

# A home-care microenterprise cuts dispensing defects by 36.7%: Technology and data

HEALTHCARE

MICRO

TECHNOLOGY AND DATA

**-36.7%**

DISPENSING NONCONFORMANCE [1]

**-10.6 pts**

NONCONFORMING PROTOCOLS [1]

**+10.2 pts**

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

### TECHNOLOGY AND DATA

Three indicators created a repeatable control cycle.

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.