Implementation of a Pharmacy QA Dashboard

The Problem

The Pharmacy Department creates an annual operating plan (AOP). The pharmacy administration team lacked a process whereby to visualize performance measures of the AOP over time. The Business Transformation Office worked with the pharmacy administration team to design and implement a sustainable Quality Assurance (QA) dashboard. The scope was to categorize key measures of the pharmacy's AOP under the BIDMC AOP classifications: Quality, People, Cost, and Systems and then to track quantifiable performance measures on a monthly basis.

Aim/Goal

The goal was to create an initial Pharmacy QA dashboard, gradually populate it with performance measures which link directly to the Pharmacy AOP and develop 3 or 4 performance measures by the end of FY13. A future goal is to have each pharmacy supervisor and clinical coordinator add 1 measure during FY14. Once fully developed, the goal is to maintain and update the dashboard annually.

The Team

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The Interventions

The following performance measures are tracked on a monthly basis:

➢ Absence of barcodes on eMAR (Systems)
➢ Scanning failures in eMAR (Systems)
➢ Pharmacist competency exam completion rates (People)
➢ Research Pharmacy workload statistics of IV and oral dispensations and meetings, including audits and site initiation visits (Systems)
➢ Policy and Procedure review and completion (Quality)

The Results/Progress to Date

The visual data has been helpful to assess and track progress over time. Figures 1 and 2 illustrate the mandatory pharmacist competency modules and completion rates over the initial 4-month tracking period.
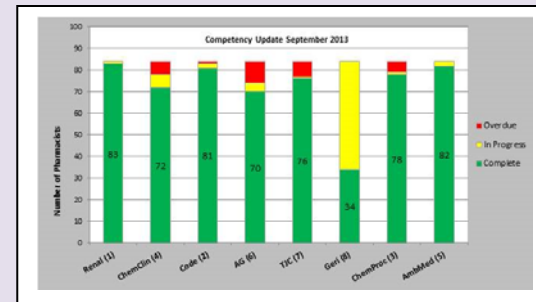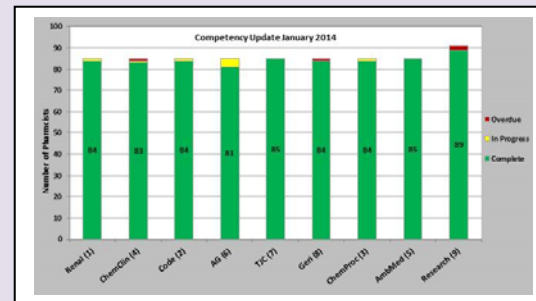

Figure 1

Figure 2

Lessons Learned

Grasping the concept and benefits of a Pharmacy QA dashboard took time. It was helpful to tour other departments that are using them to get a better understanding of the utility of the dashboard. Progress and "buy in" has been slow. Its success seems to rely on having one or two dedicated people to oversee and manage the dashboard and remind people to update progress on a monthly basis as well as making dedicated time to handle and review the dashboard.

Next Steps/What Should Happen Next

➢ Maintain and update (monthly) all current measures
➢ Add new measures in FY14 (ideally one from each supervisor and clinical coordinator)
➢ Update the dashboard annually based on the new Pharmacy AOP

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