What are the Appropriate Clinical Pharmacy Key Performance Indicators for Hospital Pharmacists?

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Rationale: Key performance indicators are quantifiable measures of quality. Clinical pharmacy key performance indicators (cpKPI) aim to advance clinical pharmacy practice and improve patient care. There are currently no published, systematically-derived cpKPI.

Objectives: To systematically develop a core set of national cpKPI. Study Design and Methods: A cpKPI working group systematically and sequentially established a cpKPI consensus definition, 8 evidence-derived cpKPI critical activity areas, 26 candidate cpKPI, and 11 cpKPI ideal attributes in addition to 1 overall consensus criterion. Over a 3-month period, 26 clinical pharmacists and hospital pharmacy leaders participated in a 3-round modified Delphi survey. Using an Internet-based, pre-tested survey instrument, panelists independently rated the 26 candidate cpKPI using the 11 cpKPI ideal attributes and 1 overall consensus criterion on a 9-point Likert scale. A meeting was facilitated between rounds 2 and 3 to debate the merits of each candidate cpKPI and clarify wording. Consensus was reached if 75% or more of the panelists assigned a score of 7-9 on the consensus criterion during the third Delphi round.

Results: All panelists completed the 3 Delphi rounds and 25/26 (96%) attended the meeting. Eight candidate cpKPI of activities performed by pharmacists met the consensus definition after the third Delphi round: 1) performing admission medication reconciliation (including best possible medication history); 2) participating in inter-professional patient care rounds; 3) completing pharmaceutical care plans; 4) resolving drug therapy problems; 5) providing in-person disease and medication education to patients 6) providing discharge patient medication education; 7) performing discharge medication reconciliation; and 8) providing bundled, proactive direct patient care activities.

Conclusions: A Delphi panel of hospital pharmacists was successful in determining 8 consensus cpKPI. Measurement and assessment of these cpKPI, which are believed to be generalizable to other health systems, will serve to advance clinical pharmacy practice and improve patient care.