Clinical Pharmacy Key Performance Indicators: Unlocking quality patient care

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

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