

## The Impact of Job Instruction Training Within Pharmacy

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The field of healthcare is rapidly growing and changing, and with this change comes the increased use of LEAN and continuous improvement methods. Job Instruction (JI) is a way to get a person to quickly remember how to do a job correctly, safely, and efficiently. These work standards then provide the foundation for employee engagement, continuous improvement and problem solving. Job instruction has proven and successful techniques that can improve reduction in time to train, productivity, reduction in turnover and improvement in the quality of work done. In healthcare, JI training is not as well-known or utilized. There has been a variability in training processes within The University of Kansas Health System (TUKHS) pharmacy enterprise and in an effort to standardize the process, job instruction methodologies were implemented.

The purpose of this study is to determine if applying the Training Within Industry (TWI) principle of job instruction to the TUKHS pharmacy enterprise will have a positive impact of change on training practices and work performance of pharmacy personnel. Outcomes measured will be the reduction in defects, as defined by each cohort, and increase in applied learning skills through training from before and after training implementation. These outcomes will be assessed utilizing the Kirkpatrick Evaluation Model which is a framework that helps to evaluate the results of training and educational programs.

The results of this study will be used to further analyze and optimize training practices in the TUKHS pharmacy enterprise.