Quality indicators for clinical pharmacy services

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Assuring quality in clinical pharmacy services

- Following international, national and local guidelines
- Formal and informal training of pharmacists
- Audit and follow up
- Quality Control
Shift in paradigm

Roadmap for Quality Improvement
Zoom out

• Clinical Pharmacy services as part of the larger Health Care system

• Trends in the development of Health Care

The Danish National Quality Program

• 8 goals for the entire health care system

• 21 National Quality Indicators

• Applying to both primary and secondary sector
<table>
<thead>
<tr>
<th>Leadership</th>
<th>Goals</th>
<th>Management</th>
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<td>Goal 1</td>
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<tr>
<td>• National goals</td>
<td>• Regional goals</td>
<td>• Hospital goals</td>
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<td>• Rapported in national datasources</td>
<td>• Rapported through local management</td>
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<td>• Rapported through local management</td>
<td>• Department goals</td>
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<td>• Ward goals</td>
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Continuously improvement of quality

- Economic support of QI
- Leadership
- Co-creation with patients
- Transparent and visible data
- New approach to improvement culture
- Quality goals with room for local priority

Fra: Nationalt kvalitetsprogram for sundhedsområdet 2015-2018, SUM april 2015

Sustainability in Health Care

….with Triple Aim
Joy at work

• Take care of those, who care for others

• “What matters to you?”

Models for Quality Improvement

• The new trends in Quality work calls for new methods.

• Strong emphasis on data and Statistical Process Control

• Incremental improvement work and small scale test of change
Model for Improvement – 3 essential questions

• What are we trying to accomplish?
• How will we know that a change is an improvement?
• What changes can we make that will result in an improvement?

A Model for Learning and Change

When you combine the 3 questions with the PDSA cycle, you get...
• How does Clinical Pharmacy Services fit in?
Hospital Acquired Infections

Decomposition of quality indicators

Hand Hygiene
Cleaning
Nursing
Antibiotic Stewardship
Decomposition of quality indicators

Hospital Acquired Infections

- Hand Hygiene
- Cleaning
- Nursing
- Antibiotic Stewardship

What are we trying to accomplish?

- Some is Not a Number,
- Soon is Not a Time!

Local goal for Antibiotic Stewardship:
- Cefalosporines: 25 DDD/1000 bed days
- Quinolones: 25 DDD/1000 bed days

- Regional goal: 70% of the total AB use should be on penicillin

Dorthe V Tomsen, Nordsjællands Hospital
How will we know that a change is an improvement?
Mortality before and after intervention

Måned
How will we know that a change is an improvement? ..... Also in everyday life?

• Indicators that matters to clinicians

• Feasible data collection

Forskeren, udvikleren og bogholderen

“Kan vi forkaste nulhypotesen?”  “Er vi blevet bedre?”  “ Hvordan går det i forhold til ...?”

Kilde: Anhøj J. Dansk selskab for patientsikkerhed
How will we know that a change is an improvement? ..... Also in everyday life?

What changes can we make that will result in an improvement?
Implementation – traditional Approach

At the desk

Plan → Plan → Peer Review → Plan → Approval

The real world

Implementation

Reinertsen, Bisognano & Pugh (2008)

Implementation through small scale testing

At the desk

Plan

The real World

Test and modify → Test and modify → Test and modify

Approval → Implementation

Reinertsen, Bisognano & Pugh (2008)
What changes can we make that will result in an improvement?

- Knowledge
- Feelings
- Feed-back on behaviour
- Social structures

The Sequence for Improvement

1. Developing a change
2. Testing a change
3. Implementing a change
4. Make part of routine operations
5. Sustaining improvements and spreading changes to other locations

Act  | Plan  | Study  | Do
Opstil teksten i punkter

Niveauer

1. Niveau = Bullets
   22 pkt

2. Niveau = Bullets 22 pkt

3. Niveau = Bullets 20 pkt

4. Niveau = Bullets 18 pkt

5. – 9. Niveau = Bullets 16 – 10 pkt

For at få punktopstillet teksten (flere niveauer findes) brug Forøg listeniveau

For at få venstrestillet teksten uden punktopstilling, brug Formindsk listeniveau

Forstilling af Nordsjællands Hospital Kvalitets- og Udviklingsafdelingen

Dorthe V Tomsen, Nordsjællands Hospital

How do we display Project Progress?

Dorthe Vilstrup Tomsen

Ledelse af kvalitets- og forbedringsarbejde

Dorthe Vistrup Tomsen
Kvalitets- og Udviklingsafdelingen

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<thead>
<tr>
<th>Niveau</th>
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<td>5. – 9. Niveau = Bullets</td>
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Dorthe V Tomsen, Nordsjællands Hospital

Ledelse af kvalitets- og forbedringsarbejde

Dorthe Vågstrup Tomsen
So! ... What happened?

Antibiotic (DDD)
% Penicillin at NOH

Clinical Pharmacy is now part of a team effort to serve the patient
Steal shamelessly!

Write, Call or come visit!

... and "JUST DO IT"
Questions?