Ocmulgee

EVIDENCE-BASED CASE STUDY

Healthcare | Micro company

A home-care microenterprise cuts dispensing defects by 36.7%: Finance and administration

HEALTHCARE | MICRO | FINANCE AND ADMINISTRATION

-36.7%	-10.6 pts	+10.2 pts
DISPENSING NONCONFORMANCE [1]	NONCONFORMING PROTOCOLS [1]	CONFORMING PROTOCOLS [1]

PROBLEM

Errors in medical-supply dispensing and transport created nonconforming protocols for home-care patients. The company lacked a consistent measurement cycle for finding and correcting these failures.

SOLUTION

The company introduced three indicators, collected structured data, audited results every 30 days, corrected nonconforming work, and retrained staff. The recurring review converted isolated errors into a controlled improvement process.

RESULT

Nonconforming dispensing protocols fell from 28.9% to 18.3% across two monthly measurement cycles. This was a 10.6 percentage-point decrease in the reported nonconformance rate.

BUSINESS LENS

SWOT: a small team had limited control capacity. Simple indicators converted hidden errors into a managed improvement cycle.

ASSUMPTIONS AND LIMITS

Anonymous single company, two monthly cycles, no control group, and no reported protocol count. The source gives a legal size class, not actual revenue or headcount.

DEPARTMENT APPLICATION

FINANCE AND ADMINISTRATION

Indicator review focused scarce management time.

Application analysis based on the cited source. It is not a separate measured result.

Prepared by Ocmulgee Business Process Solutions from the cited independent source. This is not an Ocmulgee client engagement or an original Ocmulgee result.

SOURCE [1]

Lima, 2024. Implementation and Monitoring of Indicators in a Homecare Micro-Enterprise. https://doi.org/10.48075/comsus.v11i2.33360

Double-blind peer-reviewed journal case | Size basis: The paper classifies the whole company as a Brazilian microenterprise, a legal category with annual revenue no more than R$360,000.