

## Pharmacy-Related Quality Improvement Projects in Hospitals in Singapore



Singapore General Hospital  
SingHealth

### Improving Uptake for CHEERS – Community Pharmacy, Home Delivery and Express Refill Services

#### Improving the availability of CHEERS documents

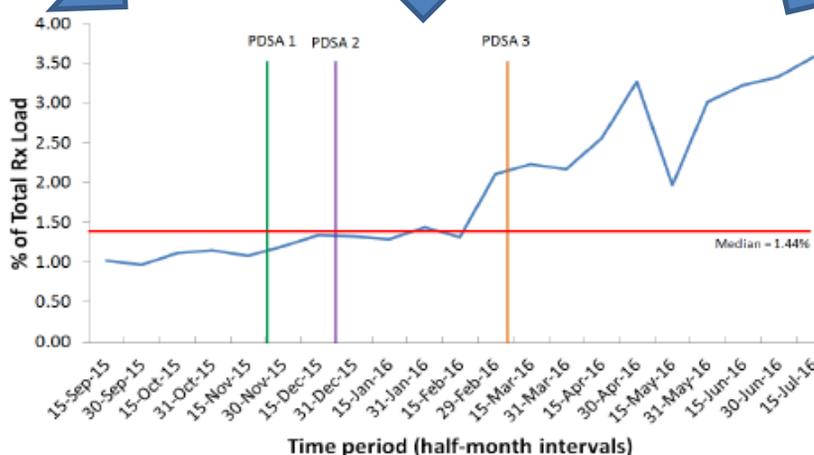
- Rostering of staff weekly to top up documents
- Documents placed at every counter and at prescription checking & typing stations
- Buffer stock placed near frontline counters

#### Publicity of services

- Promotional Booth
- Promotional message added to Queue tickets

#### Staff training and improving staff buy-in

- Sharing sessions during monthly meetings and weekly roll calls



- Uptake of CHEERS increased from a baseline average rate of 1.09% of total prescription load to **1.57%** after three months, **2.54%** in the next three months, with sustained rates of **>3% thereafter**.
- Waiting times for express refill were on **average 30% shorter** than that for equivalent prescriptions.

For more information, you may contact:

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