

Case Study: CHUM - Pharmacy Department

Improving Care Coordination with Real-Time Planning



The managers of the Pharmacy Department of the Centre hospitalier de l'Université de Montréal (CHUM), which includes more than 80 pharmacists, were seeking an innovative scheduling solution to improve the quality of life of their members and simplify existing processes.

The Challenges

- 01 The complexity of the scheduling process**

Highly time-consuming process of creating and processing schedules (574 hours/year) involving five pharmacists (three coordinators, one assistant and one assistant head) as well as an administrative assistant.
- 02 Distribution of tasks and shifts in an equitable manner**

Difficulty in respecting the importance of keeping the distribution of tasks between pharmacists fair.
- 03 The difficulty of ensuring complete coverage of tasks**

Cumbersome task of meeting the individual demands of each of the 84 pharmacists.
- 04 The high number of people needed to manage absence requests**

Dependence of pharmacists on administrative staff for any schedule changes, including exchanges, leave requests, absences, and schedule updates.
- 05 Lack of up-to-date data**

Inability to get a reliable overview of the department's schedule for all pharmacists and pharmacy residents.

The Results

In 2020, when the CHUM implemented Petal's platform, the Pharmacy Department fully benefited from the proposed schedule management tool. Using this tool not only saved the department hundreds of hours per year, but also benefited the CHUM, significantly streamlining the schedule transmission process.

- Significantly reduce schedule production time by 65% in the first 6 months and 75% after 6 months of use.
- Adherence to the department's target equity and quick access to shift distribution statistics between pharmacists.
- Consideration of the personal requests of each pharmacist and the rules of the department in order to propose a satisfactory distribution of work tasks colleagues.
- Autonomy for pharmacists to exchange shifts among themselves and enter requests for leave or absence.
- Quick and easy access to the hospital's on-call list and departmental schedule, which is updated in real time.



Conclusion

The Pharmacy Department has enhanced its efficiency while simplifying its communication processes with the CHUM medical teams. The unified view of the department's and CHUM's activities allows the entire organization to better respond to patients' needs.

Hundreds of Scheduling Hours Saved Annually

574 hours

Time invested prior to the implementation of the Petal tool

200 hours

Time invested after the implementation of Petal (65% decrease)

143 hours

Forecast for subsequent years (75% decrease)

"Scheduling had been a problem for a long time. The Petal platform has made a real difference in our lives. It helped us provide a better work-life balance for pharmacists by being more responsive to their individual requests."

Marie Claude Langevin, Acting Assistant Head Pharmacist - Pharmaceutical Care
CHUM

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