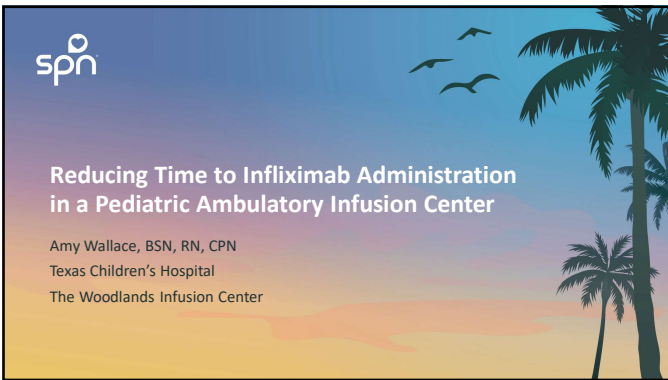
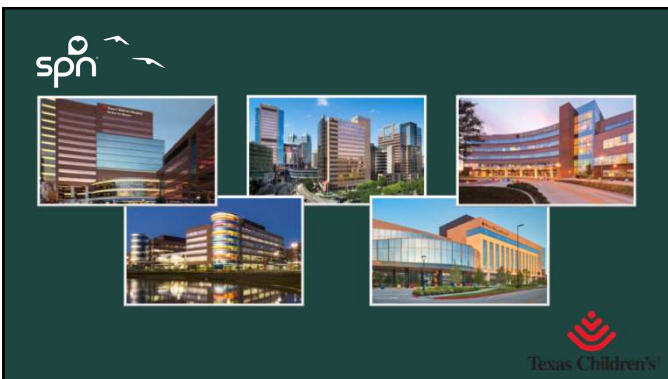




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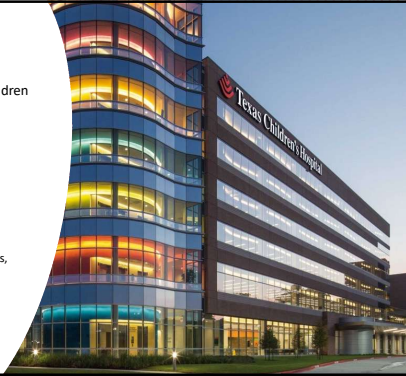
3

The Woodlands Infusion Center

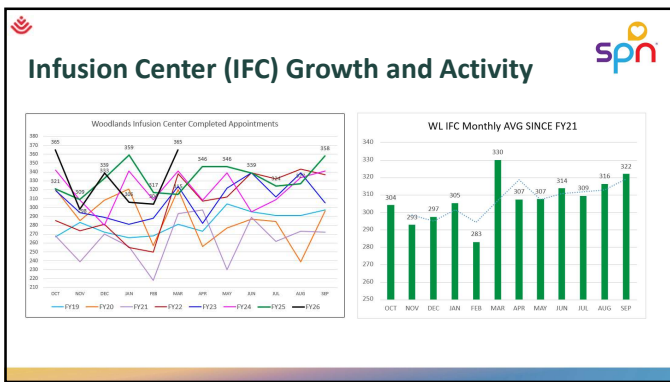
Provides family-centered care for children requiring short or long-term infusion therapy, therapeutic injections or provocative stimulation testing

Common treatments provided:

- Blood products
- Chemotherapy
- Biologic therapy (monoclonal antibodies, biological response modifiers)
- Stimulation testing
- Immune globulin infusions



4



5


Nursing Quality Practice Council

Quality Practice Council (QPC) is staff led and accountable for improving the quality and safety of patient care outcomes for nursing across the organization.


The QPC is a multidisciplinary forum that utilizes the most up-to-date evidence-based practice (EBP) to design, implement, support, and evaluate nursing quality initiatives.



6




Unit Quality Practice Council




Problem: From October 1, 2024 – January 31, 2025, Infliximab infusions averaged 63.17 minutes from medication release to administration time. Multiple calls and messages between IFC and pharmacy lead to delays and additional process steps.

Project Goal: to improve ambulatory infusion center efficiency by reducing infliximab order-to-administration time 10% by September 30, 2025, while enhancing pharmacy-IFC communication and decreasing workflow interruptions.

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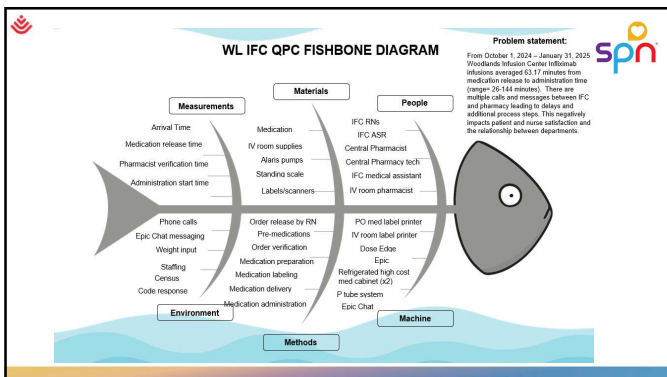
Project Background Data



Oct 2024-Jan 2025

- 343 Infliximab infusions
- Mean of 63.17 minutes from medication release to administration
- Range = 26 -144 minutes
- Goal would result in an average time of 56.85 minutes by FY25 Q4.

8



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Facts vs. Fiction

Fiction:

- "Pharmacy doesn't prioritize the infusion center medications."
- "The pharmacist forgot about our order, causing a delay."

Facts:

- Most medications are based on the patient's current weight. The pharmacist cannot start the verification process until a weight is documented.
- The medication is prepared and ready, but there is not a pharmacy tech available to deliver.

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Workflow Changes

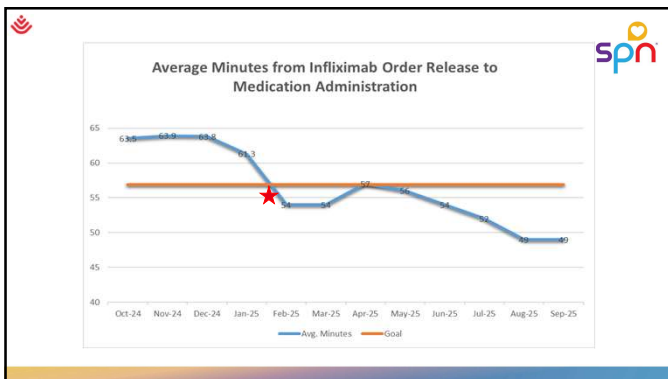
Infusion Center

- Prioritize weight entry
- Identify Pharmacy lead point of contact
- EPIC secure group chat
- Courtesy call

Pharmacy

- "WLIInfectra" smart phrase
- Delivery batching
- IFC assistance with delivery

11



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“We truly value the strong working relationship and the consistent willingness of our IFC partners to step in, especially when it comes to assisting with medication pickups.”

“The Epic chat has been a game-changer—it’s significantly reduced phone call interruptions and has helped keep everyone in the loop, which in turn minimizes duplicate requests.”

“Without a doubt, our communication process has dramatically improved since we implemented the Epic IFC-Pharmacy group chat and in turn looks to have had a positive impact on IFC metrics.... Not only has it drastically cut down on phone calls to pharmacy, but it has also built a better working relationship amongst the two teams.”

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4. Kojima, T., Kinoshita, N., Kitamura, H. *et al.* Effect of improvement measures in reducing interruptions in a Japanese hospital pharmacy using a synthetic approach based on resilience engineering and systems thinking. *BMC Health Serv Res* 23, 331 (2023). <https://doi.org/10.1186/s12913-023-09346-2>

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