The benefits of clinical pharmacy services on patient, medication and surrogate outcomes have been demonstrated in observational studies, randomized controlled trials, and systematic reviews. Until recently, there was no consensus on the process or outcome measures – also known as key performance indicators – that should be monitored to ensure consistent delivery of services.

Using a Delphi technique, a collaborative of Canadian hospital pharmacists systematically established clinical pharmacy key performance indicators (cpKPIs). The Canadian consensus cpKPIs were developed to support improvement in the quality of patient care and to advance evidence-informed clinical pharmacy practice. In today’s era of limited healthcare resources, hospital pharmacy leaders are challenged to demonstrate the value of clinical pharmacy services to health authority administration. Past results of the Hospital Pharmacy in Canada Survey have shown that approximately half of responding sites use a structured approach to define and prioritize pharmacist activities and far fewer sites have an established mechanism to measure patients’ medication outcomes. The use of cpKPI may offer a consistent approach for evaluation of the quality of patient care and enhancing hospital pharmacy practice.

**Problem:** The impact of clinical pharmacy services on patient care processes or outcomes is not well captured in many hospital pharmacy departments/regional pharmacy services due to lack of valuable information or absence of a structured approach to gather clinical metrics.

**Issues:** What are the significant issues preventing (or enabling) evaluation of clinical pharmacy services, including implementation of cpKPIs?

**Drivers:** What internal and external factors affect the ability of our pharmacy dept/regional pharmacy service to implement cpKPIs?

**Solutions/Actions:** How has our pharmacy dept/regional pharmacy service successfully evaluated the Canadian Consensus cpKPIs?

**References:**


Canadian Consensus on Clinical Pharmacy Key Performance Indicators: Knowledge Mobilization Guide. Available at: https://cshp.ca/clinical-pharmacy-key-performance-indicators (available in English and French)

Excellence in Hospital Pharmacy flyer (2017). Available at: https://cshp.ca/sites/default/files/Excellence/ExcellenceFlyer.pdf