

First in a series of webinars on Quality Improvement...



Quality Improvement Does Impact Your Practice: Quality Improvement Basics for Pharmacists

Planned and conducted by The American Society of Health-System Pharmacists.



Quality Improvement Does Impact Your Practice: Quality Improvement Basics for Pharmacists

Webinar Information

What is a live webinar?

A live webinar brings the presentation to you – at your desk, in your home, through a staff in-service. You listen to the speaker presentation in “real time” as you watch the slides on the computer screen. You will have the opportunity to ask questions related to the topic at the end of the program. Please join the conference at least 5 minutes prior to the schedule start time for important program announcements.

How do I process my CE?

ASHP has launched a new CE processing system. After completion of the live webinar, you will process your CE online and print your statement of credit at the ASHP Learning Center found at <http://ce.ashp.org>. To process your CE, you will need the **Session Code** that will be announced at the end of the webinar. Complete CE processing instructions are available on the last page of this handout.

If you have questions about processing your CE online, please contact ASHP Advantage at support@ashpadvantage.com.

What do I need in order to participate in the webinar?

1. Telephone to dial the toll-free number and listen to the presentation.
2. Computer with internet access and basic system requirements. When you register, the webinar system will assess your system to ensure compatibility.

What if I would like to arrange for my colleagues to participate in this webinar as a group?

One person should register for the webinar. That person will receive the webinar computer linking and telephone dial-in instructions via email. Groups may participant using one phone line (speaker phone); each participant processes his or her individual continuing education statement online at the conclusion of the CE activity.

How do I ask a question of the presenter?

Follow the instructions provided at the beginning of the program for submitting text questions. The speaker will answer as many questions as possible at the conclusion of the program.

Quality Improvement Does Impact Your Practice: Quality Improvement Basics for Pharmacists

Faculty

Patricia C. Kienle, R.Ph., M.P.A., FASHP

Director, Accreditation and Medication Safety
Cardinal Health Pharmacy Services
Lafin, Pennsylvania

Patricia C. Kienle R.Ph., M.P.A., FASHP, is currently Director of Accreditation and Medication Safety at Cardinal Health Pharmacy Services. She is a frequent presenter to professional groups, with special interests in promoting medication safety, accreditation and regulatory issues in pharmacy and providing pharmacy services in integrated health systems. Ms. Kienle serves as an Adjunct Associate Professor at Wilkes University in Wilkes-Barre, Pennsylvania.

Ms. Kienle has served on the Board of Directors of the American Society of Health-System Pharmacists (ASHP) and as President of the Pennsylvania Society of Hospital Pharmacists (PSHP). She was named Pharmacist of the Year by the PSHP, and the recipient of the Distinguished Achievement Award in Hospital and Institutional Practice from the American Pharmacists Association Academy of Pharmacy Practice and Management. She has served on the Pharmacotherapy Specialty Council of the Board of Pharmaceutical Specialties, as the pharmacist member of the Hospital Professional and Technical Advisory Committee of the Joint Commission and on the Board of Governors of the National Patient Safety Foundation. She received her pharmacy degree from the Philadelphia College of Pharmacy and Sciences, her Masters from Marywood University in Scranton, Pennsylvania, and she completed an Executive Fellowship in Patient Safety from Virginia Commonwealth University.

Disclosure Statements

In accordance with the Accreditation Council for Continuing Medical Education's and the Accreditation Council for Pharmacy Education's Standards for Commercial Support, ASHP Advantage requires that all individuals involved in the development of program content disclose their relevant financial relationships and that conflicts of interest be identified and resolved prior to delivery of the activity.

The faculty and planners report the following relationships:

- Ms. Patricia Kienle reports no relationships pertinent to this activity.
- Ms. Erika Thomas reports no relationships pertinent to this activity

Quality Improvement Does Impact Your Practice: Quality Improvement Basics for Pharmacists

Continuing Education Information



The American Society of Health-System Pharmacists is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. The program provides 1 hour (0.1 CEUs) of continuing education credit (204-000-09-403-L05P). Attendees must complete a Continuing Pharmacy Education Request online and may immediately print their official ASHP CE statements at the ASHP Learning Center at <http://ce.ashp.org>.

Methods and Format

This is a live online activity consisting of audio, online presentation slides, and activity evaluation tool. Participants must participate in the entire presentation and complete the course evaluation to receive continuing education credit. Participants may print their official statements of continuing education credit immediately. This activity is provided free of charge.

Target Audience

This symposium will be beneficial for health-system pharmacists with an administrative, clinical, or distributive practice and all pharmacists with an interest in quality improvement.

Program Description

Pharmacists have always been keenly aware of the key role that safety plays in patient care but, do you know how safety is linked to quality improvement? Medication related-quality improvement initiatives have taken center stage in patient care and impact every aspect of your practice. Learn what national quality improvement indicators your medical team will be counting on you to monitor and impact. Whether you are in management or have a clinical practice, this webinar will provide information that other health care providers are counting on you to know!

Learning Objectives

At the conclusion of this knowledge-based educational activity, participants should be able to

- Characterize the significance of medication-use quality improvement compared to other issues on the national healthcare quality improvement agenda.
- Describe potential roles for pharmacists in medication-related quality improvement.
- List at least three sources of medication-related quality data in hospitals and health-systems.



First in a series of webinars...

Quality Improvement Does Impact Your Practice: QI Basics for Pharmacists



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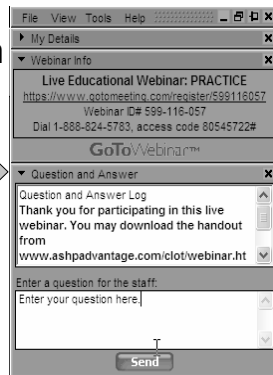


Announcements

- Don't have your handout? Handout is available at www.ashp.org/QII Go to "What's New" and "March 19 Webinar Information and Handout."
- Process your CE statement online after the program at <http://ce.ashp.org>
 - Instructions available in the handout
- Please complete the brief evaluation after this activity.
- This webinar is planned and coordinated by ASHP.

To Ask a Question

Type your question here.



Polling question

Polling.....



Polling question

Polling.....



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Identify

- What's out there?
- What should you be doing?
- What will you do now?



Terms

- Safety
- Quality
- Quality Improvement
- Process Improvement
- Performance Improvement



Polling question

Polling.....



Quality

- Quality of care is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge

Institute of Medicine definition



National Quality Initiatives

- History and evolution
- Key organizations
- Quality drivers



Early Hospital Quality Efforts



- 1910 – Ernest Codman, M.D. proposed that hospitals track every patient long enough to determine if treatment was effective
- If not, attempt to determine why, so cases could be successfully treated in the future

Quality in the 1990s

- Early 1990s – Gathering Storm in medical literature
- 1999 – Institute of Medicine's (IOM) *To Err is Human*
- 1999 – National Quality Forum (NQF)
- Late 1990s – Government role increased



Quality in the 21st Century

- 2000 – The Leapfrog Group
- IOM reports
 - 2001: *Crossing the Quality Chasm*
 - 2004: *Patient Safety: Achieving a New Standard of Care*
 - 2006: *Preventing Medication Errors*
- Public reporting
- Evolution of Pay for Performance (P4P)

Why This Matters

- 44,000 to 98,000 deaths annually as a result of medical errors
 - Over 7,000 deaths from medication errors
- 1 of every 50 admissions is due to a medication-related error
- Treatment of drug-related injuries occurring in hospitals alone conservatively amount to \$3.5 billion annually

Where Do Quality Measures Come From?

- Medicare (CMS)
- The Joint Commission
- Institute for Healthcare Improvement (IHI)
- Agency for Healthcare Research and Quality (AHRQ)
- Institute of Medicine (IOM)
- National Quality Forum (NQF)
- ASHP 2015



CMS

- Centers for Medicare and Medicaid Services
- Performance (Core) Measures
- Present on Admission (POA) Indicators
- Preventable Conditions
- www.cms.gov → Quality of Care Center
- www.hospitalcompare.hhs.gov → Hospital Compare



Performance (Core) Measures

- Acute Myocardial Infarction (AMI)
- Heart Failure (HF)
- Pneumonia (PNE)
- Pregnancy and Related Conditions (PRC)
- Children's Asthma Care (CAC)
- Surgical Infection Prevention (SCIP)



IHI

Institute for Healthcare Improvement

- Improve
 - Lives of patients
 - Health of communities
 - Joy of the health care workforce
- Accelerate the measurable and continual progress of health care systems
- www.ihq.org



AHRQ

Agency for Healthcare Research and Quality

- Health services research arm of HHS
- Focus
 - Quality
 - Effectiveness
 - Safety
 - Outcomes
 - Efficiency
 - Measurement
- National Guideline Clearinghouse
- www.ahrq.gov → Quality and Patient Safety

IOM

Institute of Medicine

- National Academy of Sciences
- Advice to the nation concerning health
- Accomplishes goals with and through AHRQ
- www.iom.edu



NQF

National Quality Forum

- Created in 1999
- Public-private partnership: providers and industry
- National strategy for healthcare quality measurement and reporting
- Harmonization: the final common pathway for review and approval of performance measures
- www.qualityforum.org



NQF

- Voluntary Consensus Standards
- Safe Practices for Better Healthcare
- Serious Reportable Events



Safe Practices for Better Healthcare

- Read-back telephone orders
- Implement CPOE
- Determine "do not use" abbreviations
- Reconcile medications
- Authority of pharmacy leaders
- Prevent ventilator-associated pneumonia
- Monitor anticoagulants
- Evaluate patients at risk for contrast-media associated renal failure

http://www.qualityforum.org/pdf/reports/safe_practices/Safe%20Practices%202009%20Nonmember.pdf

Serious Reportable Events

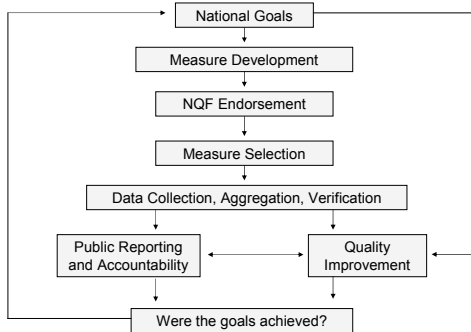
- Death or serious disability due to
 - Medication error
 - Contaminated drug
 - Use or function of a device
 - Hypoglycemia
 - Impersonating a pharmacist



Measures

NQF	34 Safe Practices 28 Serious Reportable Events
IOM	20 Priority Areas
AHRQ	32 Quality Indicators 27 Patient Safety Indicators
CMS	22 Measures
Joint Commission	10 National Patient Safety Goals
Leapfrog	4 Leaps

Quality Indicator Process



Public Reporting

- CMS
 - Hospital Compare
- The Joint Commission
 - Quality Check™
- State organizations



Polling question

Polling.....



ASHP 2015 Initiative

- Launched in 2003
- Crosswalk links the objectives of the Initiative to other national priorities
- Provides tools for implementation, including web sites and published references

A table titled 'A Crosswalk Linking the Goals and Objectives of the ASHP 2015 Initiative to Other National Priorities'. The table has columns for 'ASHP 2015 Initiative Goal/Objective', 'National Priority', and 'Crosswalk'. It lists various goals and objectives from the ASHP 2015 Initiative and maps them to corresponding national priorities such as 'Patient Safety', 'Quality Improvement', and 'Patient-Centered Care'.

<http://www.ashp.org/2015>

ASHP 2015

- Goal 3
 - Increase the extent to which health system pharmacists actively apply evidence-based methods to the improvement of medication therapy
- Goal 4
 - Increase the extent to which pharmacy departments in health systems have a significant role in improving the safety of medication use

ASHP 2015 Goal 3



- In 100% of health systems, pharmacists will be actively involved in the development and implementation of all evidence-based therapeutic protocols involving medication use
- In 90% of hospitals, pharmacists will participate in ensuring that patients hospitalized for an AMI or CHF will receive ACE inhibitors or ARBs at discharge

ASHP 2015 Goal 3



- In 90% of hospitals, pharmacists will participate in ensuring that patients hospitalized for an AMI will receive beta-blockers at discharge
- In 90% of hospitals, pharmacists will participate in ensuring that patients hospitalized for AMI will receive aspirin at discharge

ASHP 2015 Goal 4



- 90% of hospital pharmacies will participate in ensuring that patients receiving antibiotics as prophylaxis for surgical infections will have their prophylactic antibiotic therapy discontinued within 24 hours after surgery end time

ASHP

- Quality Improvement Initiatives
 - Getting started
 - Learn more
 - Tools for quality improvement
 - Resources
- www.ashp.org → QII Resource Center



ASHP 2015 Initiative

- 2004 baseline
- 2007 update
- Your baseline
- Annual tracking
- www.ashp.org



Case Study 1:

Patient Perspective

Mr. H. needs to have an elective cardiovascular procedure performed. What information does he have access to?

Polling question

Polling.....



Case Study 2:

Administrative Perspective

Your direct report is the new COO of your health-system. She wants to know how pharmacy is involved in improving the hospital's publicly-reported measures. What data is she most interested in.....

Polling question

Polling.....



Resources

- Medicare
 - www.hospitalcompare.hhs.gov
- Joint Commission
 - www.qualitycheck.org
- Surgical Care Improvement Project, www.medqic.org → Hospitals, SCIP
- NQF, www.qualityforum.org
- ASHP 2015, www.ashp.org
- ASHP ListServes
- Safe Practices for Better Healthcare: 2009 Update A Consensus Report,
http://www.qualityforum.org/pdf/reports/safe_practices/Safe%20Practices%202009%20Nonmember.pdf
- ASHP Quality Improvement Resource Center, www.ashp.org/QII

Webinars, Podcasts, and Issue Briefs

- First webinar in a series
- Check www.ashp.org/qii throughout the year



Your Next Steps

1. Look at public sites for your hospital
2. Review the medication-specific measures that your hospital captures
3. Educate you and your staff
 - ASHP QII Resource Center
4. Meet with the Quality Director
 - Look at the hospital data prior to submission

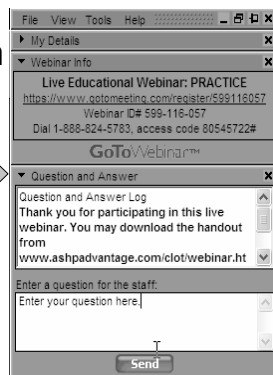
Determine

- Who leads your Quality Department
- What departments and/or key individuals are involved in extracting and reporting data
- Where does the Quality Department report the data
 - Staff? Medical Executive Committee? BOD?
- Identify where pharmacy can focus



To Ask a Question

Type your question here.



Thank you!



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Self- Assessment Questions

1. Which of the following is NOT involved in quality measure development?
 - a. The Joint Commission
 - b. National Quality Forum (NQF)
 - c. ASHP 2015
 - d. Medicare (CMS)

2. All of the following are core measures EXCEPT
 - a. Acute Myocardial Infarction
 - b. Heart Failure
 - c. Pneumonia
 - d. GI Bleeds

3. Which of the following is NOT a governmental organization involved in quality improvement?
 - a. The Joint Commission
 - b. Agency for Healthcare Research and Quality
 - c. Centers for Medicare and Medicaid Services

Answer Key

1. c
2. d
3. a

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Instructions for Processing CE

The ASHP Learning Center allows participants to obtain CE statements conveniently and immediately using any computer with an internet connection. To obtain your CE statements for ASHP Advantage programs, please visit:

<http://ce.ashp.org>

The New ASHP Learning Center was launched August 21, 2008. **If you have not logged in to the ASHP Learning Center and are not a member of ASHP**, you will need to set up an account. Please follow these steps to set up an account:

1. Select **Log in/Create Account**.
2. Click on "Become a User" and follow the brief instructions to create your account.

To Process Your CE for this Activity:

1. Log in to the ASHP Learning Center using your e-mail address and password.
2. Click on "**Process Meeting CE.**"
3. If this program does not appear in your meeting list, enter the 5-digit session ID in the box and click "Register." The session ID for this program is **09403**. Click **register** again when prompted. When you receive the "thank you for registering" message, click **continue**. This step will bring you back to your meeting list.
4. Click on the **start** link to the right of the program title.
5. Click on the **click here** link to view sessions associated with the program.
6. Enter the session code, which was announced during the program, and select the number of hours equal to your participation in the activity. Pharmacists should only claim credit for the amount of time they participate in an activity.
7. Click **submit** to receive the attestation page.
8. Confirm your participation and click **submit**. Your transcript page will appear.
9. Click on **Print CE Statement** and select the activity in the drop-down menu to print your CE statement.

Session ID

09403

Session Code

NEED HELP?

Contact ASHP Advantage at **support@ashpadvantage.com**.