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Disclosures

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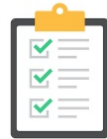
Objectives

What is time management, anyway?



Disclosure Statement

Sara Miller, M. May Zhang,
and Isabella Bean have no
actual or potential conflict of
interest associated with this
presentation.



Objectives

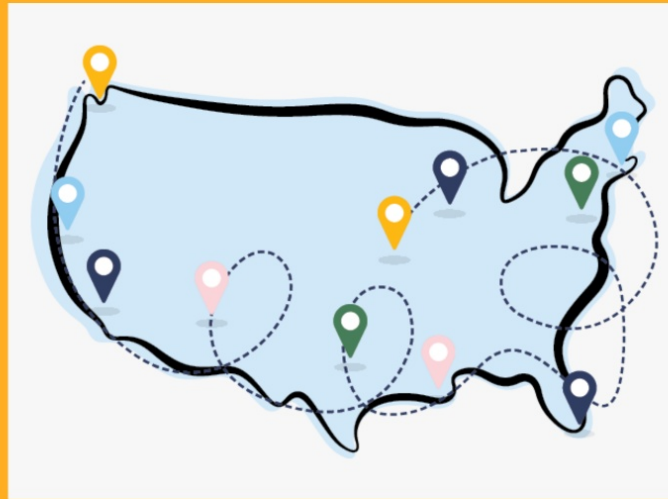
1. Describe how an individual technician's time management impacts the whole pharmacy's efficiency
2. List 3 time management techniques that could improve a technician's function
3. Recognize time management techniques to apply in specific settings and situations

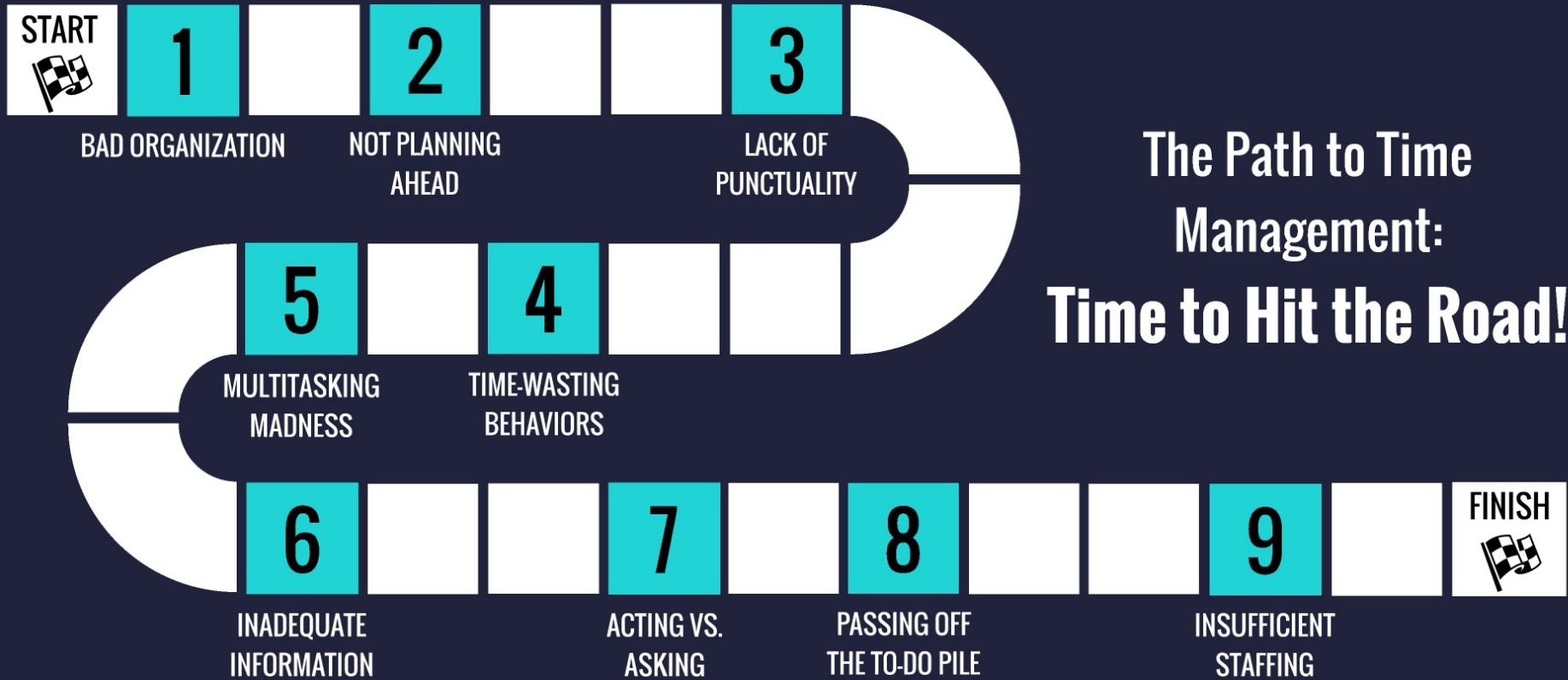
- Good time management is essential in every pharmacy
- Work **smarter**, not **faster**
- Time management pays off **now** and **later**
- What time management barriers do you see in your workplace?



Working in a pharmacy is like going on a road trip

you never know what you're gonna get





ROADBLOCK 1



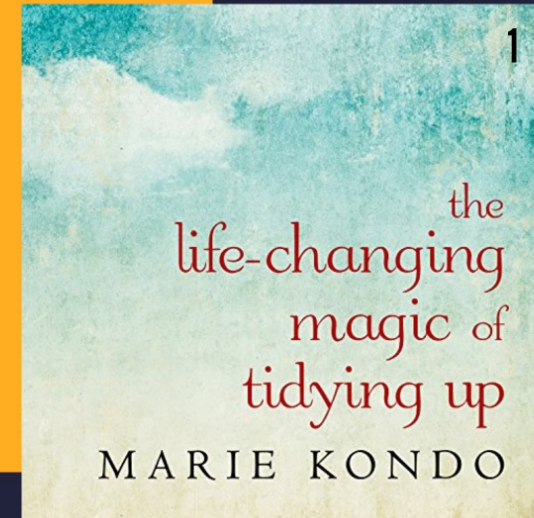
Bad Organization

- Before going on a road trip, you clean and pack the car
- Where do you put your:
 - License and registration?
 - Luggage?
 - Car seat?



Good organization is essential in any pharmacy.

- Bad organization wastes time and impacts patient care
- How do you organize your pharmacy?
- Don't sacrifice organization for speed
- Production area should always be clear

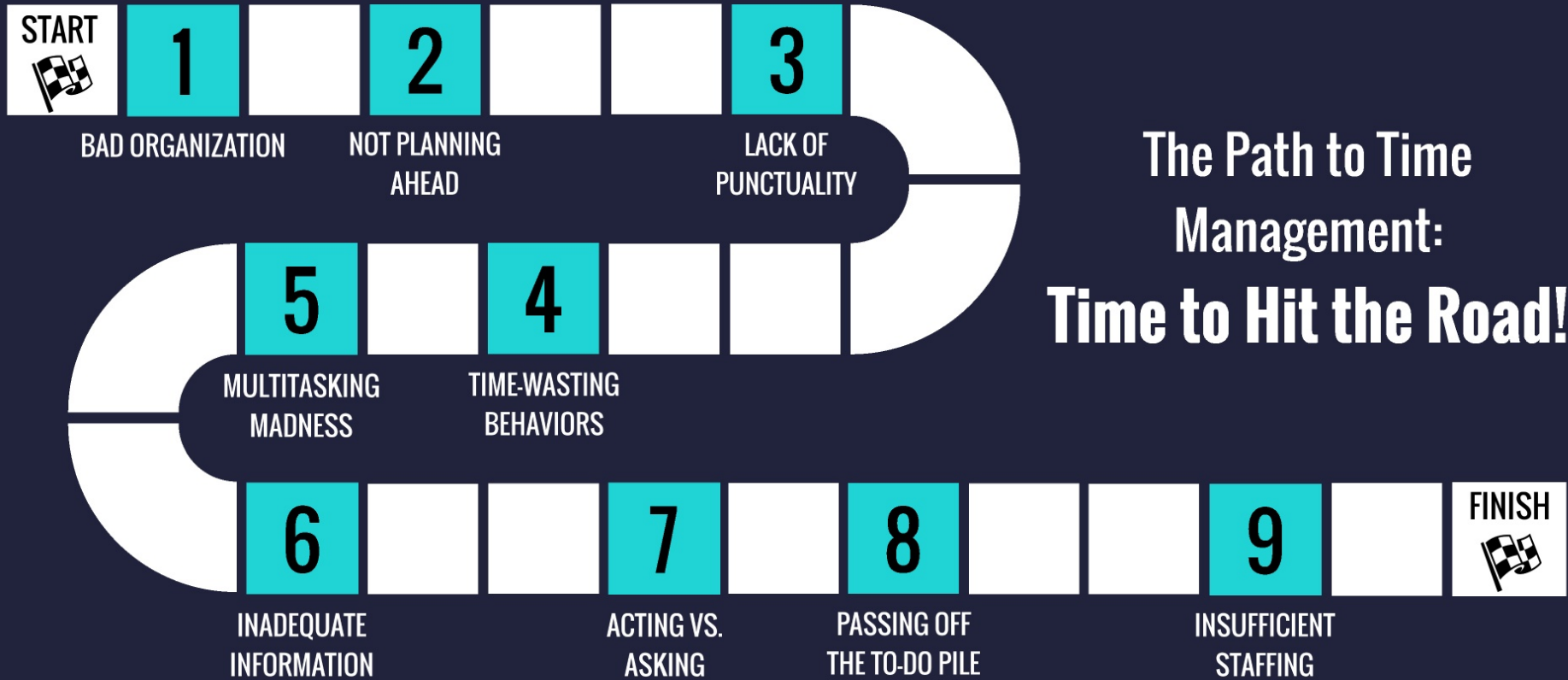


- The pharmacy set-up should be understandable and intuitive
- If it isn't, speak up!
- Helpful hint: Make signs and labels
 - Labels for oral meds, topicals, inhalers, etc.
 - Sign on the fridge door



Pause and Ponder

Think of how your pharmacy is organized.
Is the current set-up effective and efficient?
What would you change?



ROADBLOCK 2



Not Planning Ahead

- Before you leave, plan your trip and prep the essentials:
 - Plan the route and rest stops
 - Have a map or a GPS
 - Get gas and a spare tire
 - Bring snacks and games
- The more you plan, the easier the trip will be



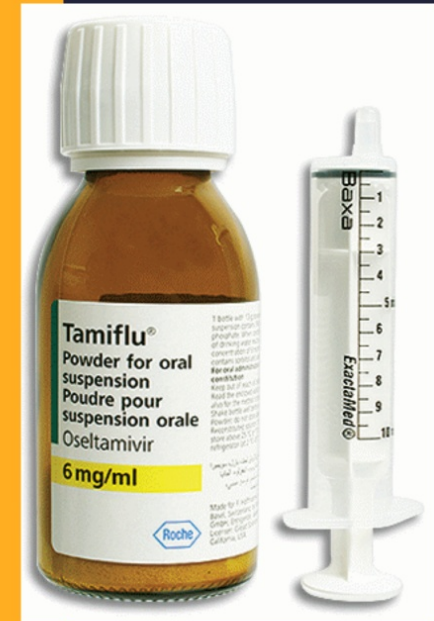
Planning ahead is a time management **MUST.**

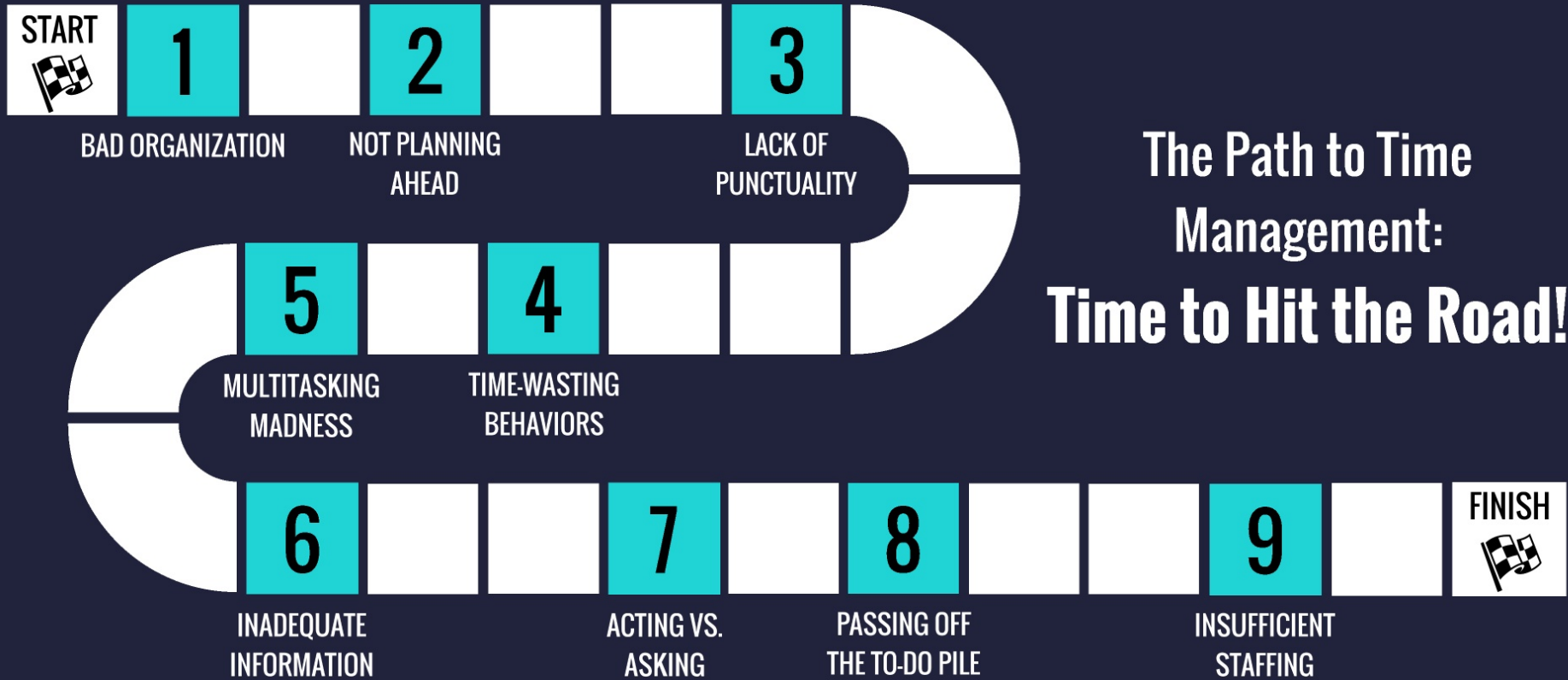
- Be proactive today, make life easier tomorrow
- Failure to plan ahead = build-up of work
 - Murphy's Law-- anything that can go wrong will go wrong
- Use downtime wisely, especially on weekends



How can you plan ahead?

- Anticipate demand and stock up
 - Tamiflu before flu season
 - Inhalers during COVID-19
- Fill pill packs early for consistent customers
- Multiple bags for the same customer? Staple them together
- Set a higher par for compounded IV drips in high demand





ROADBLOCK 3



Lack of Punctuality

- GPS estimates how long a trip will take
- Scenario: You're going to a really popular show that starts at 4 pm on the dot. If the trip takes 30 minutes, when do you leave?

- 2:30 pm
- 3:00 pm
- 3:30 pm
- 4:00 pm



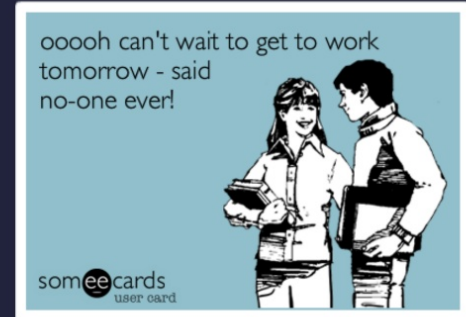
2:30 pm, 3:00 pm

3:30 pm, 4:00 pm

- If you leave at 3:30 pm you'll technically be "on time," but will you have good seats? Parking? Time to buy snacks?
- Leaving early = planning ahead!

Don't abuse the grace period.

- It's possible to punch in "on time," but still be late
- Shift overlap is intentional! Use it for communication and pass off



Pause and Ponder

How does it affect your workflow
when your coworkers are late?

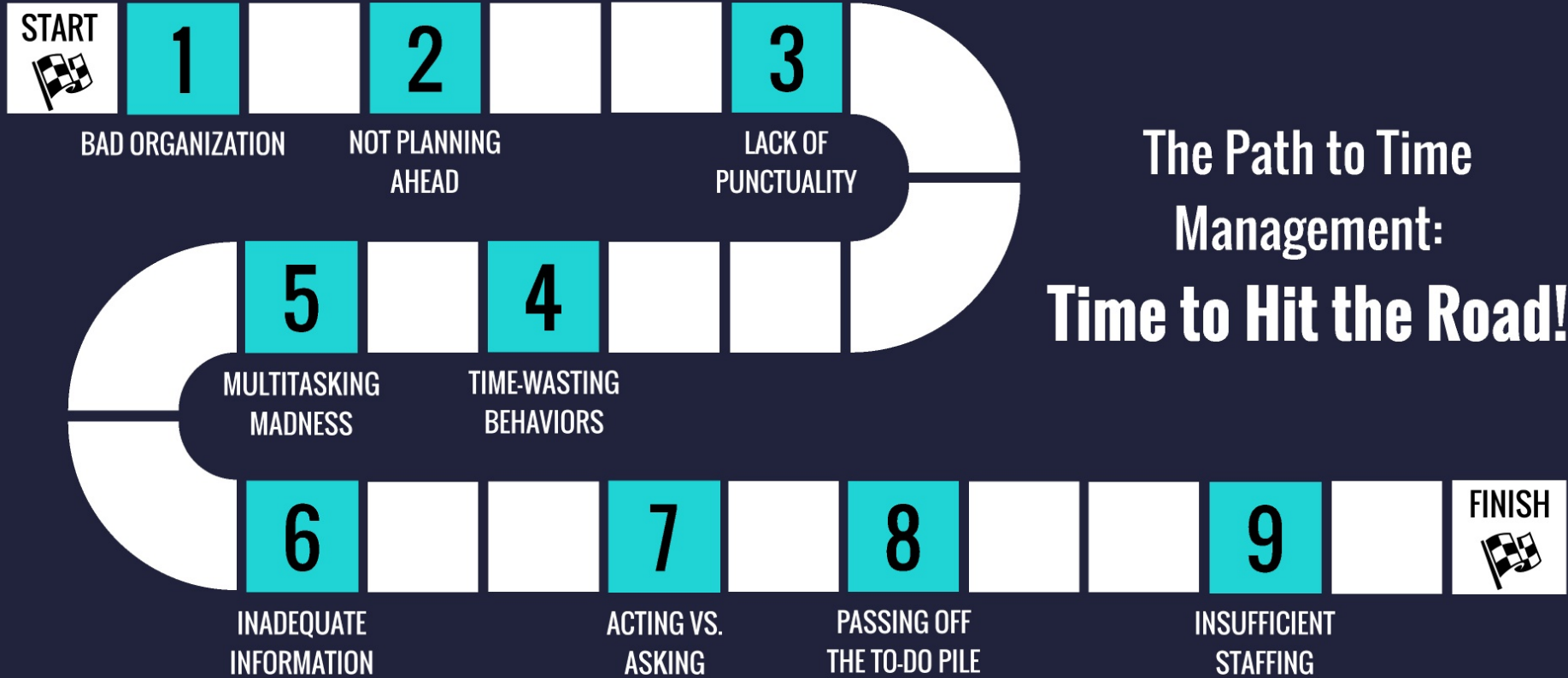
What about when you are late?

You're heading to work and you know it takes exactly 11 minutes to travel there. Your shift starts at 9 am. What time do you leave?

A. I leave by 8:40 am at the latest so that I have time to park and walk in.

B. I leave at 8:49 am because I know it takes 11 minutes to get there.

C. I leave at 9:00 am because I know they can handle me being a little late.



ROADBLOCK 4

Time-Wasting Behaviors

- Stopping every 5 minutes for gas, food, bathroom, stretches
 - Some stops are necessary, but...
 - Try to do it all at once
- Going too far **under** the speed limit
 - Affects the flow of traffic
 - Consider taking a different route



Time-wasting behaviors are a huge blow to time management!



- **Maintenance chores throughout the day**
 - Do them **once a day**, not **constantly throughout the day**
 - At opening: Load printers, start up equipment
 - At closing: Empty trash, exchange registers
- **Taking too long on any one task**
 - Many other tasks need doing!
 - Don't be afraid to **ask for help**
 - Learn and improve by watching others



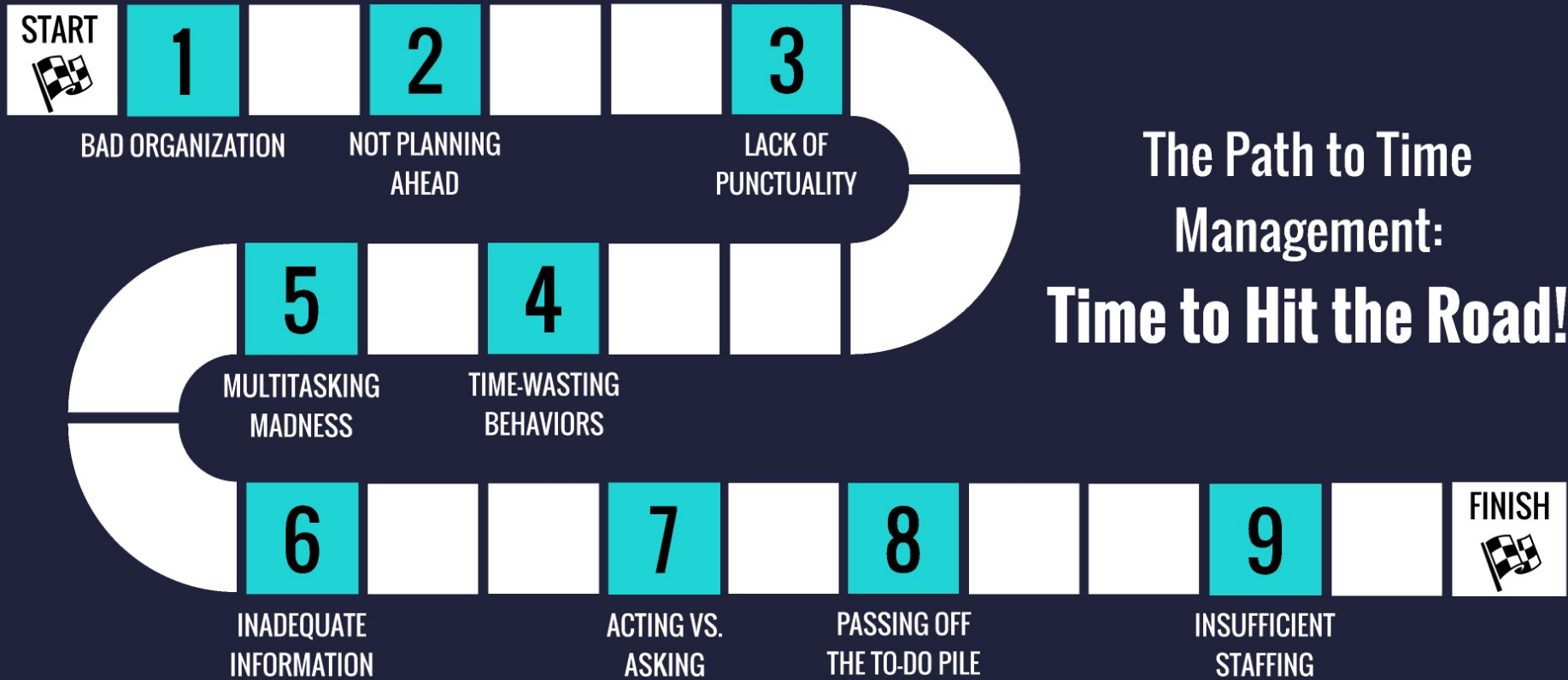


- **Personal phone usage**
 - Unprofessional and distracting
 - Utilize Do Not Disturb
 - Only use for work purposes
- **Unexpected scheduling conversations**
 - Very distracting
 - Consider the best way to communicate requests
 - Ask your manager when it's appropriate to discuss the schedule



Pause and Ponder

What time-wasting behaviors do you notice most frequently at your pharmacy?



ROADBLOCK 5



Multitasking Madness

- Multitasking while driving can be helpful--snacking or sipping coffee saves time and keeps you up
- Sometimes, it isn't appropriate
 - Don't drive and text
- Good multitasking = prioritizing
 - Turn down the radio to focus on the road



When is it appropriate to multitask?



- Sometimes, it's necessary: Answering a ringing phone, delivering a stat med
- Sometimes, it's smart: Filling multiple orders sequentially (but separately) for the same med



When is it NOT appropriate to multitask?

- When doing tasks that
 - Are very complex
 - Require high attention to detail
 - Are related to customer service
- For example, do NOT multitask while
 - Counting--especially controlled/expensive meds
 - Ringing out a customer. Always give your full, undivided attention

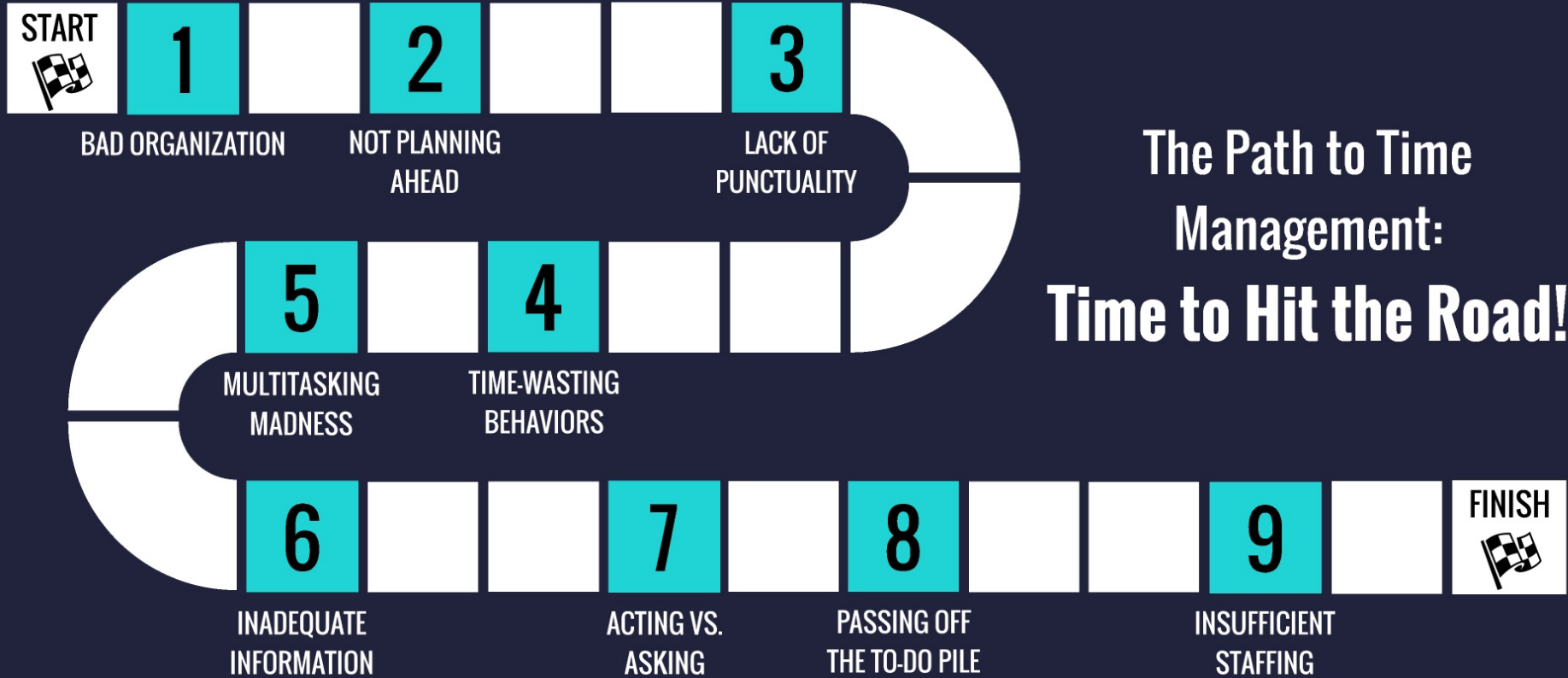


Pause and Ponder

What are the
pros and cons of
multitasking?

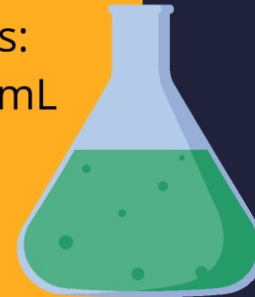
Barbara and Linda are great multitaskers. They are able to work and talk while getting everything done effectively. While ringing out a customer, Barbara continues her conversation with Linda. What should Barbara have done instead?

- A. Paused the conversation, because it makes the customer feel unimportant
- B. Done nothing different—in situations like this, she never makes errors
- C. Asked someone else to ring the customer so she can go on her 15 minute break



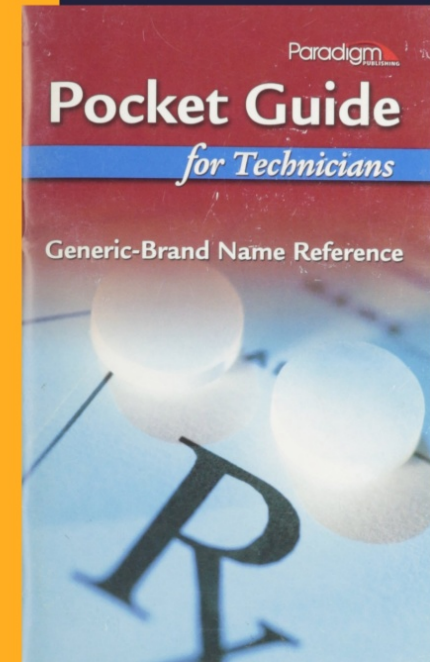
Licensed and certified technicians are responsible for pharmacy skills/knowledge.

- Brand vs. generic names
- Location of OTC and front-end items
 - **Huge help** to both pharmacists and customers
- Techs that process orders: calculate days' supply
- Techs that work with oral solutions: basic conversions, like fluid oz. to mL
- IV room techs: aseptic technique, proper compounding and documentation



**Don't be afraid
to ask for, or
create, the
resources you
need.**

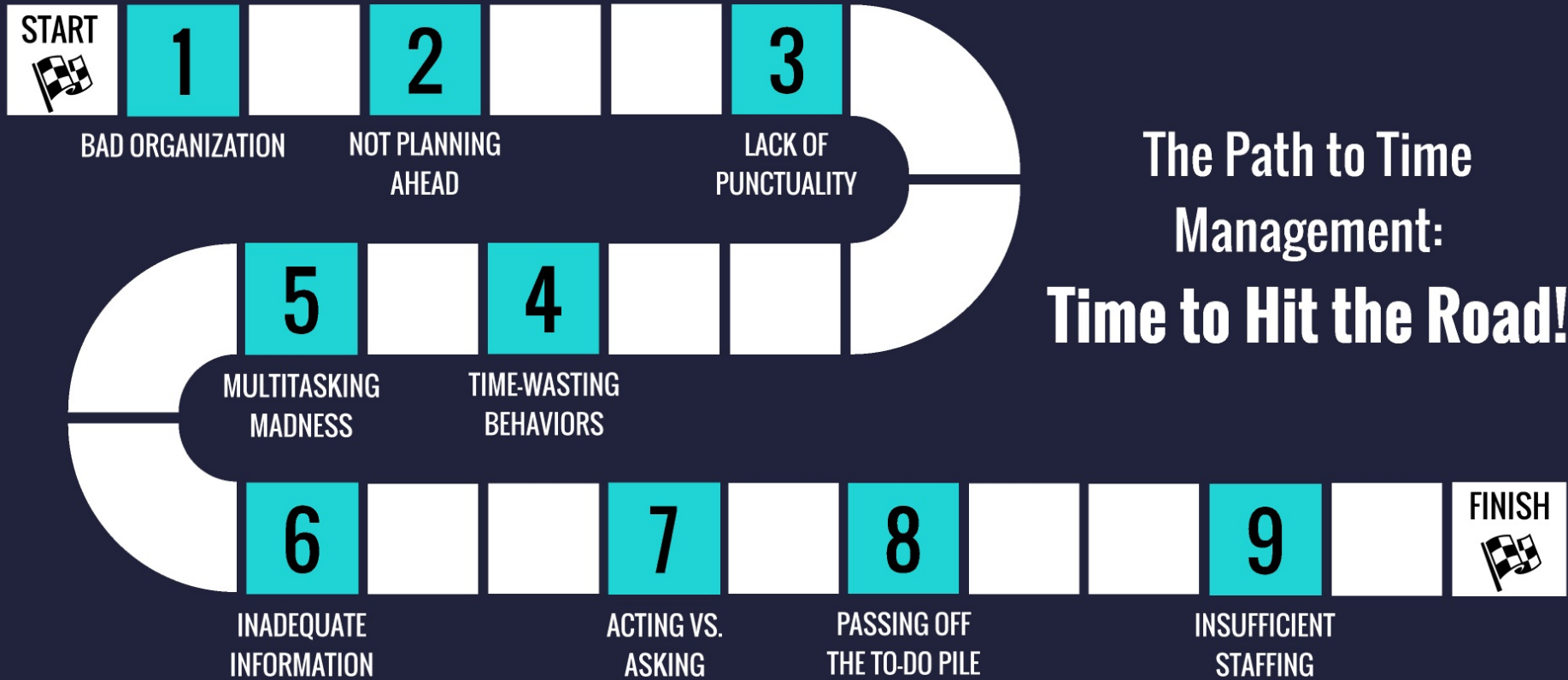
- Create and post lists
 - Brand/generic names
 - Sig codes
 - Common calculations and conversions
- Ask your manager for access to a database or pocket guide
- Practice on your own
- New techs should receive thorough training



Pause and Ponder

What information resources are available for techs at your pharmacy?

What other resources would you like to have?



ROADBLOCK 7



Acting vs. Asking

When you're driving...

- When do you **act** on your own?
 - You know the area well
 - You have a map/GPS
- When do you **ask** for help?
 - It's an unfamiliar area
 - Your GPS has no signal/battery



Someone interrupts the manager every 8 minutes.²

- Sometimes, asking **is** necessary: high-risk or complex clinical issues. But...
- Can your question be answered on your own, or with another tech's help?
- You may be unfamiliar with a problem, but able to solve it

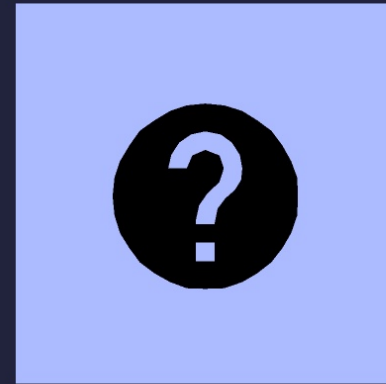


When to ACT

- Locating front-end/OTC items
- Researching brand vs. generic names

When to ASK

- Tricky calculations
- High-risk and controlled products
- Complicated insurance issues



Pause and Ponder

Would it be more appropriate to **act** or **ask** in these scenarios? If you have to **ask**, who's the right person to approach?

- A customer wants to transfer prescriptions from their old pharmacy to your pharmacy
- A provider calls asking for a list of the patient's recently filled medications
- A customer wants someone to show them where Lotrimin cream is located

URGENT NOT URGENT

IMPORTANT

Q1

Q2

NOT IMPORTANT

Q3

Q4

4 Quadrants of Workplace Activity³

Use this model decide when to **act** and when to **ask**

Scenario 1:

- Quadrant 2 task that you've seen other techs doing before, but you haven't learned
- Since it's **not urgent**, you have time to **act** and learn this **important** new skill!

Scenario 2:

- Quadrant 2 task that only the manager has the clearance to do
- You do have to **ask** the manager eventually, but it's **not urgent**. Send an email or wait for a scheduled meeting

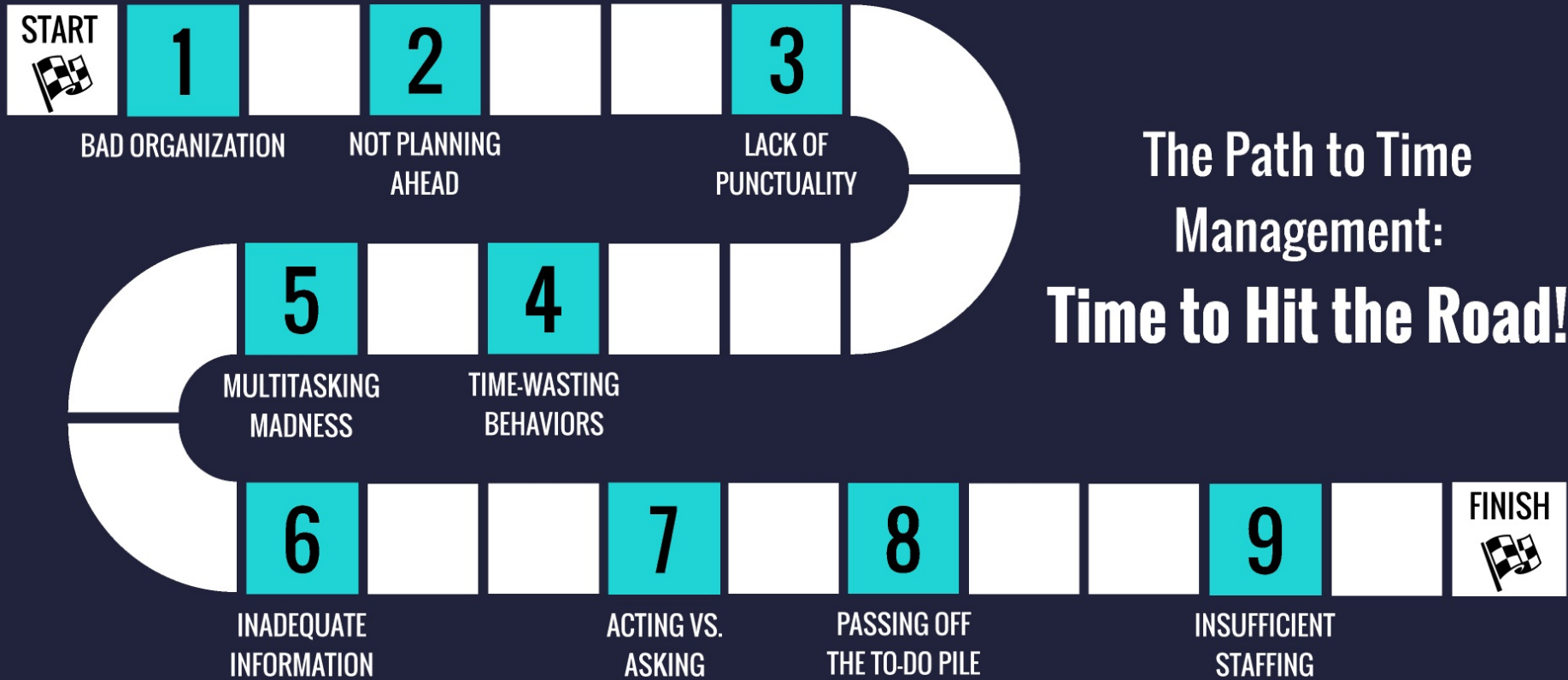
If you DO have to ask...

- Determine what quadrant the activity is. Can it wait?
- Ask the right person: tech, pharmacist, or manager?
- Come with at least 2 solutions
- If everyone's asking the same thing, schedule a meeting or training

	URGENT	NOT URGENT
IMPORTANT	Q1	Q2
NOT IMPORTANT	Q3	Q4

You are entering in an insurance card that you haven't seen before. You've been struggling with it for five minutes and can't figure it out. You are unsure of how to proceed, but the pharmacist is busy. What do you do?

- A. Politely interrupt the pharmacist to ask your question
- B. Ask a more senior technician if they have seen it before
- C. Go to a different station to avoid this insurance card

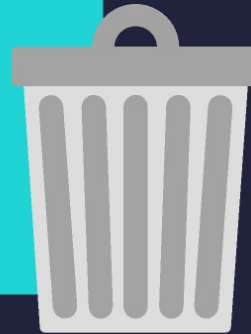


ROADBLOCK 8



Passing off the “To-Do” Pile

- At the end of a road trip, the car’s a mess!
- Everyone brings in trash but never takes it out
- If everyone chips in to clean up, the mess won't keep building up



Every pharmacy has a to-do pile.

- Usually Quadrant 2 activities--important, but not urgent.

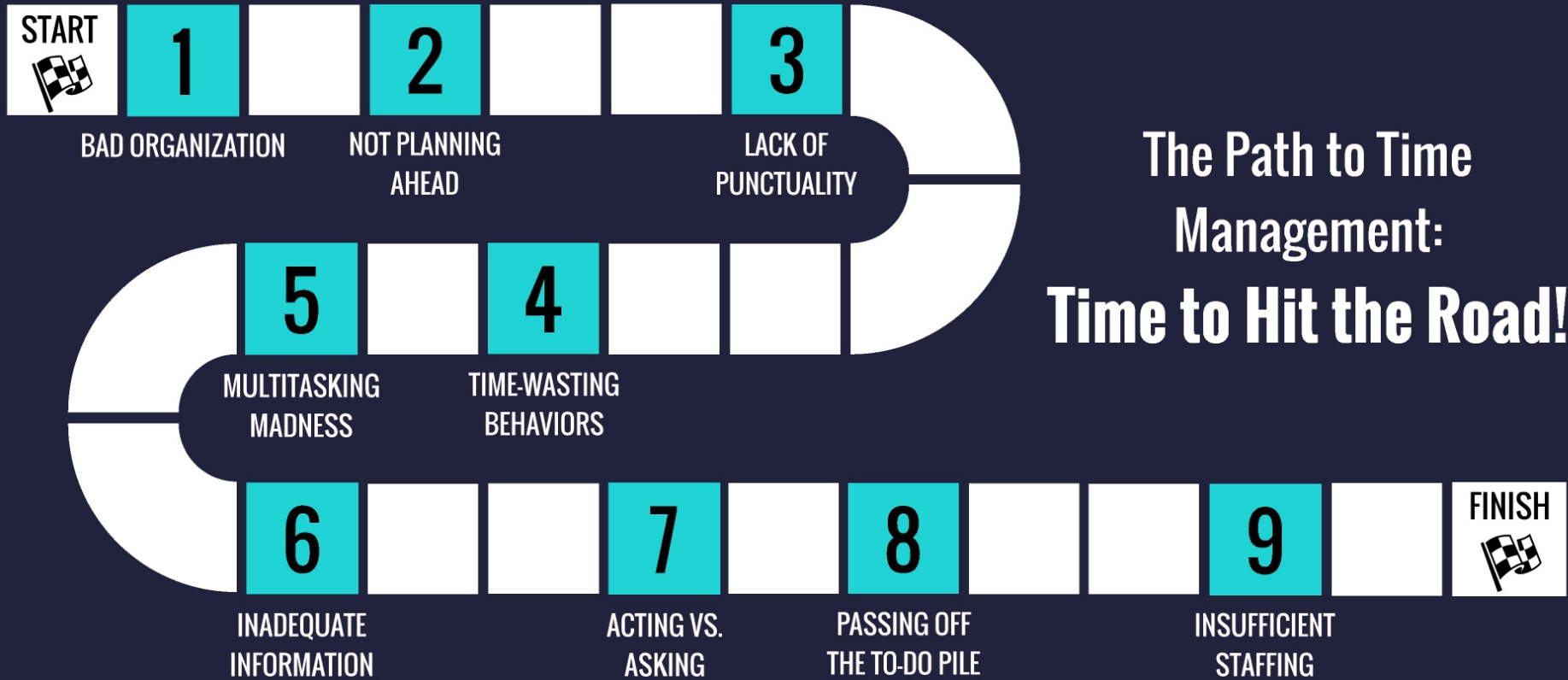
But they still must be done

- Returning items to stock
- Filing backlogs and hard copy prescriptions
- It's everyone's job, and everyone's fault...So **everyone should chip in!**



Pause and Ponder

What consequences might occur if no one ever tackles the to-do pile?



ROADBLOCK 9

Insufficient Staffing

- You take Route A to get to work. One day, construction starts, and traffic is always terrible
- No matter what you do, Route A makes you late
- You've tried everything with Route A--time to consider Route B





Understaffing: Perception vs. Reality

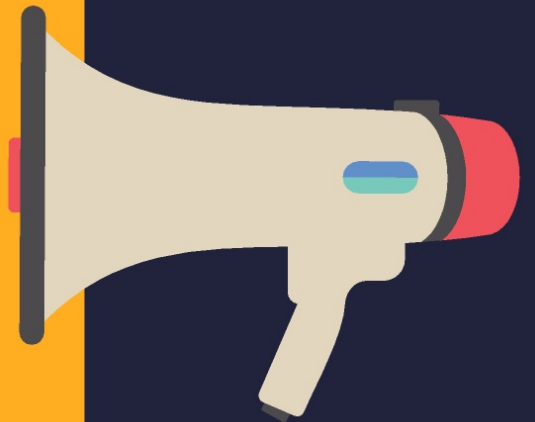
- Sometimes, the pharmacy seems extra busy despite sufficient staffing
 - Where are you losing time? Where can you do better?
- Practicing the best time management and **still** falling behind?
 - More staffing--Route B--may be the only solution

Management schedules hours based on pharmacy metrics. You should be best staffed when it's busiest. **But...**



Metrics may not tell the full story.

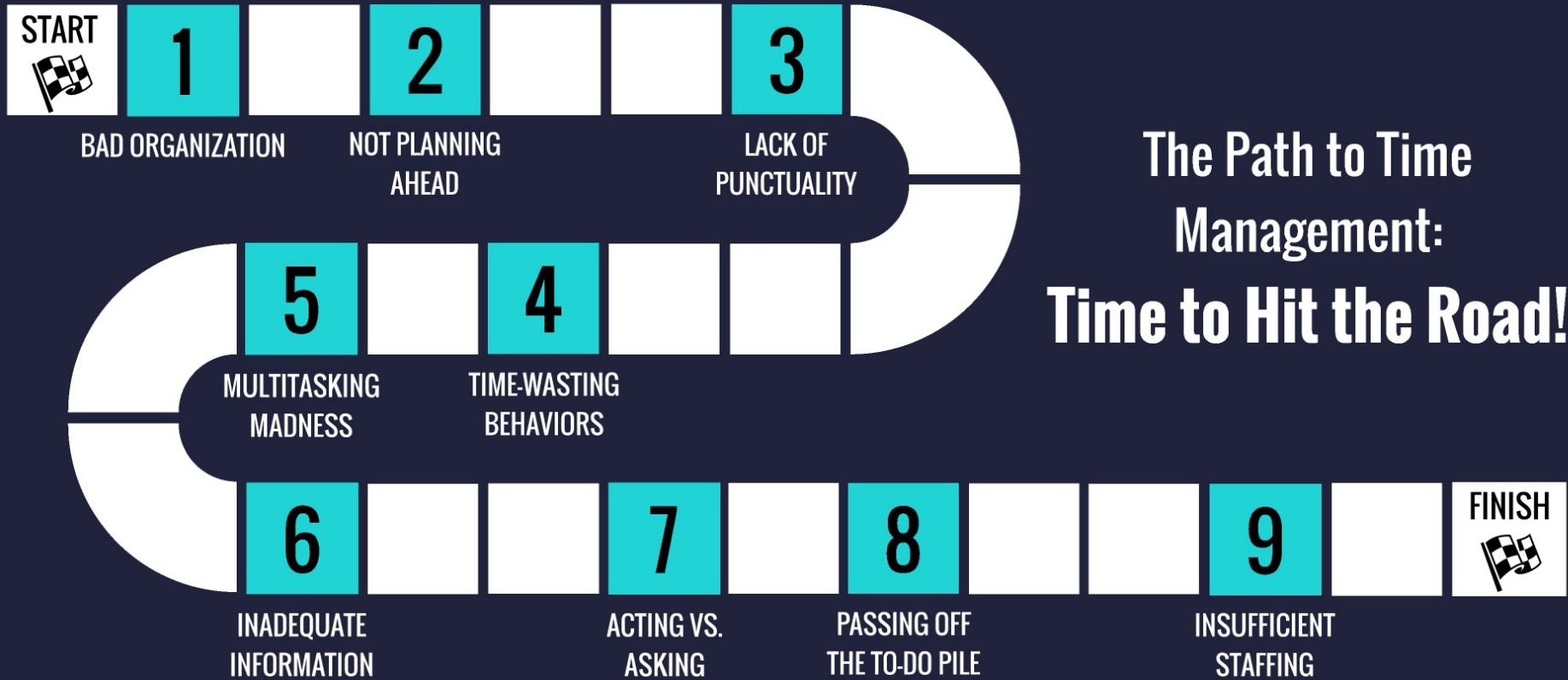
- As front-line workers, techs often know best what the issues are
- If the pharmacy is truly understaffed, despite good time management practices, **speak up!**
- Good management will value your opinion and work with you to solve the problem



Pause and Ponder

How is the workflow at your pharmacy? Do you document understaffing?

Are you comfortable working with the manager to identify a solution?



That's all for now!



- **Thank you!**
- Questions, comments, concerns?
- Want more CE credit?
Check out our presentation on **pharmacy metrics**



References

1. Kondō, M. and Hirano, C., 2014. *The Life-Changing Magic Of Tidying Up*. Berkeley: Ten Speed Press.
2. De La Garza, A., n.d. *How To Manage Interruptions Effectively*. [online] Amber De La Garza, The Productivity Specialist. Available at: <<https://amberdelagarza.com/managing-interruptions/>> [Accessed 3 September 2020].
3. Covey, S., 2004. *The 7 Habits Of Highly Effective People: Powerful Lessons In Personal Change*. New York, NY: Free Press.

