

USERS' GUIDE

QUALITY IMPROVEMENT RESOURCE KIT FOR PHARMACISTS

Welcome to the world of Quality Improvement! The American Society of Health-System Pharmacists (ASHP) has created the **ASHP QUALITY IMPROVEMENT INITIATIVE (QII)**, a comprehensive online resource designed to increase the knowledge and awareness of quality improvement as it relates to the practice of pharmacy in hospitals and health systems.

This Planning Resource Toolkit is designed to help pharmacy department leaders, *especially new managers*, accomplish the following objectives

- Define quality improvement as it relates to the delivery of care in hospitals and health systems.
- Identify opportunities for pharmacists to become leaders in medication-related quality improvement initiatives.
- Develop a strategic plan for the pharmacy department to achieve medication-related quality improvement goals.
- Articulate the value that pharmacists bring to quality improvement initiatives to hospital and health-system administrators.

The materials contained in this Resource Kit are best used in the following step-by-step approach:

1. Learn the basics.

Read *The ASHP Discussion Guide on the Pharmacist's Role in Quality Improvement*.

This primer provides a general overview of the concept of quality improvement, including the tools used to define and measure quality, major national quality improvement initiatives, and the reasons why pharmacists are uniquely qualified for leadership roles in medication-related quality improvement.

Complete the *ASHP Quality Improvement Self-Assessment Learning Module*.

This tool allows the user to assess personal knowledge of quality improvement basics. After completing the module, the user will receive an online document with the information that was requested during the self-assessment.

Browse the ASHP Quality Improvement Resource (QII) Center topics, participate in webinars, listen to podcasts, read Quality Briefs, learn about success stories in virtual posters, and attend educational programs.

Many basic educational resources are included in the ASHP QII Resource Center!

2. Complete the *Strategic Planning Guide for Quality Improvement*.

This worksheet is designed to guide pharmacy leaders through the process of identifying, designing, and implementing quality improvement initiatives within their own hospitals and health-systems. This tool will allow pharmacy leaders to create a practical blueprint for achieving safe, effective, evidence-based medication therapy with demonstrated return on investment.

3. Educate Pharmacy Staff on Quality Improvement

Review, personalize, and present the PowerPoint inservice presentation entitled *What Does the National Healthcare Agenda Mean to Us?* to pharmacy staff.

Note: This slide show should be customized to include institution-specific information.

The following are selected materials to educate pharmacy staff about quality improvement. For more resources see "Learn About Quality Improvement" link on www.ashp.org/QII

The ASHP Discussion Guide on the Pharmacist's Role in Quality Improvement.

ASHP Quality Improvement Self-Assessment Learning Module.

4. Review, personalize, and present the PowerPoint presentation entitled *Engaging Pharmacists to Improve Quality and Economic Performance.*

This slide set describes the role of the pharmacist in quality improvement, particularly as it applies to the new concept of "pay for performance" hospital reimbursement. This presentation is designed to be presented to the health system executives and/or administrators to help pharmacy department leaders clearly articulate the value of pharmacist services in their institution.

Note: these slides may be customized to include institution-specific quality improvement initiatives.