

Are pharmacy students ready for the future?



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www.pqaalliance.org

The Mission of the PQA is to:

Improve health care quality and patient safety through a collaborative process in which key stakeholders agree on a strategy for **measuring performance** at the pharmacy and pharmacist levels; **collecting data** in the least burdensome way; and **reporting meaningful information** to consumers, pharmacists, employers, health insurance plans, and other health care decision-makers to help make informed choices, **improve outcomes** and stimulate the development of new payment models.



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PharmacyQuality.com

Your source for Pharmacy Quality Information

Participating states are featured in GREEN.



Pharmacy Societies - Participate

What's being measured on this site? Why is every state not included? How can I get more information?

FIND MY PHARMACY

Zip Code Which ZIP Codes are included?

COMPARE PHARMACIES

1. ZIP CODE Which ZIP Codes are included?

2. PHARMACY TOPIC

Asthma Care

3. MEASURE

Choose a Measure

Absence of Controller/Therapy

Suboptimal Control

INFORMATION FOR PHARMACISTS

INFORMATION FOR HEALTH PLANS

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Educating Pharmacy Students and Pharmacists to Improve Quality (EPIQ) Specific Aims

Aim 1:

To develop a turn-key quality improvement education program for pharmacy students and pharmacists

Aim 2:

To develop teaching aids to deliver the education content in concise and modular formats

Educating Pharmacy Students and Pharmacists to Improve Quality (EPIQ)

- Purpose of the Program is to develop quality improvement educational resources
 - to educate
 - pharmacy students
 - pharmacists, and
 - other stakeholders
 - about
 - measuring
 - reporting, and
 - improving quality in pharmacy practice

Educational Theory

- Provide appropriate learning conditions
 1. stimulation to gain attention;
 2. Informing of the learning objective;
 3. Remind of previously learned material;
 4. Presentation of material;
 5. Guidance of learning;
 6. Eliciting performance; and
 7. Providing feedback. (Gagne, 1970)

EPIQ: Content Outline

- Status of QI and Reporting in US Health Care System
- Quality Improvement Concepts
- Quality Measurement
- Quality-Based Interventions and Incentives
- Application of QI to the Pharmacy Practice Setting

Educating Pharmacy Students and Pharmacists to Improve Quality (EPIQ)

Module I – Status of QI and Reporting in US Health Care System

Session 1 – Quality and the Future of Health Care (Holdford)

1. Summarize major recommendations of the Institutes of Medicine (IOM) regarding health care quality
2. Define what is meant by quality, in general, and health care quality, specifically
3. Describe what is meant by “value-driven health care”
4. Argue the case for multiple strategies for improving health care
5. Explain why quality must be measured

EPIQ: Unique Program Aspects

Advisory Board established

- To identify materials and guide project
- Includes
 - AACP Medication Safety Task Force
 - PQA Communications and Education Committee
 - Others

EPIQ: Unique Program Aspects

Instructional systems design utilized

- Systematic design process
- Iterative
- 50 minute sessions
 - Slides
 - Student activity
 - Evaluations questions

EPIQ: Unique Program Aspects

Coordinators guide includes

- Previous slide plus
- Readings
- Discussion questions
- Examples of outside class projects
- Syllabus examples
- Alternative use suggestions for modules
- Evaluation forms
- Implementation options

EPIQ: Unique Program Aspects

Program Development based, in part, on

- Jackson, T. L. (2003). "Applications of quality assurance principles: Teaching medication error reduction skills in a "real world" environment." American Journal of Pharmaceutical Education 68(1): Article 17
- Interactive learning
- Options for capstone projects

Dissemination

- Book
- Website
- ACPE CE
- Pharmacy school train the trainer
- How you can get content now
warholak@pharmacy.arizona.edu
520.235.5529

Reporting Pharmacy Quality

- A look at the instructor guide



Reporting Pharmacy Quality

Module 4: Session 14
Donna Strum-West,
Ph.D.

Objectives

By the end of this lesson, the student will be able to:

1. Describe a health care report card
2. List 3 reasons why report cards are used in the health care system
3. List 3 principles of reporting quality in pharmacy as outlined by PQA
4. Discuss the advantages and disadvantages of reporting quality in pharmacy

Introduction

Activity: Health Care Report Cards

View the following websites, looking specifically for the health care report cards. For each website, answer the discussion questions.

- Medicare:
www.medicare.gov
- California Office of the Patient Advocate:
www.opa.ca.gov/report_card/
- New York State Health Accountability Foundation
www.nyshaf.org/index/hmo_report_card
- Wisconsin Collaboration for Healthcare Quality:
www.wchq.org/usingreports/

Activity: Health Care Report Cards

- For the Medicare website, please compare hospitals in your city or state. Which hospitals have the best quality ratings? Which have the worse? Also compare nursing homes in your city or state.
- Have you used a website like these before to compare health care plans or providers? Why or why not?

Activity: Health Care Report Cards

- Do you think that you and/or your family will use these types of websites in the future to compare health care plans or providers?
- After looking at these various websites, what do you think of health care quality report cards? useful? easy to understand? Informative?
- Do you believe that in the future consumers will link to a website that provides pharmacy quality reports and use the information to select a pharmacy? Why or why not?

Report Cards



Report Cards in Health Care



Caring Pharmacy
receives Highest Quality
Ratings

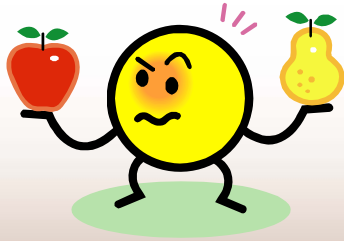
Provider Report Card Uses

- Encourage continuous improvement
- Motivate performance improvement through benchmarking
- Generate external pressure
- Identifying best practices

Report Card Format

- Explanation of measurement
- Various performance measures- indicators
- Provide previous results for the provider/organization
- Provide benchmarks based on peer groups

Rationale



Impact of Report Cards



Public Report Example



PQA Measures and Reporting

- Performance improvement and public reporting
- Pharmacy reporting workgroup

PQA Principles for Reporting to Pharmacists and Pharmacy Practices

- Content of reports
- Transparency
- Report design and usability

PQA Principles for Public Reports

- **Content of reports**
 - Include appropriate contextual information to frame purpose of report
- **Transparency**
 - Report design and usability
 - Consumer involvement
 - Design accounts for cultural differences and literacy levels
 - Accessible through various media

PQA Pharmacy Quality Website

PharmacyQuality.com Your source for Pharmacy Quality Information

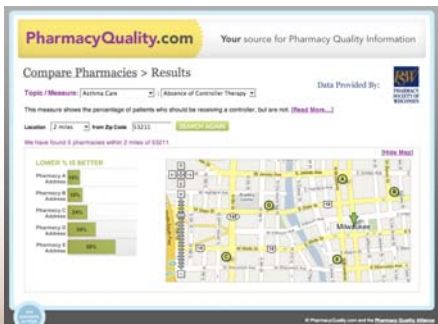
PharmacyQuality.com

Pharmacy Performance: What's Your Grade?

PQA Pharmacy Quality Website



PQA Pharmacy Quality Website



PQA Demonstration Projects

- 4 demonstration projects testing
 - 15 performance measures
 - analyzing the data and reporting to pharmacies
- Refer to session 9 for review on pharmacy quality measures

Impact On Practice?

- Will they stimulate improvement in pharmacy practice?
- Will they increase competition based on quality of care provided?
- Will providers and consumers view the information as credible? measurement issues, data availability, data issue
- Will it be feasible to produce report cards? Will providers, payers, or consumers use them?
- Will it have negative impact on practice? (e.g., won't care for sickest; avoid noncompliant patients)

In-Class Activity: Pharmacy Report Card

Pharmacy Quality Report Card						
Process Measure	Smith Pharmacy	ABC Chain Pharmacy Store 472	ABC Chain Pharmacy Store 699	South Chain Pharmacy Store 424	Lincoln Pharmacy	State Rate
ACEI/ARB Medication Adherence (1)	54%	25%	64%	55%	57%	58%
Beta Blocker Medication Adherence (2)	60%	30%	70%	50%	45%	62%
Dosing biguanides (3)	20%	20%	10%	40%	5%	11%
Dosing sulfonylureas (3)	20%	30%	15%	5%	5%	15%
Dosing thiazolidinediones (3)	20%	40%	25%	5%	5%	19%
Total rate of dosing for oral antihyperglycemics (3)	20%	30%	20%	30%	5%	15%

Summary

- Health care report cards are widely used to monitor performance and stimulate improvement in performance
- In the future, it is likely that pharmacy report cards will be provided to pharmacies and the public

Activity

- How might you incorporate EPIQ into YOUR curriculum?
- What challenges do you foresee in implementation?



Implementing Your Own Pharmacy QI Program

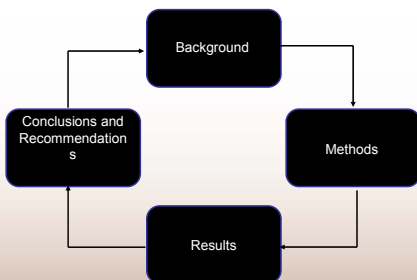
Terri L. Warholak
PhD, RPh

Objectives

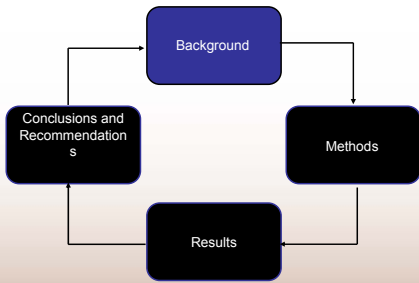
- **At the end of this session, the participant will be able to:**
 1. Utilize the QI process: A community pharmacy example
 - a. Background
 - b. Methods
 - c. Results
 - d. Conclusions

Utilize the QI Process

Utilize the QI process



Utilize the QI process

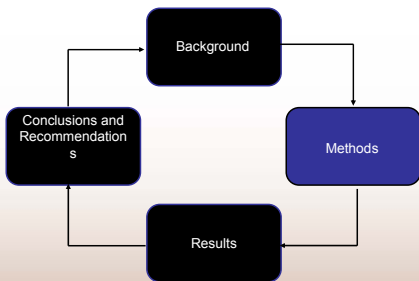


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Utilize the QI process

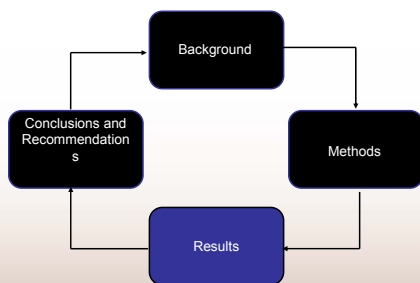


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Utilize the QI process

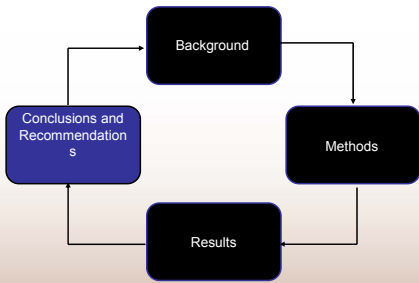


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Utilize the QI process



A Community Pharmacy Example: Project PANDA

PROJECT PANDA
 Implementing Methods for Thorough Demographic Documentation in a Chain Pharmacy
 Melissa Budewski, PharmD Student, Melanie Cohen, PharmD Student, Megan Corrigan, PharmD Student,
 Chantel Huber, PharmD Student, Reata Krzyminski, PharmD Student

Background

Pharmaceutical companies are increasingly relying on demographic data to identify and target specific patient populations. However, many community pharmacies lack the resources and methods to collect and analyze this data effectively. Project PANDA was initiated to address this gap by implementing standardized methods for demographic documentation across a chain of pharmacies.

Methods

The project involved the development and implementation of a standardized demographic documentation form across all participating pharmacies. The form was designed to be user-friendly and to capture essential demographic information. The implementation was supported by training and ongoing support for pharmacy staff.

Results

The project achieved significant success in increasing the completeness of demographic documentation. The percentage of complete stamp fields increased from 17.2% to 48.6% across the participating pharmacies. This improvement was maintained over time, demonstrating the effectiveness of the implemented methods.

Conclusions and Recommendations

The project demonstrated that standardized methods for demographic documentation can be successfully implemented in a chain pharmacy setting. The results show a significant increase in the completeness of demographic documentation, which can be used to improve patient care and support pharmaceutical research. The project provides a model for other pharmacies looking to improve their demographic documentation practices.

Figure 1: % of Complete Stamp Fields VS RPhs

Pharmacy	P	A	N	D	A
Pharmacist A	17.2%	33.00%	33.20%	48.60%	48.60%
Pharmacist B	43.90%	44.10%	42.90%	48.60%	38.50%
Pharmacist C	17.50%	29.20%	28.30%	30.80%	27.60%

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Utilize the QI process: Background

- It is vital to obtain correct patient information
- If demographic information is either inaccurate or missing, detrimental results may occur.
- Computerize prescriptions



Utilize the QI process: Background

- Decrease the number of demographic errors made in Rx entry and Rx pick-up by implementing a procedure that ensures that the correct information is in the computer system at one pharmacy

Utilize the QI process: Methods

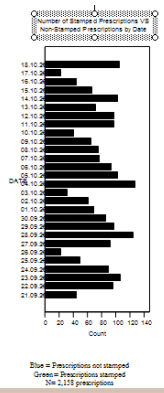
- **Design Changes**
 - Reduce reliance on memory
 - Simplify
 - Standardize
 - Use constraints/forcing functions
 - Use protocol/checklists wisely
 - Improve access to information
 - Decrease reliance on vigilance
 - Reduce handoffs
 - Decrease multiple entry
 - Automate carefully
 - Differentiate: look-alike or sound-alikes
- **For more information see:**
 - Leape LL, Kabaceneil A, Berwick DM *et al.* Reducing Adverse Drug Events: A Breakthrough Series Guide. Boston: Institute for Healthcare Improvement;1998:175.

Utilize the QI process: Methods

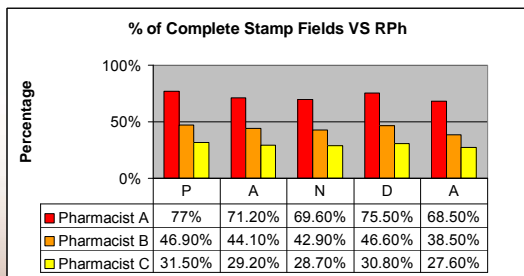
- **PANDA** is a mnemonic device to remind the pharmacy staff to gather essential information about each patient.
 - P- phone number
 - A- allergies
 - N- name
 - D- date of birth
 - A- address
- In order to execute the idea, the investigators developed a stamp of the mnemonic

Utilize the QI process: Results

- **PANDA** was implemented over 4 weeks
- 2,158 new prescriptions evaluated
- Of the 2,158 prescriptions, 1,119 were stamped



Utilize the QI process: Results



Utilize the QI process: Results

- **Pharmacy staff completed a questionnaire**
- **Results:**
 - The program was helpful and did not take an excessive amount of time

Utilize the QI process: Conclusions

- **Implications could potentially include:**
 - improved care
 - more accurate demographic data collection
 - increased assurance of the correct prescription reaching the correct patient and
 - optimizing patient outcomes

Summary

The QI process is a scientific method involving background, methods, results, and conclusions and recommendations.

The QI process can be implemented in your pharmacy to resolve quality problems and ensure safety in the patient medication use process.

Activity

- Session 17 activity
- Example project evaluation



Questions and Evaluation