies for prescription medication from a pharmaceutical manufacturing company.

**T1.** Pharmacist explains the PAP application process to the patient.  
**T1.** Pharmacist locates correct PAP application.  
**T2.** Patient fills out required fields.  
**T3.** Pharmacist and patient discuss what materials the patient must bring in to receive the medication (i.e. W2 form).  
**T4.** Application is placed in a bin to be processed.

**B13.** There are no copies of the correct PAP application.  
**B14.** Patient is unable to provide income documents.

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***Intent:*** Complete the Pharmacy Activity Sheet.

***Trigger:*** The last patient has received medications.

**T1.** Pharmacist retrieves new document from a binder.  
**T2.** Pharmacist transcribes dispensed medication information from that clinic session to the form.  
**T3.** Transcribes low inventory alerts to the proper section of the form.  
**T4.** Deposits form in specified outgoing bin located in the check-in room.

**B15.** There are no copies of the Pharmacy Activity Sheet.  
**B16.** Pharmacist forgets to transcribe low-inventory medication.  
**B17.** There is insufficient time to fill out the form in its entirety.

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