

Clinical Pharmacy Key Performance Indicators: UNLOCKING QUALITY PATIENT CARE

CAPITAL DISTRICT HEALTH AUTHORITY, HALIFAX, NS



CSHP 2015 Goal

Goal 1: Increase the extent to which pharmacists help individual hospital inpatients achieve the best use of medications

CSHP 2015 Objectives Highlighted

Objective 1.1: In 100% of hospitals and related healthcare settings, pharmacists will ensure that medication reconciliation occurs during transitions across the continuum of care (admission, transfer and discharge).

Objective 1.3 In 90% of hospitals, pharmacists manage medication therapy for inpatients with complex and high-risk medication regimens in collaboration with other members of the healthcare team.

Objective 1.4 75% of hospital inpatients discharged with complex and high-risk medication regimens will receive medication counseling managed by a pharmacist

Background & Rationale:

Where: Capital District Health Authority

Who: Pharmacists, pharmacy technicians, interprofessional teams

What: Implement eight national, consensus-derived KPIs: Medication reconciliation on admission, medication reconciliation at discharge, pharmaceutical care plan, resolution of drug therapy problems, interprofessional patient care rounds, patient education during hospital stay, discharge patient education and bundled patient care interventions

Why: 1) Allow hospital pharmacists to prioritize patient-care efforts on interventions that influence important outcomes 2) Improve the quality of care and elevate professional accountability and transparency 3) Inform policy development and permit benchmark comparisons

Goals:

- ✓ Collaborate with pharmacy staff and the healthcare teams to implement KPIs
- ✓ Establish front-line leadership of the initiative
- ✓ Increase awareness of KPIs across patient care services and sites
- ✓ Facilitate measurement of KPIs

Implementation:

- Enlisted KPI lead pharmacist and a change management team
- Created an inventory of clinical pharmacy activities for each patient care service
- Selected 3 KPIs to focus on in Year 1 of the implementation
- Engaged staff to improve and adapt existing measurement tool
- Reviewed and analyzed reports with teams to facilitate the design of interventions to increase achievement of KPI activities
- Engaged external stakeholders (interprofessional groups, patients, hospital administrators)

Results & Evaluation- *Stay tuned for final results!* Some highlights of work so far:

- Implementation successfully launched in first patient care area
- Preliminary data has been reviewed with teams and initial interventions designed
- Team engaged in achieving consistency of reporting and improved prioritization of clinical activities

*Advancing pharmacy practice toward desired
evidence-informed patient outcomes*

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