

**Lean Methodology in Pharmacy Operations:
Applying A3 Thinking and Waste Reduction to Workflow Design**

Manderrious Glenn, PharmD | PGY2 HSPAL Pharmacy Resident

Wellstar Cobb Medical Center

Wellstar Health System is Accredited by the Accreditation Council for Pharmacy Education as a Provider of Continuing Pharmacy Education.

There is no fee for this program.

This program has been approved for 1 contact hour (0.1 CEU).

This program is an **Application**-based CPE activity.

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Target Audience: This activity is intended for pharmacists and pharmacy technicians.

Date: July 21, 2026 **Times:** 6:45 am – 8:15 am and 2:45 pm – 4:15 pm | **Cobb Barrett Conference Rooms A-B**

Location: Wellstar Cobb Medical Center and Microsoft Teams

Learning Objectives: At the conclusion of this activity, participants will be able to:

Pharmacists

- Define eight wastes of Lean (TIM WOODS) and provide pharmacy-specific example of a waste category in a health-system setting.
- Describe the A3 problem-solving methodology and its application to pharmacy operations.
- Apply value stream mapping (VSM) to identify non-value-added activities dispensing or clinical workflow.
- Identify key performance for pharmacy workflow efficiency (ex., first-pass verification rates) and staff satisfaction.
- Design a framework to implement an improvement event (Kaizen) in a hospital pharmacy department.

Technicians

- Describe the concept of Lean thinking and identify the eight wastes commonly found in pharmacy operations.
- Explain the role of pharmacy technicians in quality improvement initiatives and Lean workflow redesign efforts.

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Participants who attend the entire activity, complete and pass the post-test (>70%), and complete the activity evaluation will receive CE credit. Credit will be uploaded electronically and available in CPE Monitor after completion of required elements.

Erika Ingram, PharmD, BCPS | Wellstar Cobb Medical Center | July 2026