

**POLICY AND PROCEDURE MANUAL
PHARMACY SERVICES**

SECTION: **DEPARTMENT OF PHARMACY**
SUBJECT: **PROGRAM EVALUATION**

CODE: 1.03.0
DATE: 1/5/82
REVISED: 4/19/22
APPROVED: Thinkh Tran, Pharm. D.
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POLICY

The Pharmacy and Therapeutics Committee evaluates the pharmacy services provided to the hospital, and periodically makes appropriate recommendation to the Executive Committee of the Professional Staff Association and Administration. The Pharmacy and Therapeutics Committee recommends policies regarding the safe use of drugs in this hospital; it is also involved in the planning of the expansion of the unit dose and intravenous additive program in this hospital. Documentation of these subjects is found in the minutes of the Pharmacy and Therapeutics Committee, kept on file in the pharmacy.

In addition to the P.S.A. Executive Committee, the department is involved in both the reporting (for the purposes of external reviews) and the internal evaluation of the Pharmacy Department. The following includes some of the activities that are just part of the overall evaluation of the services.

Budget

1. Procurement - Expenditure reports are submitted to Administration and finance for their review.
2. Personnel - The Finance Department submits the zero and LCD reports; information from these reports are extracted to supply Administration with the Labor Cost Report, Employee Benefit Report, and the Summary of Salaries and Employee Benefits Report.
3. Services and Supplies - Report submitted by Finance, evaluated by the director.
4. Data Processing Department - Los Angeles County D.P.D. submits over 30 reports of all data entry transactions performed. Specific reports identified to be necessary by a particular department (Finance, Administration, Auditor, etc.) are submitted.
5. Personnel Verification Report - Reviewed by director for accuracy.
6. Cash and Carry Log - Summary of patients serviced and fees collected and billed.
7. Workload Logs - In-Patient - line items issued and intravenous preparations prepared. Out-Patient – prescriptions filled.

Reviewed: 4/28/2014bj, 7/12/2018bdk, 4/19/2022 TT

Approved By: 

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Clinical

1. Inservices - Ongoing, provided to all requesting services. Evaluation (as required) of the lectures are made and kept on file. Inservices to the staff are ongoing; documentation of attendance is maintained. Continuing education hours are provided to pharmacist in the acceptable category for meeting continuing education hours for licensure renewal.
2. Teaching - Pharmacists participate in teaching Level I U.S.C. Pharmacy.
3. The Committee Involvement - The department's commitment to participation is to ensure that pharmacy has representation in committees which affect patient care. A list of just some of the committees that the department is involved with can be found under Code 6.08.0.

Personnel Performance

1. Identified concerns that require follow-up are discussed with the supervisor; appropriate action is taken to resolve identified problems.
2. Performance Evaluation - completed annually by supervisors for the personnel that they are directly responsible for; evaluations are reviewed by the director, copies are maintained in the employees personnel file.
3. Pharmacy Services Report - submitted monthly to administration as an indicator of accomplishments, including savings and expenditures.
4. Quarterly Reports - issued to the administrative staff on the department's status in the following area:
Performance Improvement Report.