

Program Evaluation: An Essential Component to Complement Continuous Quality Improvement in Pharmacy Practice

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Background

- Program evaluation analyzes performance through a systematic collection of information.¹
- Its purpose is to ensure continuous quality improvement (CQI) of the program/project being evaluated.

Objective

- To offer recommendations to pharmacy administrators about how a routine program evaluation process can facilitate CQI in pharmacy practice.

Methods

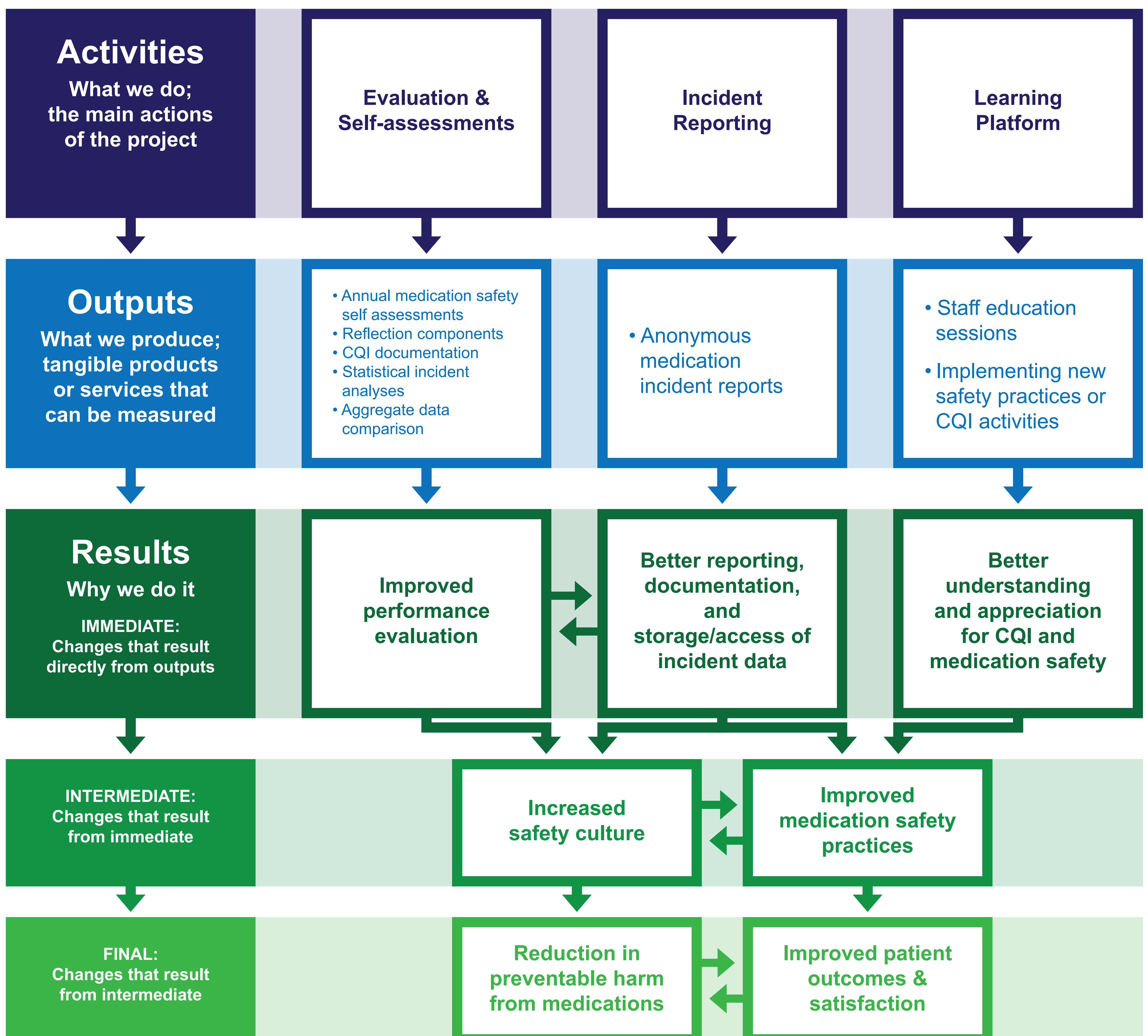
- We performed a literature review and applied a program evaluation process to a standardized CQI program in pharmacy practice:
 - anonymous medication incident reporting
 - a routine medication safety self-assessment
 - regular staff meetings for planning and monitoring CQI action plans
- Every effective program evaluation begins with the development of a logic model. Logic model is a flow chart that illustrates the association between activities and outcomes, and also demonstrates their cause-effect relationships.¹

Conclusion

- CQI **activities** encourage and support pharmacy professionals to review and reflect on medication incidents.
- Program evaluation assesses the effectiveness of CQI activities in achieving the desired patient safety and/or patient care outcomes.
- The **outputs** are tangible, allowing for quantitative measurement. For example:
 - Number of incidents reported
 - Number / frequency of CQI meetings
 - Number of new workflow implementations reflecting recent recommendations
- The **results** can be evaluated qualitatively, but qualitative assessments usually carry a higher logistical burden to adequately analyze.
- Incorporation of program evaluation to complement CQI activities can help solidify and improve overall safety and effectiveness in pharmacy practice.

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Results: Logic Model Components & CQI Evaluation Example



REFERENCES:

1. Treasury Board of Canada Secretariat. Evaluation Guidebook for Small Agencies. Government of Canada, 2010. Available from: <https://www.tbs-sct.gc.ca/cee/tools-outils/sma-pet/guidelines/guidebookpr-eng.asp>

DISCLOSURES:

Authors of this poster have the following to disclose concerning possible personal or financial relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation: Steven Lam - Nothing to disclose; Certina Ho - Nothing to disclose