Sample – Outpatient & Specialty Quality Outcomes Measures

The ASHP Section of Pharmacy Practice Managers' Advisory Group on Patient Care Quality initiated a project collecting from ASHP members quality measures their pharmacy departments were utilizing to measure the impact of pharmacists' care and support their organization's goals with industry measures. The goal of the project is to provide pharmacy leaders with sample measures that were found to be (a) consistent among multiple health systems and (b) consistent with the ASHP Pharmacy Accountability Measures project (see reference).

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Outcome	Why is this outcome important to track and report?	How is the outcome measured?	How can these data be obtained?	Example(s)
Ambulatory Care Quality Measures				
Process Measures	Demonstrates volume	Number of visits documented	EHR report	Median days from referral to appointment

Number of pharmacist encounters/notes closed within 24 hours |
New-Start Coordination by Clinical Pharmacist	Demonstrates value of pharmacy services to new-start patients and their providers	Number of new patients educated by a clinical pharmacist	EHR report	Percentage of eligible patients that were educated by a pharmacist
Anticoagulation Management[1]	Demonstrates value of pharmacy services to patients and providers in terms of clinical effectiveness and safety	Number of patients at therapeutic goal	EHR report	Percent time in therapeutic International Normalized Ratio (INR) range (TTR)
		Number of safety interventions made	EHR report	Number of dosage changes based on renal function
Diabetes Management[1]	Demonstrates value of pharmacy services to diabetic patients and providers in terms of clinical effectiveness and safety	Number of patients at therapeutic goal	EHR report	Percent of patients with diabetes whose A1c is >9%
		Number of patients experiencing adverse effects of medications	EHR report	Number of patients admitted for DKA or hypoglycemia over time

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Antimicrobial Stewardship[1]	Demonstrates value of pharmacy services to patients and providers in terms of clinical effectiveness and safety	Proportion of patients dispensed an antibiotic within 3 days after the encounter where the patient was diagnosed with acute bronchitis	EHR report	Benchmarking institution's data against NCQA/NQF (# 058)
Pain Management[1]	Demonstrates value of pharmacy services to patients and providers in terms of clinical effectiveness and safety	Number of patients using acetaminophen inappropriately	Prescription drug claims	Ratio of # patients receiving >4g daily of acetaminophen for ≥ 10 days to total # patients receiving acetaminophen
		Number of long-acting opioids prescriptions for "as-needed" use	EHR report	Ratio of # long-acting opioids prescribed as needed to total number prescribed
Hypertension Management	Demonstrates value of pharmacy services to patients and providers	Number of patients at blood pressure goal	EHR report	Percent of patients at blood pressure goal per JNC-8
		Admissions for uncontrolled hypertension	Patient follow-up	Percent of patients admitted for hypertensive emergency per month
Transitions of Care	High-risk patients are more prone to readmission post-discharge	Readmission rates for patients educated by a pharmacist post-discharge	EHR report of hospital admissions, pharmacist interventions	Complete post-discharge follow-up for patients, track readmission rate to see if there is a decrease

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Outcome	Why is this outcome important to track and report?	How is the outcome measured?	How can these data be obtained?	Example(s)
Specialty Pharmacy Quality Measures				
Patient and/or Clinic Satisfaction	Assesses specialty pharmacy services	Average rating of services by patients and/or clinics	Survey	Survey with space for comments
Patient Adherence	Demonstrates value of pharmacy services to patient outcomes	Medication Possession Ratio	Pharmacy records	Medication possession ratio over time
Patient Adherence	Demonstrates value of pharmacy services to patient outcomes	Patient Abandonment	Pharmacy records	Percent of patients not taking possession of medication despite evidence of a written prescription generated by a prescriber
Prior Authorizations	Demonstrates value of pharmacy services to clinic workload	Number of prior authorizations completed versus not completed	EHR report	Prior authorizations completed/not completed ratio over time
Copay Assistance	Demonstrates value of pharmacy services to patients	Savings for patients	Pharmacy records	Monthly revenue collected from copay assistance cards
Capture Rate	Assesses access to third party payers and need for contracting	Number of referrals filled versus unable to fill	EHR report	Number of referrals filled versus not filled over time

References:

1. Andrawis M, Carmichael J. A suite of inpatient and outpatient clinical measures for pharmacy accountability: Recommendations from the Pharmacy Accountability Measures Work Group. Am J Health-Syst Pharm. 2014;71:1669-78.

2. Forster AJ, Murff HJ, Peterson JF, Gandhi TK, Bates DW. The incidence and severity of adverse events affecting patients after discharge from the hospital. Ann Intern Med. 2003;138:161-7

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