

Agile Pharmacy Practice:

Navigating Change with Discipline Agile Methodology

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Conflict of Interest Disclosure

The speaker has no conflicts to disclose.



Objectives

- Examine the core principles of Discipline Agile and its application in pharmacy practice
- Assess how to adapt and tailor Discipline Agile methods to suit the unique challenges and demands of pharmacy settings
- Illustrate how DA methodologies can spur innovation in pharmacy services and improve patient care delivery

What is Discipline Agile (DA)?



Tool Kit



Traditional methods



Agile methods



Lean methods

Ways
of
Working

Why Disciplined Agile (DA)?



Enables you to get better
at getting better



Provides a solid
foundation for agility



Starts where you are



Teaches you to become a
learning organization

Disciplined Agile (DA) Mindset

Philosophies

We embrace these philosophies:

- Value first, cost second
- Minimize the cost of delay
- Invest in streamlining value creation
- Stable teams over project teams
- Align teams to value streams
- Govern by risk, not artifacts
- Rolling wave over annual planning
- Small initiatives over large initiatives
- Invest in quality

Principles

We believe in these principles:

- Delight customers
- Be awesome
- Context counts
- Be pragmatic
- Choice is good
- Optimize flow
- Organize around products/services
- Enterprise awareness

Promises

we promise to:

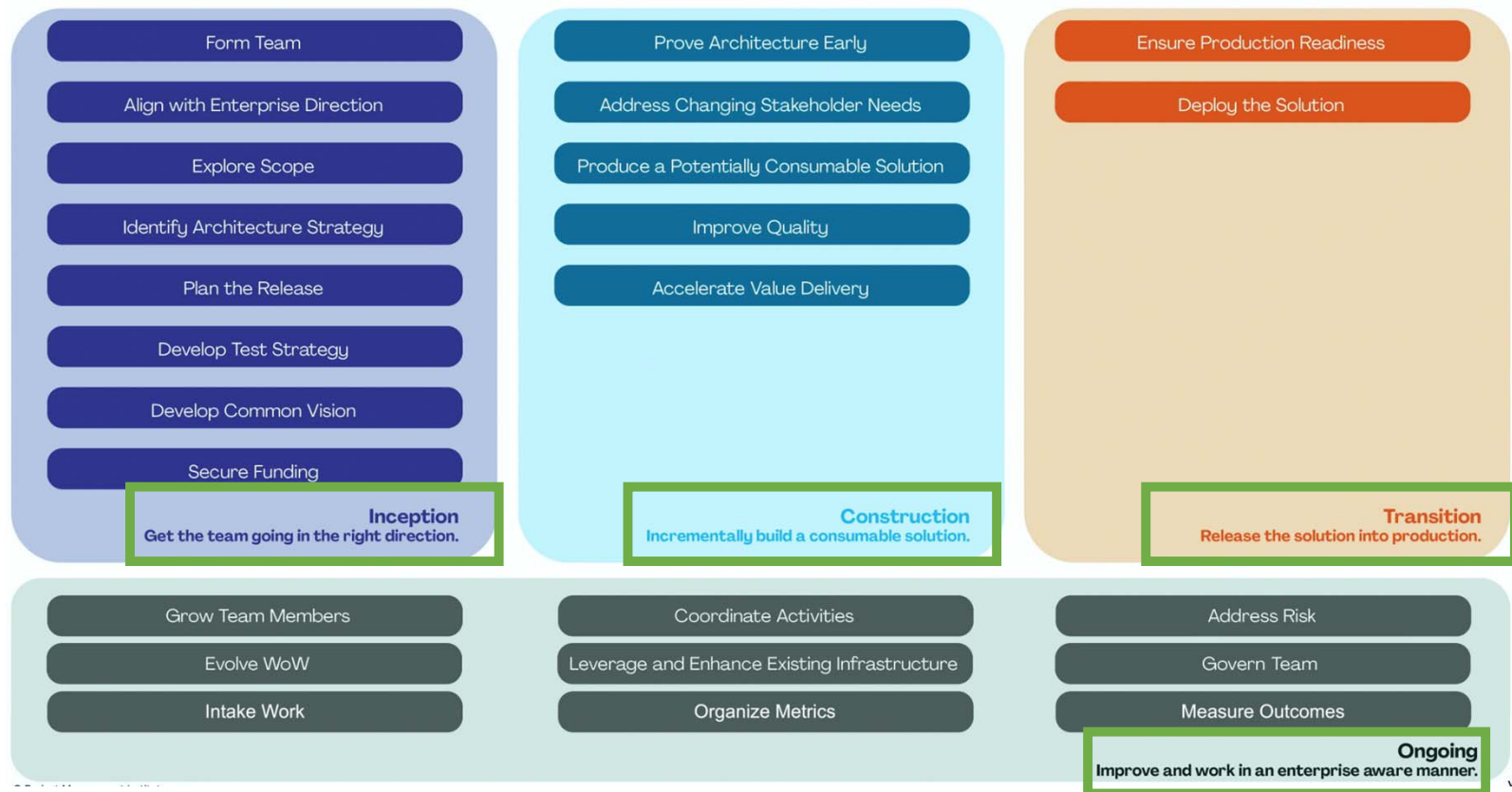
- Create psychological safety and embrace diversity
- Accelerate value realization
- Collaborate proactively
- Make all work and workflow visible
- Improve predictability
- Keep workloads within capacity
- Improve continuously

Guidelines

We follow these guidelines:

- Validate our learnings
- Apply design thinking
- Attend to relationships through the value stream
- Create effective environments that foster joy
- Change culture by improving the system
- Create semi-autonomous self-organizing teams
- Adopt measures to improve outcomes
- Leverage and enhance organizational assets

Discipline Agile Toolkit (DAT)



<https://www.pmi.org/disciplined-agile/toolkit/process-goals>

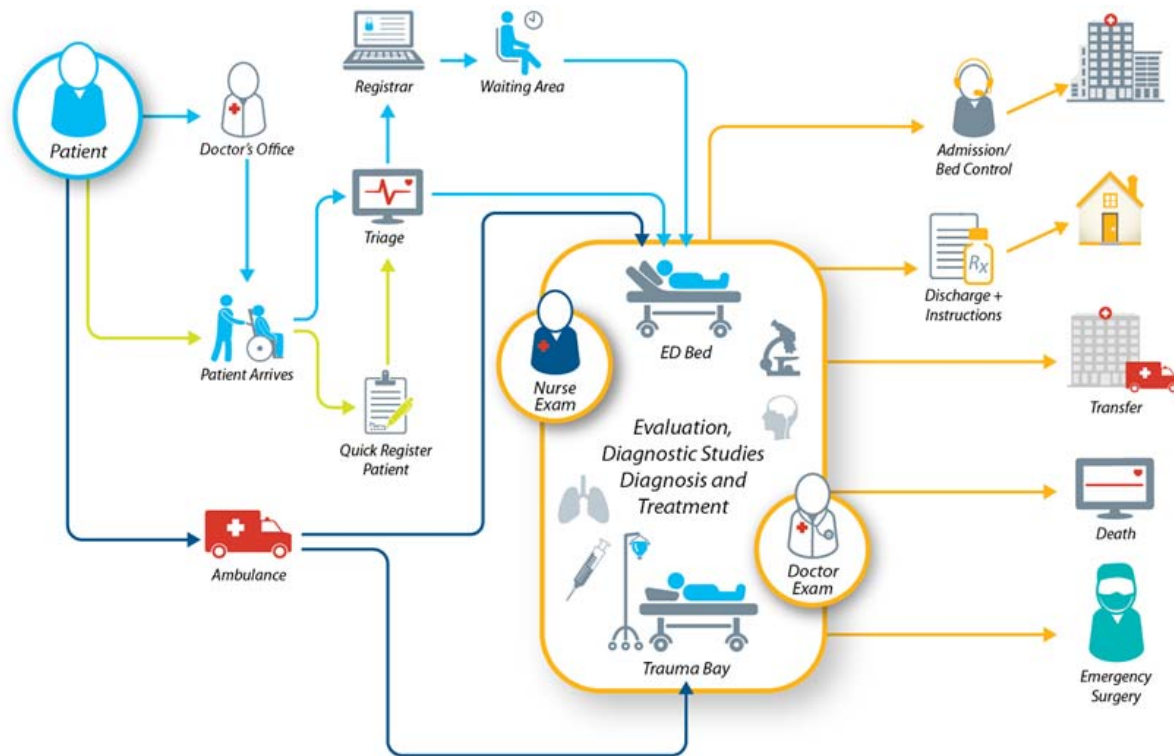
Discipline Agile Delivery (DAD) Browser



<https://dabrowser.pmi.org/#item:2>

Project Management Institute. (2022). DA Browser 5.8. *Project Management Institute, Inc.* Retrieved February 20, 2024, from <https://dabrowser.pmi.org/#item:2>

What is Flow?



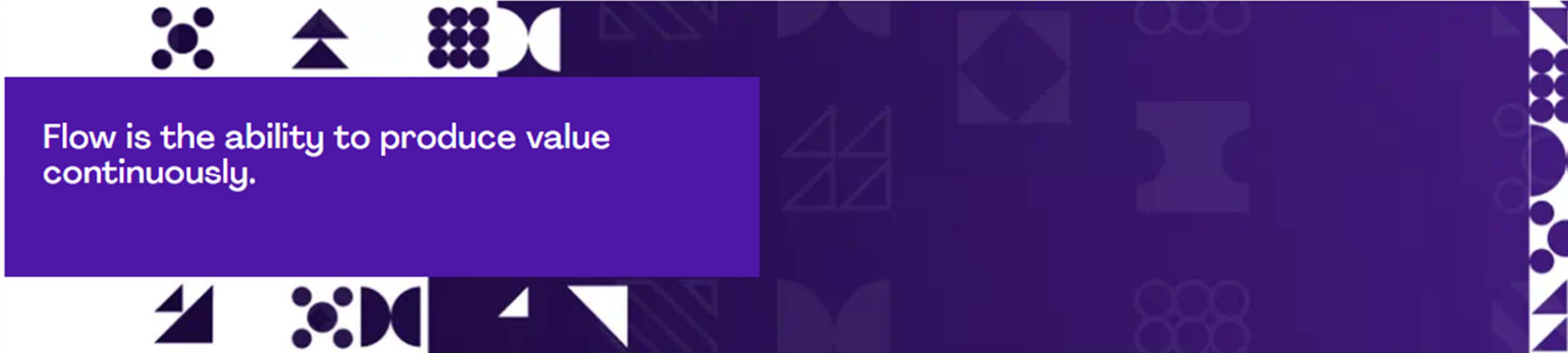
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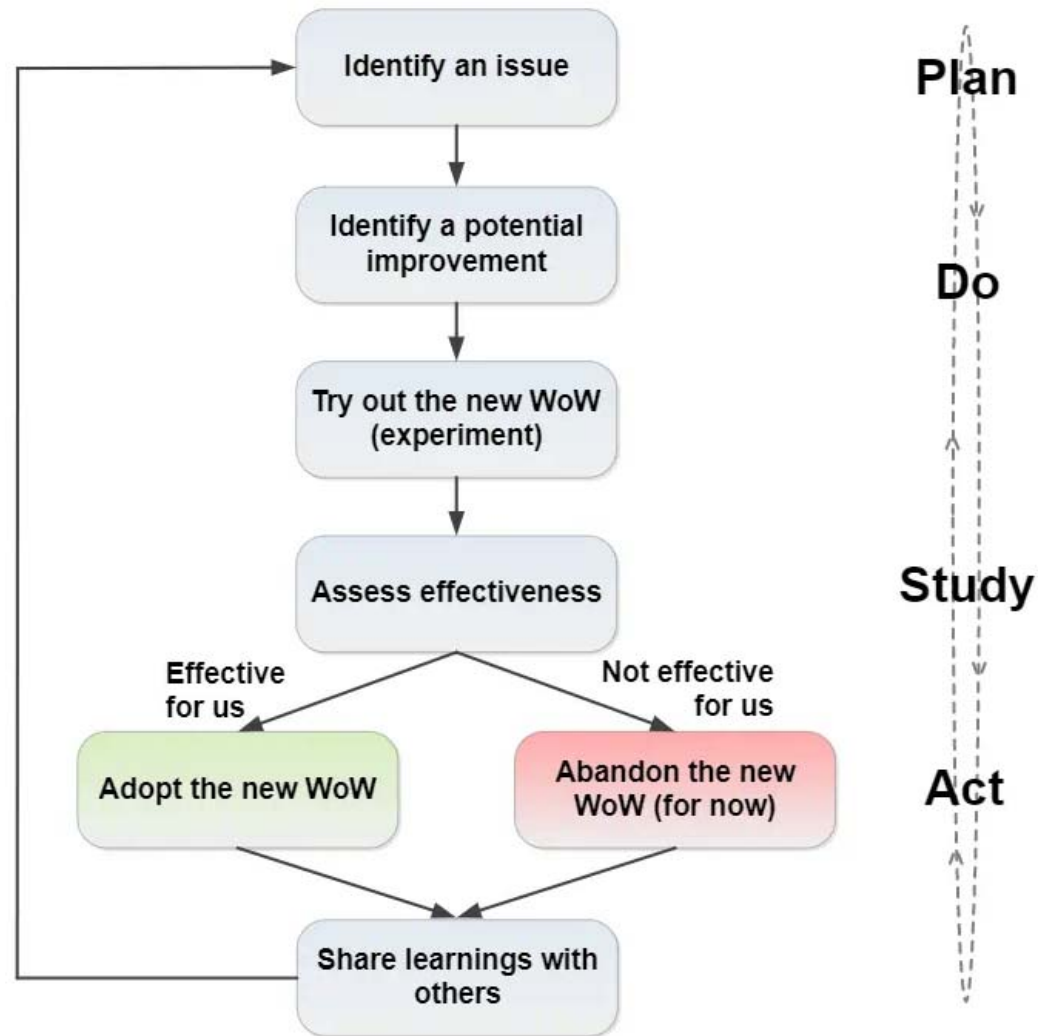
Activity #1: Find Your Flow

"Flow when you can, pull when you must." Common Lean mantra.



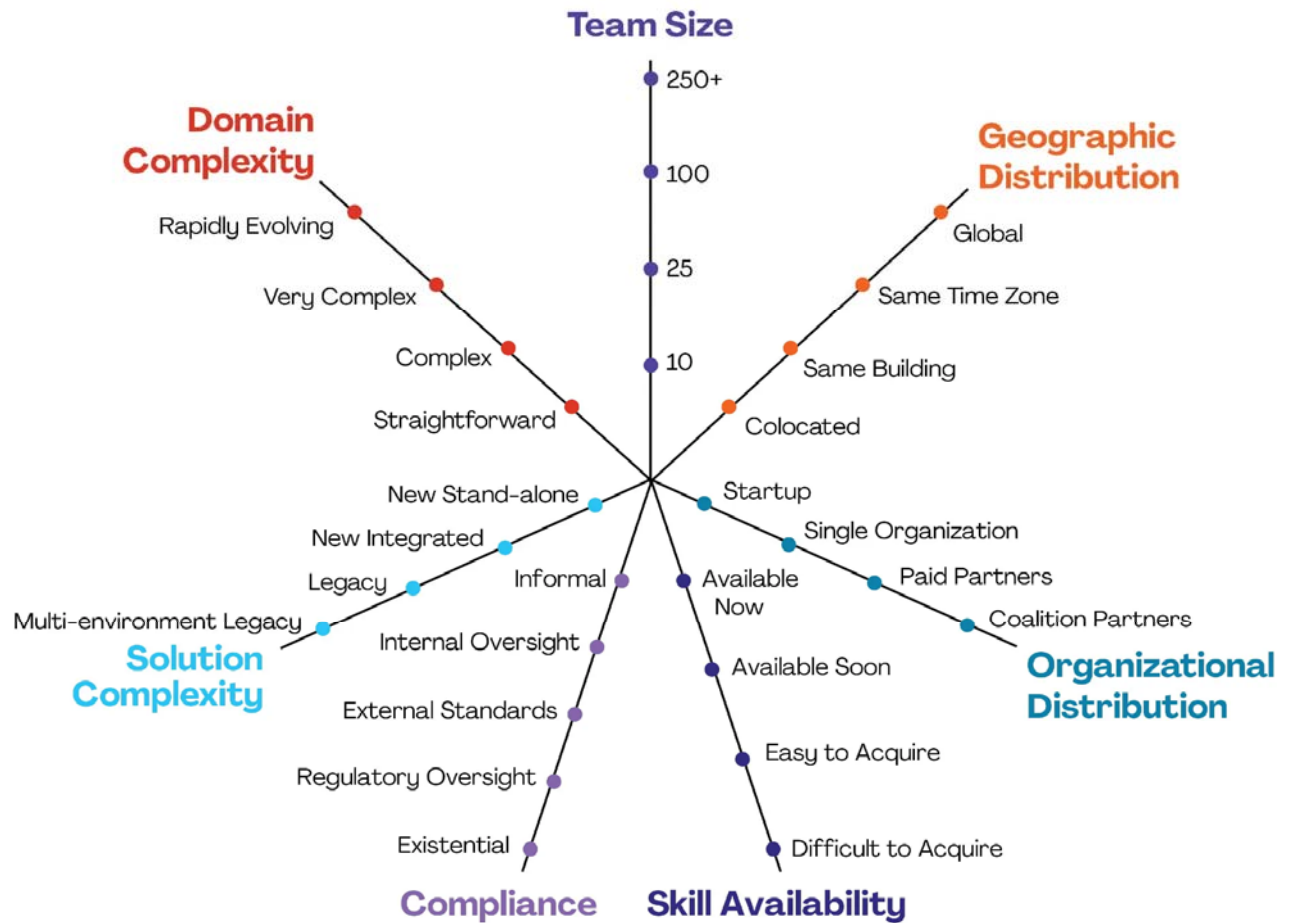
Flow is the ability to produce value continuously.

Guided Continuous Improvement (GCI)



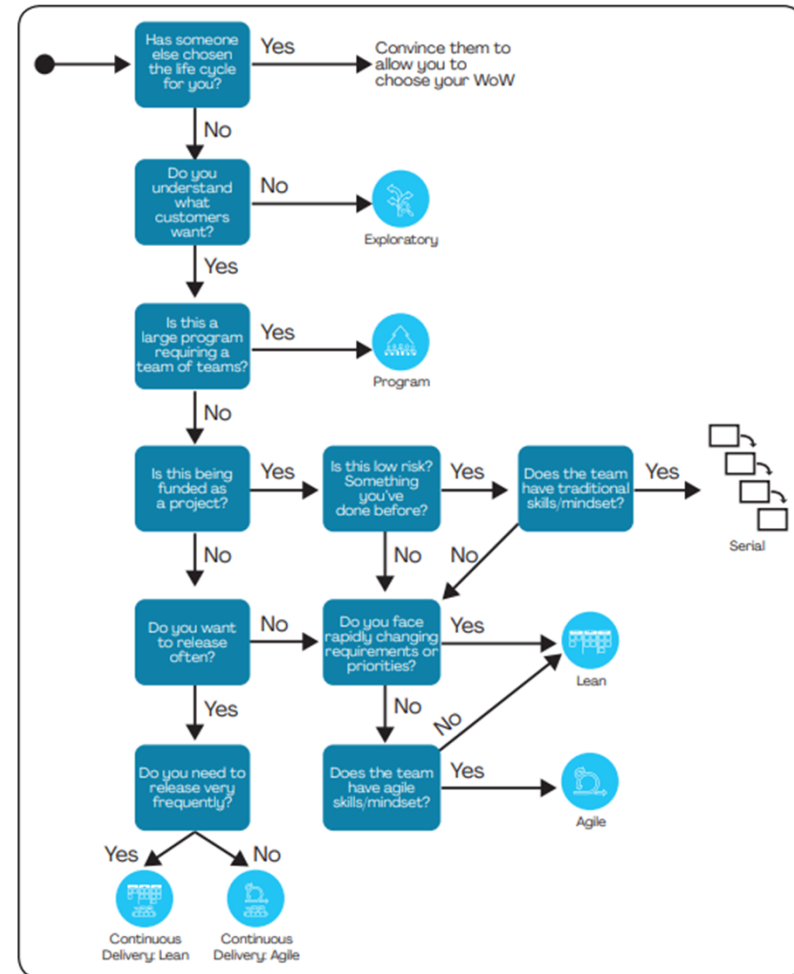
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Project Management Institute. (n.d.). Disciplined Agile Scrum Master (DASM) study guide. *Project Management Institute, Inc.*

Situation Context Framework (SCF)



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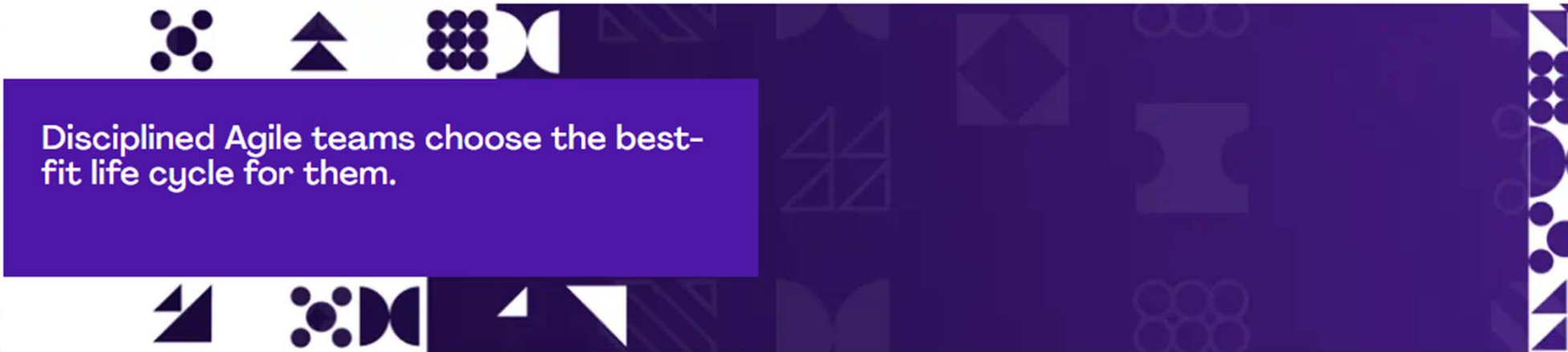
Choosing the Right Life Cycle



Ambler, S.W & Lines, M. (2022). Choose your wow! A disciplined agile approach to optimizing your way of working. *Project Management Institute, Inc.* Newtown Square, Pennsylvania. Project Management Institute. (n.d.). Disciplined Agile Scrum Master (DASM) study guide. *Project Management Institute, Inc.*

Activity #2: Choosing Your WoW

"Your way forward." Common Lean mantra.



Disciplined Agile teams choose the best-fit life cycle for them.

DA Mindset - Consumable Solutions

It works

- *What we produce must be functional and provide the outcomes that our stakeholders expect*

It's usable

- *Our solution should work well, with a well-designed user experience*

It's desirable

- *People should want to work with our solution, it should delight our stakeholders, not just satisfy them*

How to Write a User Story

- **What is a User Story?**

- A short description, written from the perspective of the user, that captures the requested features or functionality

- **User Story Template**

- Three C's:
 - **Card** – short, simple statement: “As a [type of user], I want [some goal] so that [some reason].”
 - **Conversation** – meeting with stakeholders to define acceptance criteria, clarify ambiguities and identify potential challenges
 - **Confirmation** – defined conditions (acceptance criteria) that must be met for the user story to be considered complete – “Given-When-Then” format: “Given [user and location], when [user action] then [expected outcome]”

User Story Example – Drug Shortages

Card

As a

pharmacist working in the hospital pharmacy

I want

to receive real-time notifications about drug shortages

so that

I can proactively manage patient care and prevent treatment delays.

Conversation

Example Steps:

1. Identify key stakeholders
2. Set meeting(s) with stakeholders

Define acceptance criteria

(e.g., integration of pharmacy management system and electronic health record)

Clarify ambiguities

(e.g., define drug shortage)

Identify challenges

(e.g., hospital staff training)

Confirmation

Given

a pharmacist logged into the hospital's electronic health record

when

a drug shortage occurs for a medication prescribed to a patient under their care

then

the pharmacist receives a real-time notification alert on their workstation

Activity #3: Writing a User Story

"Make the invisible visible, make the intangible tangible." Common Lean mantra.



User stories create a shared vision and goal

Questions?



References

- Ambler, S.W & Lines, M. (2022). Choose your wow! A disciplined agile approach to optimizing your way of working. *Project Management Institute, Inc.* Newtown Square, Pennsylvania.
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