

# Standardising pharmacy key performance indicator (KPI) collection in seven hospitals

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## Background

Implementation of hospital pharmacy key performance indicator (KPI) measures in Australia, Canada and other countries are well documented, contributing to the quality assurance of hospital pharmacy services. Multiple challenges have resulted in pharmacy departments in one health service largely performing KPI collection independently (e.g. differences in electronic/paper documentation, and resources). An upcoming change from scheduled to short notice hospital accreditation in 2023 highlighted the need for standardisation of collection, monitoring and reporting across pharmacy departments and associated sites.

## Objective

To standardize KPI definitions and collections across multiple pharmacy departments.

## Action

Representatives from consenting pharmacy departments met virtually on Microsoft Teams® for codesign, undertaken from June to August 2022, to develop standardised KPI definitions and data collection sheets.

This afforded representatives the opportunity to present and trial incremental changes with their team for iterative informed improvements. A researcher provided administrative and research support, collating feedback, input and literature for iterative revisions.

Seven revisions resulted in the production of five different categories of pharmacy KPI sheets: inpatient, discharge, emergency department, (outpatient) clinic, and outpatient dispensary. Changes addressed differing definitions and methods of capturing medication-related problems and pharmacist work. Examples and 'cheatsheets' were produced for training purposes. Representatives and education officers explained changes to team leaders, who supported their respective teams during seven days of data collection in August 2022. Data was collated and presented.

## Evaluation

Clinician feedback was collected. A structured reflection session with department representatives analysed utility and future opportunities.

## Discussion

Manual KPI collection was completed with standardised sheets, despite a peak of COVID-19 and flu workload during this period. Using virtual meetings and acknowledging pharmacy department efforts and differences, a baseline of KPI data was collected to inform department productivity and future resource utilisation.

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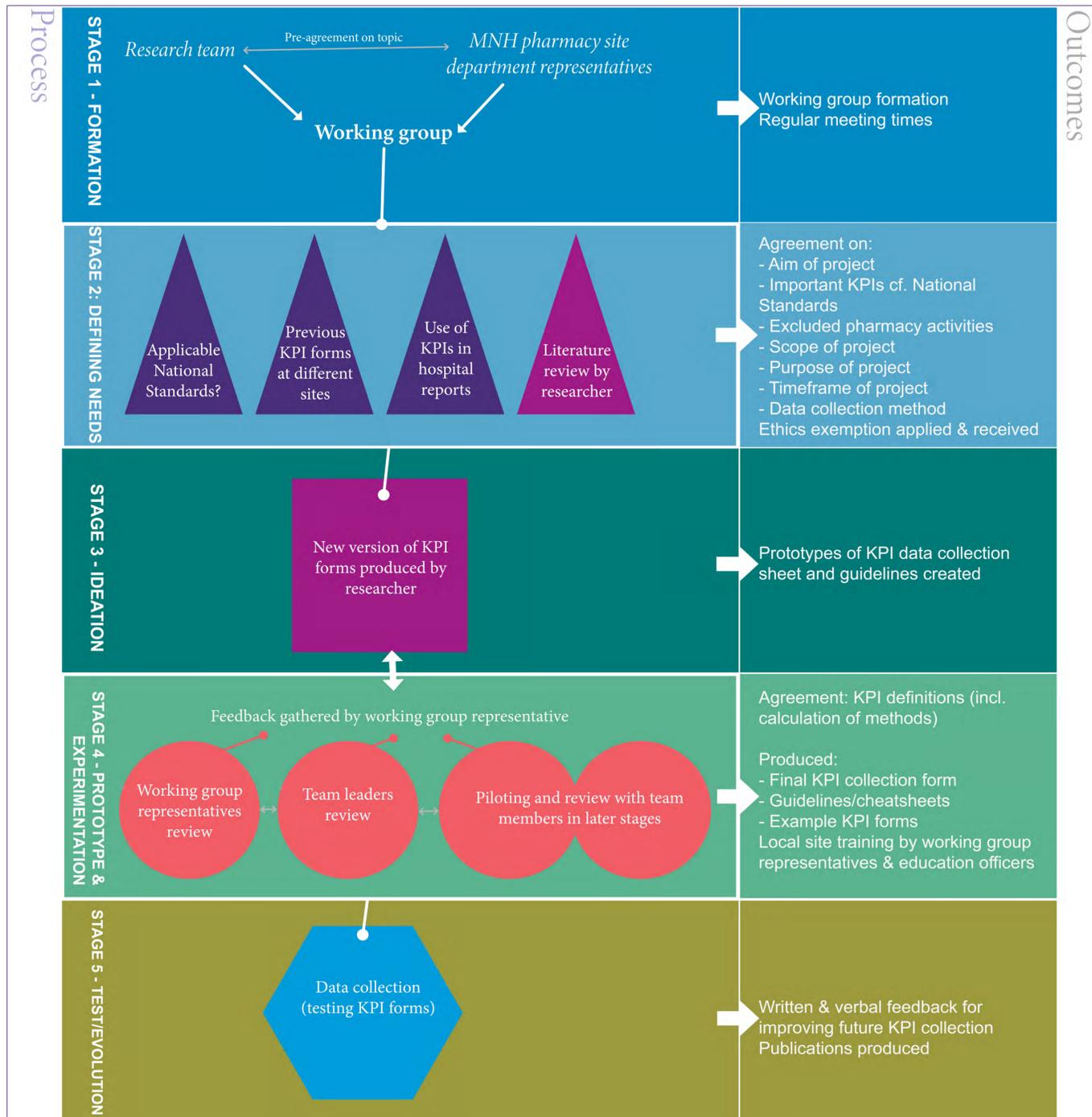


Figure 1: Co-design process for a manual paper KPI data collection, using design-thinking process from McLaughlin *et al.* 2019

National Standard Actions	Key Performance Indicator (KPI)
4.05	Patients who have received a best possible medical history
4.06	Patients who have received a best possible medical history within 24 hours of admission
4.10	Patients who receive a clinical medication review daily
5.05	Patients where pharmacist was involved in ward round collaboration
4.02, 4.10	Pharmacist intervention documentation, risk rating, and reporting
4.11	Patients who were provided education or information (medication and lifestyle advice)
4.12	Patients who receive a medication list at a transition of care

Table 1: Alignment of hospital pharmacy department KPIs with National Standard actions

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**PHARMACY INPATIENT KPI COLLECTION SHEET**

Team/Ward activities: Caboolture, COH, RBWH, Redcliffe, Sunshine, STARS, TPC, TPC

Patient education provided: Total patients provided education, Patients provided APINCHS medication education, Patients provided non-APINCHS medication education, Pts. provided other education (e.g. dieters, antibiotic, vitamins, Bexley)

Drug-related problems (DRPs): Table with columns for Description, Risk rating, Date, and a grid for recording incidents.

Figure 2: Sample co-designed Inpatient KPI form

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