

Checking Performance

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Assessing Performance

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It is important to routinely measure and report how well the new system is working. A well-defined set of indicators supports making informed decisions (e.g., changes to policy, procedures, equipment acquisition) in areas that matter. The following list provides samples of performance indicators that could be developed.



- ✔ what worked well
- ✔ what lessons were learned
- ✔ what resources were needed
- ✔ who was involved

Post Implementation Report

Following the close of the implementation of the system a report should be prepared for senior management to summarize how the new system was implemented in comparison to the implementation plan. Such a report should include information about the resources required to support the project (e.g., time, people, equipment, money), how the system is performing, what went well in the project, what lessons were learned, which issues remain at the close of the project, and recommendations for future work.

Additional Resources

[Project Post-Implementation Review Template](#) (Royal Victoria Regional Health Centre, Barrie, Ontario)



Suggested Indicators

Area	Indicator
Satisfaction	Surveys of: <ul style="list-style-type: none"> Nurses Pharmacists Pharmacy Technicians Patients (e.g., did they feel they received their medications in a timely and efficient manner)
Safety Indicators	Rates of medication errors: <i>(The following are examples of errors that should be tracked; list is not exhaustive.)</i> <ul style="list-style-type: none"> Due to drug selection in pharmacy Due to drug selection on nursing unit Due to administration of the wrong drug Due to drug being unavailable at dose time Due to failure of nurse to administer a scheduled dose
Inventory Management	<ul style="list-style-type: none"> Doses returned to pharmacy Inventory variance in Pharmacy (physical stock versus inventory records) Inventory variance on nursing units (physical stock versus inventory records) Inventory turns (cost of goods sold/average inventory) Expired or wasted drugs (physical quantity and dollar value) Number of medications and doses packaged Number of medications and doses purchased in unit-dose format
Financial Costs	<ul style="list-style-type: none"> Cost of drugs charged to the care unit Cost of packaging Cost of operating hardware and software Cost of personnel associated with unit-dose activities
Workload	<ul style="list-style-type: none"> Units packaged/verified per technician full-time equivalent Interim doses sent Time to replace missing doses Time to refill automated dispensing cabinet Time to fill and check patients' medication cassettes Time to exchange patients' medication cassettes Change in pharmacy workload (time) from traditional to unit-dose system Change in nursing workload (time) from traditional to unit-dose system Time to first dose (turnaround time) Time to investigate missing doses or extra doses remaining after cassette exchange