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Descriptions of Prototypes in Research Project

Self-Monitoring Process Error Form Prototype

Day __: Part of Shift [Early] [Middle] [Late]
 Time of day you began __ended __
 Scripts you helped to fill during this time frame _____

Correcting information to patient on telephone

Correcting script information when copying from a telephone call or FAX transmission

Date-entry changes

Product selection corrections

Count & pour changes

Corrections during normal checkpoints

Counseling patient or answering patient questions

Correcting script after it was placed in "will-call"

Prototype 1: Self-Monitoring / Errors made and corrected when dispensing scripts were recorded on cards in a self-monitoring booklet.

Prototype Form:
 Checking "Will-Call" / "Return to Stock" Scripts

Day of week check was made: _____
 Time of day check was made: _____

Approximately how many hours have you worked before making this check? Circle the number of hours below.

[1 2 3 4 5 6 7 8 9 10 11 12 13 14 15]

Misfills

Wrong script in bag	<input type="text"/>
Incorrect directions	<input type="text"/>
Incorrect count/amount	<input type="text"/>
Wrong strength	<input type="text"/>
Wrong drug	<input type="text"/>

*If wrong strength or drug, note here or on back of page
 *Note other mistakes you observed on the form provided

Prototype Form:
 Checking Prescription Form and Label Discrepancies

Day of week check was made: _____
 Time of day check was made: _____

Approximately how many hours have you worked before making this check? Circle the number of hours below.

[1 2 3 4 5 6 7 8 9 10 11 12 13 14 15]

Misfills

Incorrect patient name	<input type="text"/>
Incorrect directions	<input type="text"/>
Incorrect count/amount	<input type="text"/>
Wrong strength	<input type="text"/>
Wrong drug	<input type="text"/>

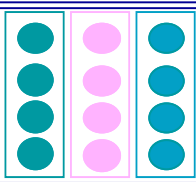
*If wrong strength or drug, note here or on back of page
 *Note other mistakes you observed on the form provided

Prototype 2: Delayed Verification / Random checks for errors in Will-Call, Return to Stock items and original script and computer label discrepancies were recorded.

Creative Development Prototype Card

"The future comes from one new idea at a time." - Mary Ann Haley
 "New ideas seldom just happen-- they are created" - Jim Borgman

What is a new idea you have for:
 • enhancing job satisfaction & performance
 • increasing accuracy

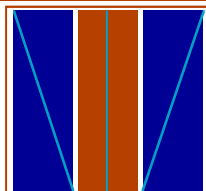


Be sure to put your idea in the booklet in the space provided or on the back of one of the pages.

Creative Development Prototype Card

Albert Einstein once said:
 "You can't solve a problem using the same ideas that produced it in the first place."

What is a new idea you have for:
 • enhancing job satisfaction & performance
 • increasing accuracy



Be sure to put your idea in the booklet in the space provided or on the back of one of the pages.

Prototype 3: Placebo: Creative Product Development / Cards placed in pharmacies asking pharmacists to think of new ideas for being careful and enhancing performance. Responses were recorded in the self-monitoring booklets.

Amoxicillin 500 mg	Procardia XL
Ceftin 250 mg	Provera 2.5mg
Coumadin 5mg	Prozac 20 mg
Clonazepam 1mg	Seroquel 500mg
Darvocet N	Serzone 100mg
Fosamax 5 mg	SMZ-TMP DS
Glucotrol XL	Tegretol XR
HCTZ 25 mg	Toprol XL
Lanoxin .125mg	Trazadone 50mg
Lanoxin .25mg	Tylenol # 3
Loestrin FE	Vancenase AQ 84ug
Ortho Tri Cyclen	Vanceril DS
Paxil 20 mg	Zestril 10 mg
Penicillin 500 mg	Zyprexa 10 mg
Prempro .625-5mg	Zyrtec 10 mg

Loestrin FE Prozac **20** mg

Fosamax 5 mg Seroquel 100 mg
0310 - 0271-10

Ortho **TRI** Cyclen Vanceril **DS**
0085 -1112- 01

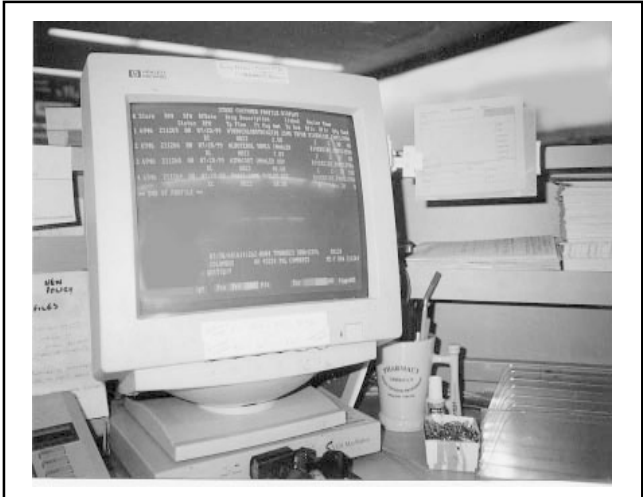
Zestril **10** mg Prinivil 10 mg
0008-0106-82

Prototype 4: Targeted Products / Samples of products to pay extra-attention to that were placed in the pharmacy.

Prototype 5: Product Sleeves & Exaggerated Labels / Shown above are prototypes for the exaggerated labels.



Prototype 5: Product Sleeves & Exaggerated Labels / Shown above are prototypes for the product sleeves.



Prototype 6: Copystrips on Computer Monitors Adjustable holders that allowed scripts to be placed at eye level during data entry.

Name	Date
Address	
Rx	<input type="checkbox"/> Child <input type="checkbox"/> Adult <input type="checkbox"/> Senior
	<input type="checkbox"/> Allergy <input type="checkbox"/> Anti-Coagulant <input type="checkbox"/> Anti-Depressant <input type="checkbox"/> Anti-Fungal <input type="checkbox"/> Anti-Infective <input type="checkbox"/> Birth Control <input type="checkbox"/> Cholesterol <input type="checkbox"/> Cough & Cold <input type="checkbox"/> Dermatological <input type="checkbox"/> Diabetes <input type="checkbox"/> Gastro Intestinal <input type="checkbox"/> Glaucoma <input type="checkbox"/> Hypertension <input type="checkbox"/> Immune System <input type="checkbox"/> Narcotics <input type="checkbox"/> Neurological <input type="checkbox"/> NSAID <input type="checkbox"/> Oncological <input type="checkbox"/> Pain <input type="checkbox"/> UTI
	<input type="checkbox"/> Circulator <input type="checkbox"/> Dental <input type="checkbox"/> Digestive <input type="checkbox"/> Endocrine <input type="checkbox"/> Epidermis
	<input type="checkbox"/> Skeletal <input type="checkbox"/> Respiration <input type="checkbox"/> Neural <input type="checkbox"/> Muscular <input type="checkbox"/> ENT
Refill	MD
0 - 1 - 2 - 3 - 4 - 5	
DEA #	
<input type="checkbox"/> DAW	

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Prototype 7: Iconic / Checklist Script Forms/ Forms provided additional patient information to aid discrimination.



Prototype 8: High-Intensity Task Light / Produced a visual boost to aid discrimination of difficult to read information on scripts & labels.

Feedback Self-Monitoring Prototype

- Before beginning to work on the Self-Monitoring Tasks for this week, we want you to use and then evaluate a new prototype connected to it.
- This new prototype that we are studying is whether or not giving pharmacists and pharmacy technicians feedback on how their ability to Self-Correct mistakes when Self-Monitoring is affected by knowing how they compared to others who have done it.
- Follow the instructions below and then before you use the Self-Monitoring Prototype each time this week - check your performance for weeks 1-2 of this study against others in your field who have done the same task. *That is, refer back to this and the next page before doing the Self-Monitoring task.*

1.] *To begin, you will have to calculate your overall percentage of Self-Corrections when Self-Monitoring during week 1. On the paper you were given at the training session, and on which you copied your totals before returning the booklet, get your overall percentage of errors you detected while Self-Monitoring by doing the following: Take the total number of times you reported Self-Correcting yourself [including the "other" category where you listed things not covered on the booklet form] and divide that total by the total number of scripts you worked on during the time you were Self-Monitoring.*

2.] Listed below are the overall percentage of Self-Corrections for pharmacists and pharmacy technicians in the other field-sites who participated in this project.

Shown are the average percentage of Self-Corrections as well as the percentages for people who made the top 25% of the Self-Corrections as well as those for the lower 25% of the Self-Corrections reported.

" Self-Corrections when Self-Monitoring"

Top 25%	Pharmacists [14%]
Average%	Pharmacists [10%]
Lower 25%	Pharmacists [5%]

3.] How would you evaluate where you stand relative to others? Check which category below your % of Self-Corrections is closest to [i.e., within a range of 3%-4% above or below one of the values shown above]

Lower 25% About Average Top 25%

4.] Circle in parentheses for the factors below how each one affected your Self-Corrections. • *Fatigue* [Low / High]
 • *Mistakes present* [Low / High] • *Motivation* [Good / Poor]
 • *Sensitivity to Error* [Poor / Good] • *Luck* [Good / Bad]
 • *Mental Distractions* [Few / Many] • *Interrupts* [Few / Many]

5.] Set a goal for Self-Corrections of Process Errors for this week. Check one of the following: I will maintain same level of Self-Corrections; I will try to increase the attention I give to monitoring my work.

Prototype 9: Process Error Feedback and Goal Setting Form / Feedback provided to enhance task motivation.



Prototype 10: Magnification Lens + Task Light / Used to enhance visual discriminations of scripts & product labels.