

Total Quality Management in Hospital Pharmacy 2

Total Quality Management in the hospital pharmacies to improve the performance of the pharmacies as well as the overall performance of the hospitals.

Statement of the Problem

No other sector than the healthcare is best suited for the application of TQM principles because the healthcare system in the developed countries especially in the United States is found to be expensive with larger healthcare projects taking shape (Iglehart). Another issue in the healthcare industry is facing is the deterioration in the service quality with numerous complaints from the patients and other stakeholders. In addition employee turnover and shortage of nurses and pharmacists is a major concern at most large and medium sized hospitals. This situation leads to more number of deaths which otherwise could have been avoided with proper systems and procedures in place to deliver quality medical service to the patients (Institute of Medicine). This makes the healthcare industry to respond with an appropriate mechanism to ensure all round improvement in the efficiency of operations and to provide better and efficient healthcare service to the patients. Since hospital pharmacy happens to be an important constituent of any healthcare setting, revamping the department with the introduction of newer systems and procedures has become imminent. One of the suggested techniques to improve the performance of hospital pharmacies is the Total Quality Management that is applied to meet/exceed customer satisfaction. Most of the hospitals have established quality improvement programs and departments, in order to implement and follow up the quality initiatives not only in the hospital pharmacies but in every department of the hospitals. The quality initiatives taken by these specialized departments have been found to be successful in increasing the awareness of the employees about the customers and patients of the hospital, and the initiatives also helped in

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