

**POLICY AND PROCEDURE MANUAL
PHARMACY SERVICES**

SECTION: **DEPARTMENT OF PHARMACY**
SUBJECT: **PERFORMANCE IMPROVEMENT PLAN**

CODE: 1.36.5
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APPROVED: Thinkh Tran, Pharm.D.
PAGES: 1 of 1

POLICY

The Pharmacy Performance Improvement Plan demonstrates an ongoing endeavor to deliver patient care services within available resources and realistic goals. The Plan is aligned with the hospital-wide PIP, and our performance improvement activities are interdisciplinary. This planned systematic monitoring and evaluation process is an ongoing collection of data as well as evaluation of information.

PROCEDURE

- 1 Scope of Service. The scope of service for the Pharmacy Department includes medication management in both the Inpatient and Outpatient Pharmacies.
- 2 Areas of focus will be, but not limited to:
 - a Turn-around time
 - b Medication errors
 - c Pharmacy interventions
 - d Patient satisfaction
 - e Proper utilization of drugs
 - f Quality control
- 3 Monitoring includes:
 - a Assessing the time an order is received to the time it is dispensed.
 - b Reported and observed medication errors.
 - c Interventions
 - d Medication Utilization Evaluation
 - e Temperature and sterile product checks.
- 4 Data will be collected on a monthly/quarterly or as needed basis and evaluated by Pharmacy Management and discussed in Pharmacy Management meetings.
- 5 Action plan for identified problems include:
 - a Communication and collaborative activities with involved Departments/Programs/Services
 - b In-services/education
 - c Systems analysis
 - d Revision of policies and procedures
 - e Use of technology or resources, as needed
- 6 The corrective action will be re-assessed to determine if the problem was corrected or a new plan is required. This process continues until the problem is resolved.

Reviewed: 4/5/16bj, 11/14/2018bdk, 4/19/2022 TT

Approved By: 