

# Using Clinical Pharmacy Key Performance Indicators (cpKPIs) to determine resource allocation and priority setting for nirmatrelvir/ritonavir (Paxlovid®)

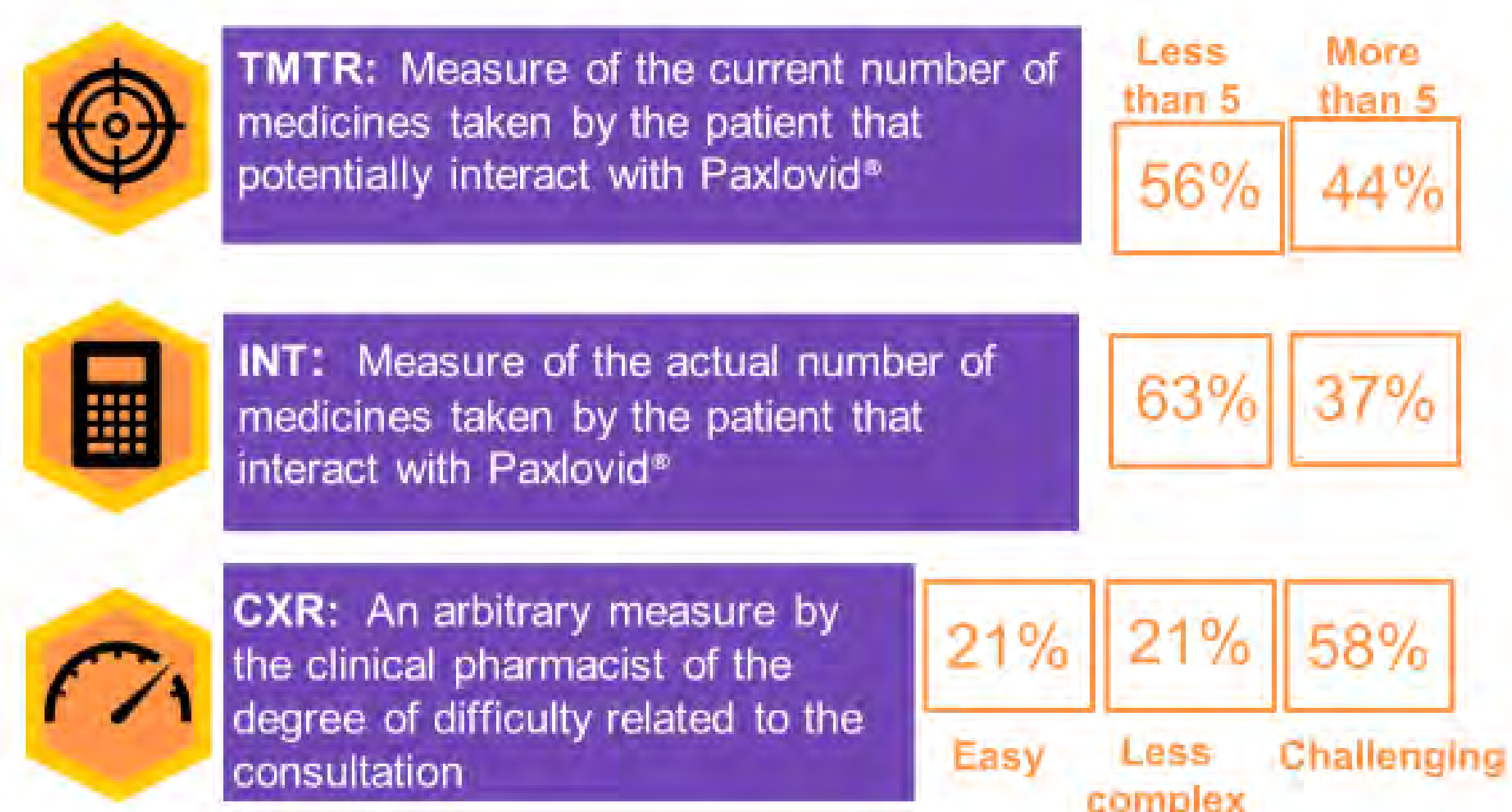
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## Background

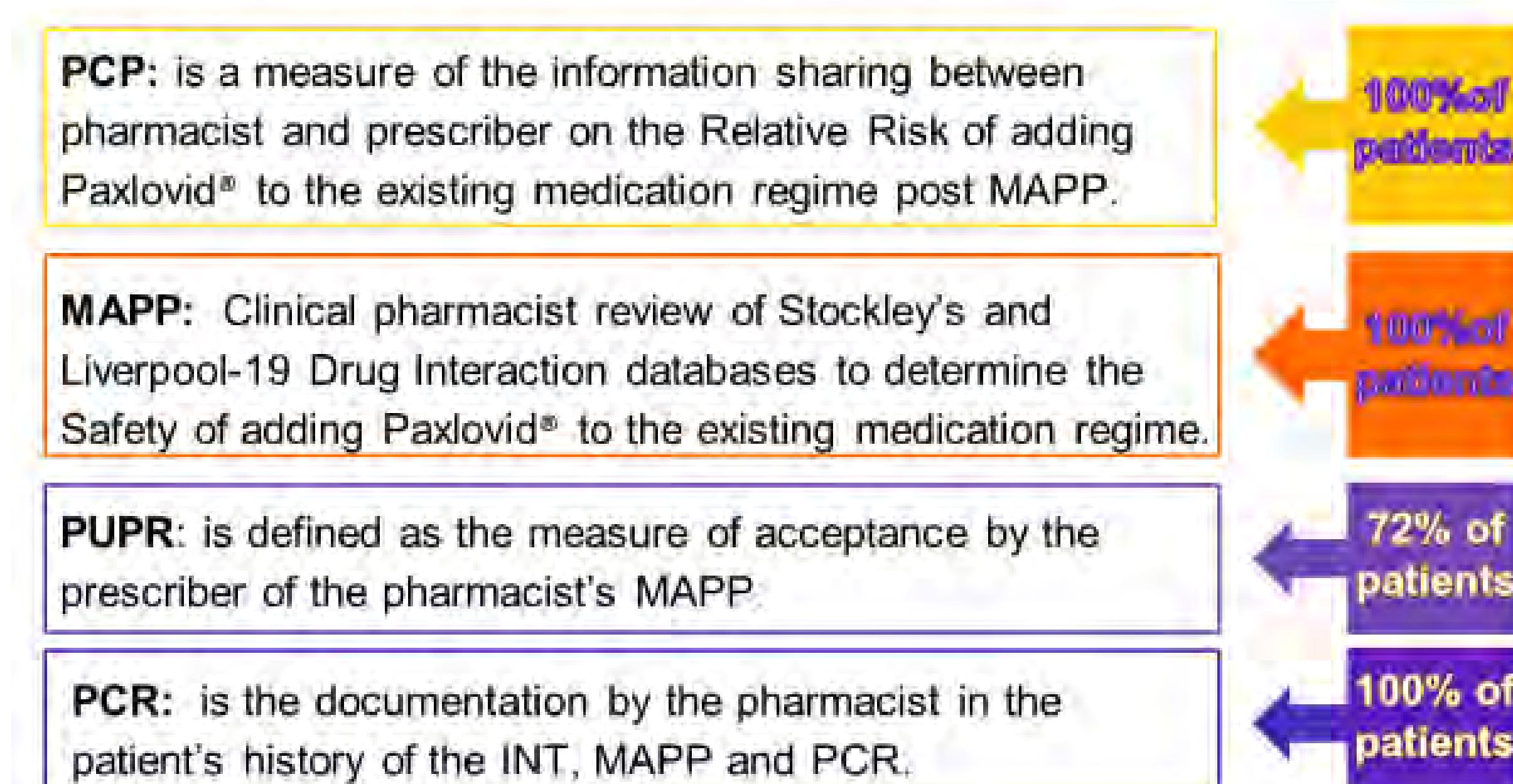
Grampians Health - Ballarat, runs a novel, clinical pharmacy-led COVID Therapies Service to determine medication safety and patient suitability for Pharmaceutical Benefits Scheme (PBS) or National Medicines Stockpile (NMS) stock. Barriers to access for Paxlovid® include commencement within five days of symptom onset, requiring rapid clinical pharmacy review and drug interactions checks. GH pharmacists, pharmacy technicians, community GPs and retail pharmacies are involved in the process. cpKPIs were captured via a three-month data collection survey, to assess the volume and value of resources currently being utilised.

## Action

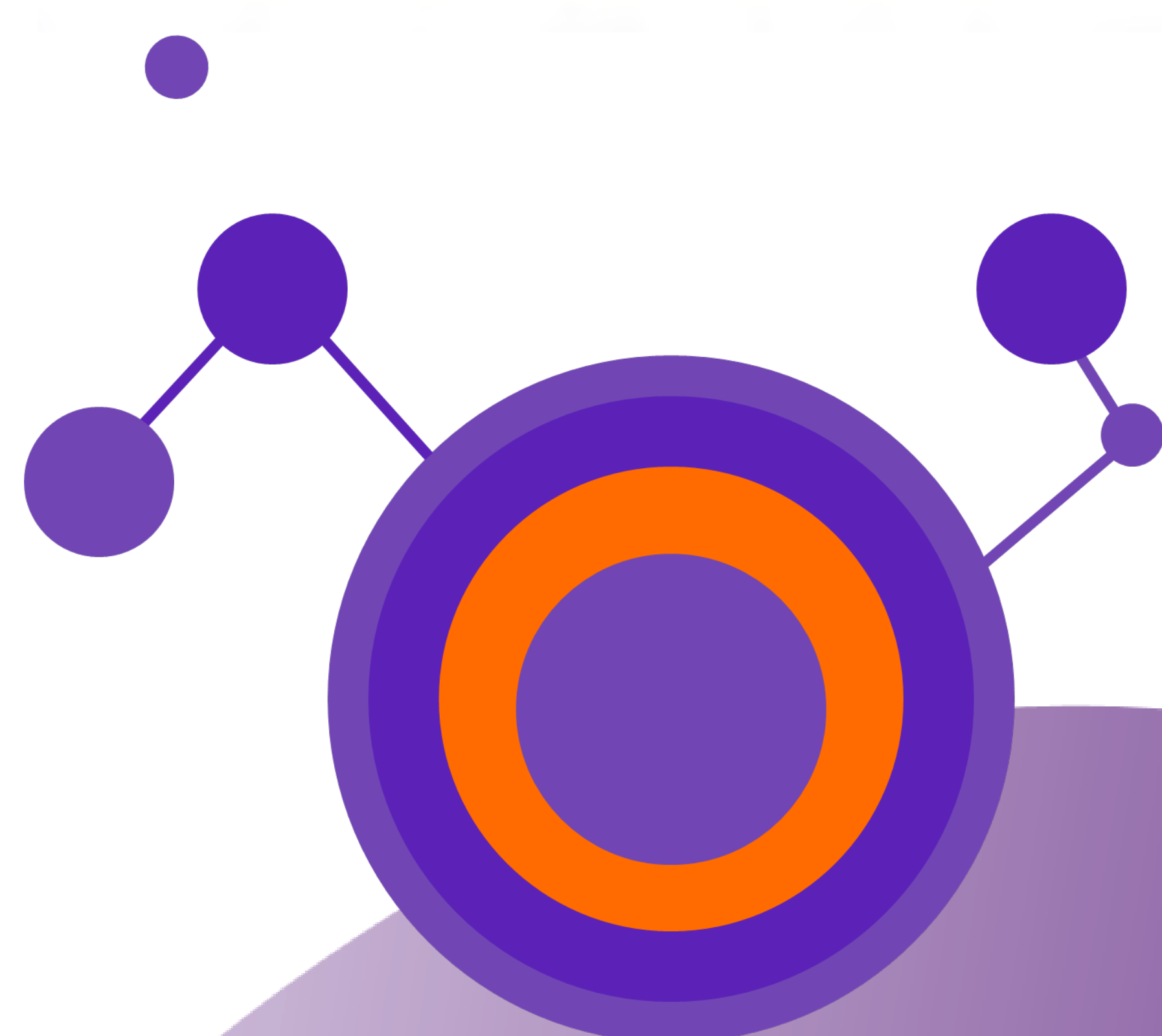
Process mapping was used to describe cpKPIs that were used to collect raw data which was recorded into an Excel database. cpKPIs fell into the three main categories; **Medication Safety**, **Pharmacist-Prescriber Interactions** and **Patient Satisfaction**.



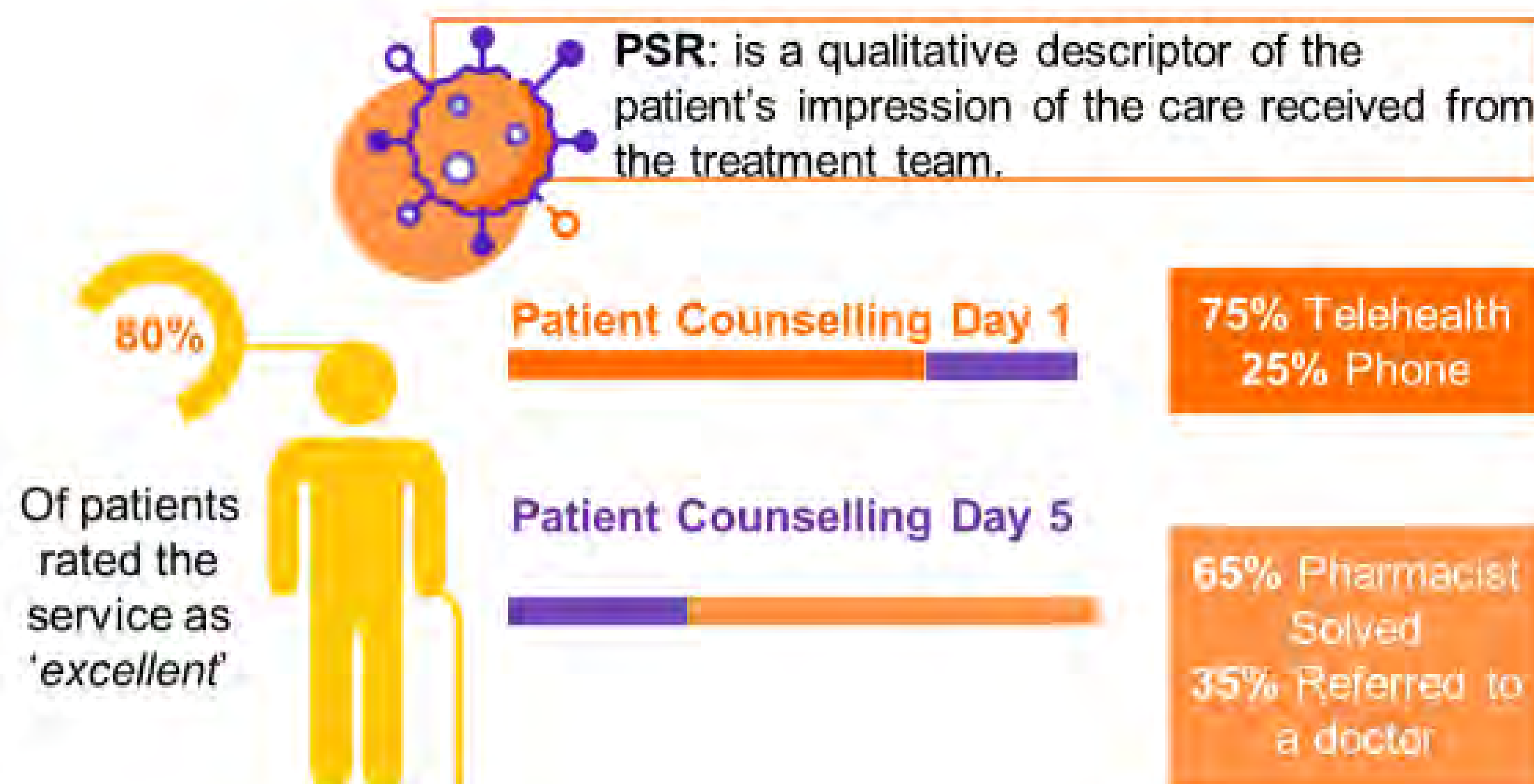
The MEDICATION SAFETY category tracked **Targeted Medication Therapy Review (TMTR)**, including **Drug Interaction Check (INT)** to determine **Complexity Rating (CR)**.



The PHARMACIST-PRESCRIBER INTERACTIONS category consists of **Pharmacist - Prescriber Consultation (PCP)**, **Prescriber Uptake of Pharmacist Recommendations (PUPR)** with resultant **Medication Action Plan Provision (MAPP)** and **Pharmacy Progress Note (PCR)**.



The PATIENT SATISFACTION category recorded **Patient Counselling on Day-1 and Day-5 of treatment (PC1, PC5)**, **Pharmacy Technician Coordination of Supply (TCS)** and **Patient Satisfaction Rating (PSR)**.



## Evaluation

Each cpKPI contained a subset of data that quantitatively measured the degree of internal and external conditions inherent in the current model of patient care.

- Preliminary data suggests that most patients have a high CRX requiring more than 5 instances of INT to determine TMTR and MAPP post PCP.
- Most, if not all consultations were provided using Telehealth and PC5 concerns were mostly pharmacist solved.
- The PSR provided by patients was **excellent** in almost all cases which bodes well for uptake of the model by other health services.

## Conclusions

The onset of the COVID-19 Pandemic forced many health services to rapidly implement changes to care delivery, putting stress on available resources.

Our system of cpKPI monitoring, is applicable to any pharmacy department requiring performance, quality and safety metrics.

The database is currently being converted into a more user-friendly form, with background information recording.