

THE USE OF PERFORMANCE INDICATORS TO IMPROVE STANDARDS, AND TO IDENTIFY 'PERFORMANCE CONCERNS' IN INDIVIDUAL PHARMACISTS

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Background

Each pharmacist has an area of responsibility governed by specific guidelines. Using Performance Indicators (P.I.'s) to audit work and to show continuous improvement, is documented in the literature. However, the ability to identify 'performance concerns' in pharmacists is not well documented.

Objectives

- To show measurable improvement in the quality of service provision.
- To identify any pharmacist(s) with 'performance concerns'.

Materials & Methods

- The audits were performed by a pharmacist qualified in audit work. Three areas were audited- Cytotoxics, Narcotics and Galenical preparations. 52 P.I.'s were used to score various procedures on a scale of 1-10 (1-2 unacceptable, 3-4 poor, 5-7 fair, 8-9 good, 10 excellent). 6 P.I.'s were specific to prescription inaccuracies.
- The April 2014 audit covered the previous 3 months work. Audits were repeated in June and August 2014.
- Performance concerns may be indicated by no improvement in repeated audits and /or persistent low scoring P.I.'s.

PERFORMANCE INDICATORS - as used in the audits											
no. of observations /notes	Excellent good fair poor unacceptable										
	10	9	8	7	6	5	4	3	2	1	
CYTOTOXIC PREPARATIONS (preps.)						GALENICAL PREPARATIONS					
Checking that the external package is not damaged											General cleanliness of area of preparations
The worker wears gloves when opening the package											The weighing machines are calibrated
Storage is suitable and well labelled											Laboratory tools are relevant
A boxed set for cytotoxic spillage is present											The materials have not expired
Transportation as required											The materials are labelled as required
Instruction of a new worker is documented in a special file											The materials are stored as required
A new worker is instructed regarding cytotoxic spillage											The presence of MASTER FORMULA
Performance of medicinal checking as protocol											Prep. Requiring Prescriptions Registration Book
Checking and calibrating the laminar as protocol											Registration of prescription details
Required and necessary materials only											Registration of the expiry of materials
Clearing the room as required for aseptic preparation											Registration of the expiry of the prep.
The cleaning workers wear clothing as per protocols											Signature of two pharmacists
Cleaning is documented											Registration of the method of preparation
The prescription is written as per protocols											Labelling
Double checking of preps.											Division Registration Book
Preps. are documented in special book with signature											The date of division
Clothing worn as per protocols											The number of preparations
NARCOTICS											The name of preparation
The actual stock matches the documentation:											Registration of materials
Excel program											The method of preparation
Tafnit program											Labelling
The expiry date is valid											Signature of pharmacist
The drugs are stored appropriately											The Prescriptions
The narcotics books are signed as required											The prescriptions are present
Balancing of movements at the end of the month:											The prescriptions are written as required
Excel program											Registration of the preps. number on the prescription
Tafnit program											The processes are carried out as per guidelines
The prescriptions are written as required											
Returning narcotics from departments are documented:											
Excel program											
Tafnit program											
Monthly summary documented as per regulations											

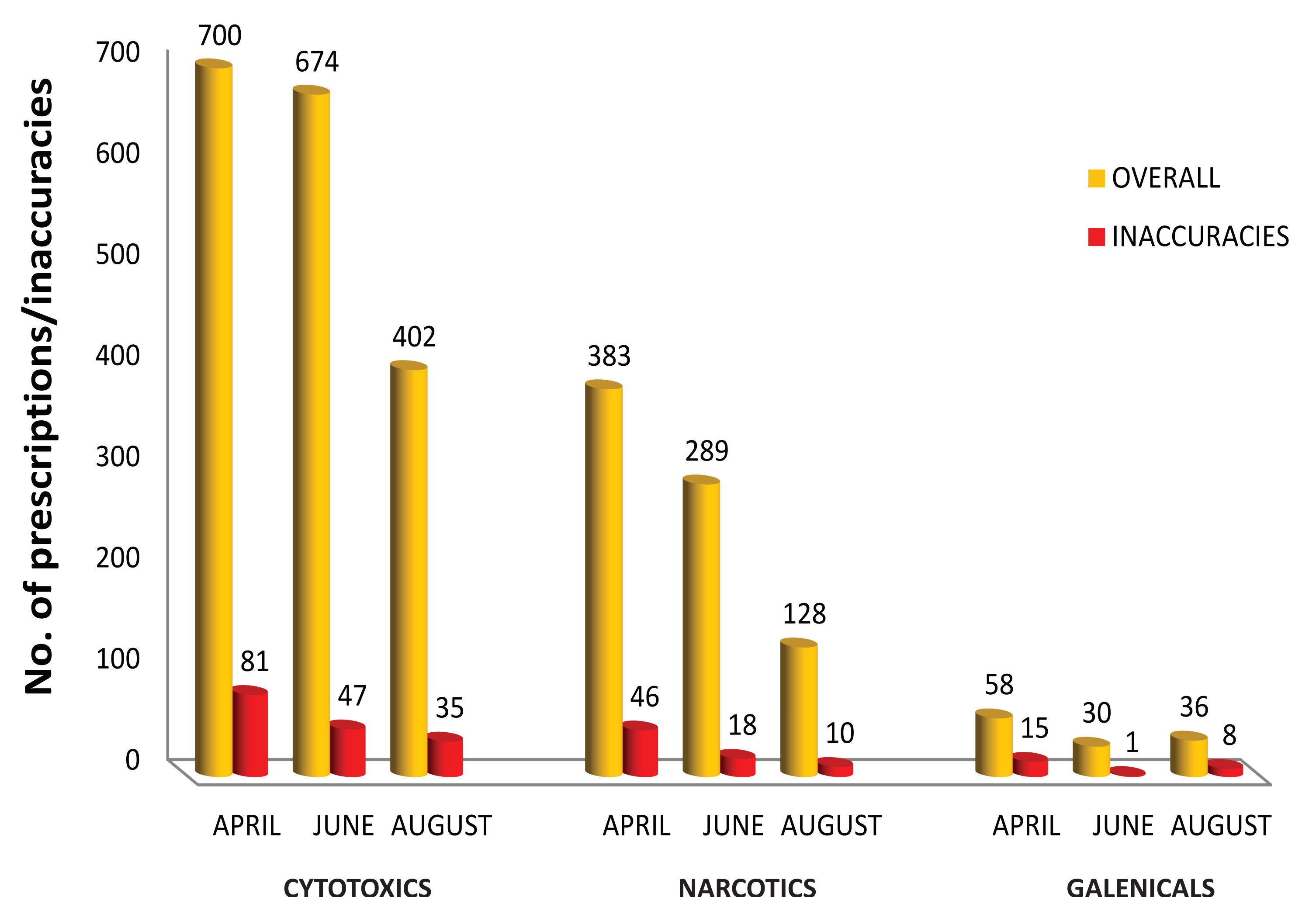
Results and Discussion

- The April audit showed baseline achievements. Cytotoxics had a lower baseline value.
- The June audit showed general overall improvement in Narcotics and Galenicals. Cytotoxics improvement was less.
- The August audit showed that the good-excellent improvement in Narcotics and Galenicals was maintained, and it showed no improvement in Cytotoxics.

- The percentage of inaccurate prescriptions or orders received by the Pharmacy department in Cytotoxics and Narcotics during the audit period ranged from 7-12%.

AUDIT RESULTS 2014							
	NO OF P.I.'S USED	APRIL		JUNE		AUGUST	
CYTOTOXICS							
UNACCEPTABLE	17	3	18%	0	0	0	0
POOR		3	18%	1	6%	1	6%
FAIR		4	23%	4	23%	4	23%
GOOD		3	18%	4	23%	4	23%
EXCELLENT		4	23%	8	48%	8	48%
NARCOTICS							
UNACCEPTABLE	11	1	9%	0	0	0	0
POOR		0		0	0	0	0
FAIR		2	18%	0	0	0	0
GOOD		7	64%	9	82%	8	73%
EXCELLENT		1	9%	2	18%	3	27%
GALENICALS							
UNACCEPTABLE	24	1	4%	1	4%	1	4%
POOR		1	4%	0	0	0	0
FAIR		5	21%	0	0	0	0
GOOD		10	42%	2	8%	5	21%
EXCELLENT		7	29%	21	88%	18	75%

CYTOTOXICS, NARCOTICS & GALENICAL PRESCRIPTIONS PROPORTION OF INACCURACIES



Conclusions

- ✓ Using P.I.'s led to improved standards within an 8 month trial period.
- ✓ The area which improved least was 'Cytotoxics'. The reason has not been determined but this may indicate a performance concern, which requires further investigation.
- ✓ The rate of inaccurate prescriptions reflects an educational issue.
- ✓ Incorporating P.I.'s into hospital departments would contribute to improving standards, and may identify performance concerns in health care professionals.

Aknowledgments

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