What was done?

We developed a technology-training strategy of the Pharmacy Department to improve the training resources of the professionals working in it, through the support of information and communication technologies (ICTs), in order to achieve the highest quality in our actions.

Why was it done?

It is important to provide continuous training to all professionals working in the healthcare system, especially when staff turnover is frequent, and when their job is directly related with drugs management, where a failure in the chain of drug utilization can have an impact on patient health.

How was it done?

This information-training material was developed as follows:

- **EDITING VIDEO-TUTORIALS**
  which would be accessed after recognizing an associated QR code

- **SUMMARY SHEETS IN POSTER FORMAT**
  that reflect in a schematic, concrete and visual way those key aspects in each of the processes

What has been achieved?

- **FIVE TRAINING VIDEO TUTORIALS**
  were made on different subjects
  - Preparation of unit-dose dispensing carts
  - Preparation of medication from automated dispensing systems (ADS) in Pharmacy
  - Orders reception
  - Replenishment ADS in the wards
  - Preparation of medication “on demand”

- **7 SUMMARY SHEETS**
  were designed for the management of other types of activities:
  - Returns
  - Expirations
  - Special orders
  - Priorities in normal situation – Critical situation
  - Management of medicines not included in pharmacotherapeutic guide
  - Interhospital medication loans
  - Calls procedure in the Unit-dose dispensing area

- **USERS SATISFACTION**
  was conducted to evaluate the initiative

The strategy developed allows the integration of ICTs in staff training, helping to manage the information of the Pharmacy Department, achieving a better optimization of available resources.

What next?

The degree of satisfaction of the users was good for what we consider important to promote this practice, making it extendible to the other areas and members of the Pharmacy Department.

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