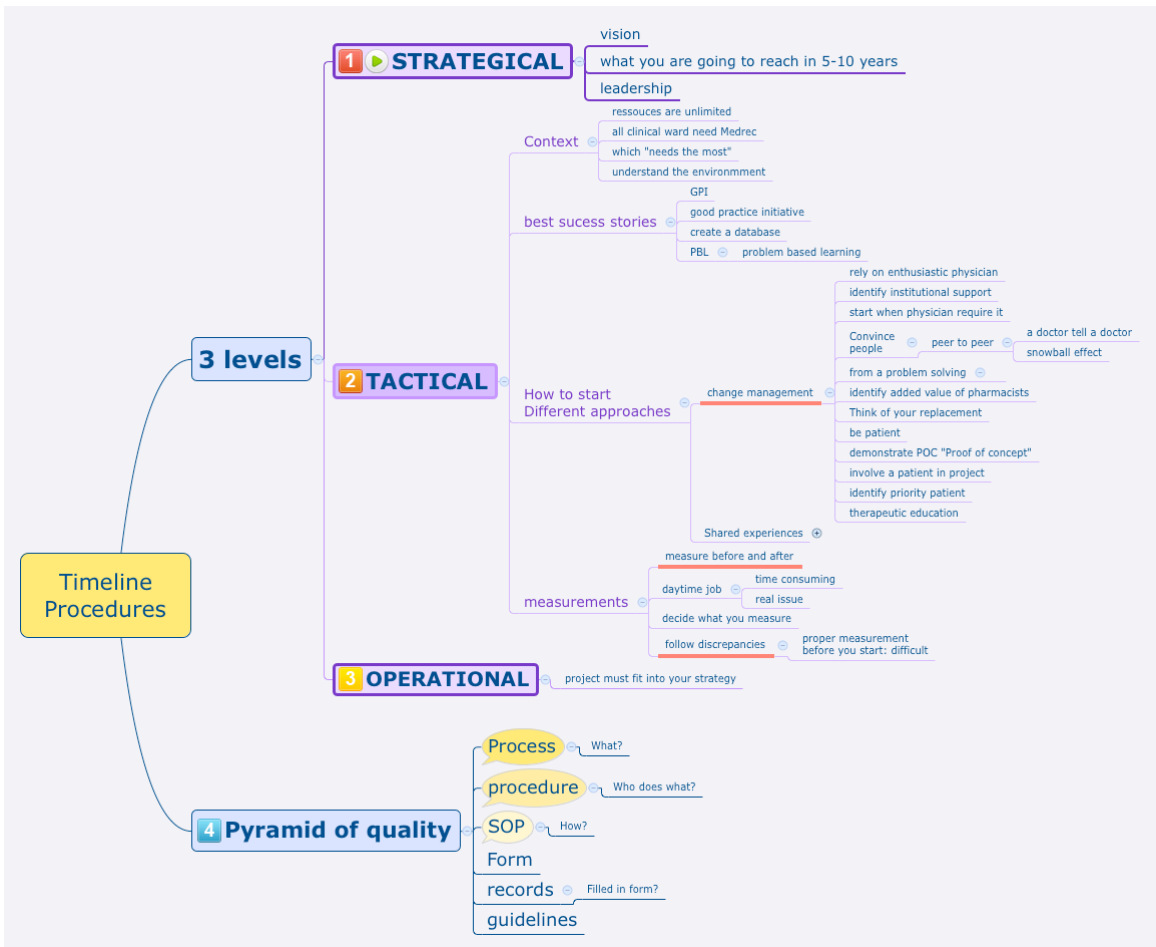
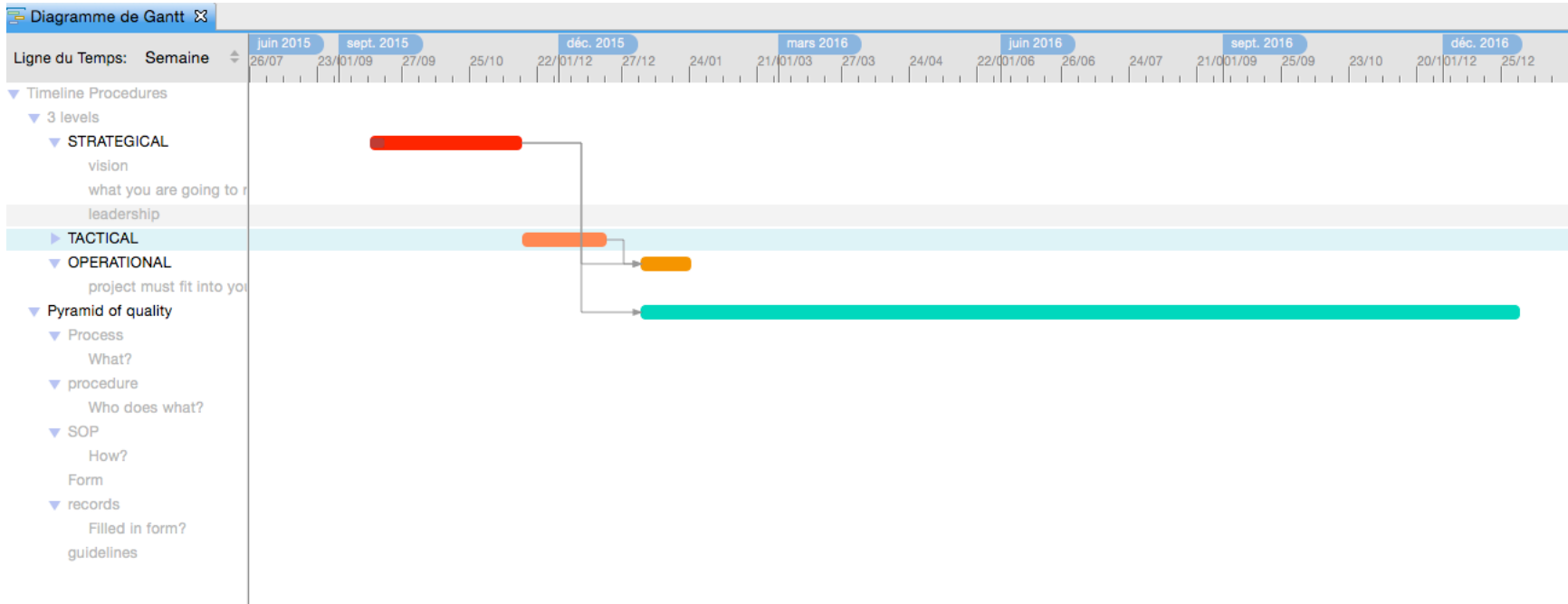


## Timeline

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# Workshop Timeline-Procedures (2)

## Timeline Procedures

### 3 levels

#### 1 STRATEGICAL

- vision
  - what you are going to reach in 5-10 years
  - leadership

#### 2 TACTICAL

##### Context

- ressouces are unlimited
- all clinical ward need Medrec
- which "needs the most"
- understand the environment

##### best sucess stories

- GPI
  - good practice initiative
  - create a database
- PBL - problem based learning

##### How to start Different approaches

- change management
  - rely on enthusiastic physician
  - identify institutional support
  - start when physician require it
  - Convince people
    - peer to peer
    - a doctor tell a doctor
    - snowball effect
  - from a problem solving
  - identify added value of pharmacists
  - Think of your replacement
  - be patient
  - demonstrate POC "Proof of concept"
  - involve a patient in project
  - identify priority patient
  - therapeutic education
- Shared experiences

##### measurements

- measure before and after
  - daytime job
    - time consuming
    - real issue
  - decide what you measure
  - follow discrepancies
    - proper measurement before you start: difficult

#### 3 OPERATIONAL

- project must fit into your strategy

### 4 Pyramid of quality

- Process - What?
- procedure - Who does what?
- SOP - How?
- Form
- records - Filled in form?
- guidelines

# Workshop Timeline-Procedures

