

Figure 2. Amended Workload Distribution

Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8–9 a.m.	10	5	3	5	23	0	0
9–10 a.m.	12	16	5	7	24	0	0
10–11 a.m.	24	12	9	3	33	14	13
11 a.m.–12 p.m.	40	45	12	15	42	22	11
12–1 p.m.	57	55	10	14	53	34	14
1–2 p.m.	66	32	45	26	65	35	8
2–3 p.m.	43	64	56	38	77	0	0
3–4 p.m.	57	70	52	43	80	0	0
4–5 p.m.	51	73	43	40	42	0	0
5–6 p.m.	35	71	22	45	31	0	0
6–7 p.m.	14	42	12	51	30	0	0
7–8 p.m.	10	33	4	31	10	0	0
8–9 p.m.	6	29	4	23	4	0	0
9–10 p.m.	3	15	0	12	2	0	0
Total	428	562	277	353	516	105	46

Color key: red = very busy; orange = steady; green = manageable; blue = slow.

Figure 3. Amended Workflow Chart, with Activities

Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8–9 a.m.	10***	5**	3*	5†	23	0	0
9–10 a.m.	12	16**	5*	7†	24	0	0
10–11 a.m.	24	12**	9*	3†	33	14	13
11 a.m.–12 p.m.	40	45	12*	15†	42	22	11
12–1 p.m.	57	55	10	14	53	34	14
1–2 p.m.	66	32	45	26	65	35	8
2–3 p.m.	43	64	56	38	77	0	0
3–4 p.m.	57	70	52	43	80	0	0
4–5 p.m.	51	73	43	40	42	0	0
5–6 p.m.	35	71	22	45	31	0	0
6–7 p.m.	14	42	12††	51	30	0	0
7–8 p.m.	10	33	4	31	10	0	0
8–9 p.m.	6	29	4	23	4	0	0
9–10 p.m.	3	15	0	12	2	0	0
Total	428	562	277	353	516	105	46

Color key: red = very busy; orange = steady; green = manageable; blue = slow.

\* Pharmacist to long-term care facility for chart reviews (a nondiscretionary activity that can be scheduled on a discretionary basis).

† Pharmacist library time for newsletter/in-service preparation.

\*\* Technician in-service education, first Tuesday of each month.

†† Pharmacist continuing education event, second Wednesday of each month.

\*\*\* Weekly staff meeting.