Quality Improvement Techniques to Improve Outcomes
Planned in cooperation with the ASHP Section of Pharmacy Practice Leaders

ACPE Activity Number: 0204-0000-21-034-L04-P, 0204-0000-21-034-L04-T
Activity Date: June 17, 2021
Activity Type: Knowledge-based
CE Credits: 1.0 hour, no partial credit
Activity Fee: Members – Free / Non-Member – Not Available

Accreditation for Pharmacists

The American Society of Health-System Pharmacists is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

Target Audience

This activity was planned to meet the educational needs of frontline pharmacy staff with guidance on how to participate in process improvement initiatives for their practice areas using QI tools. Managers and leaders will benefit from examples of existing workflow optimization using QI tools, and hear about strategies to engage external stakeholders related to a QI project.

Activity Overview

Many national organizations, including the Joint Commission, Association of American Medical Colleges (AAMC) and National Association of Board of Pharmacy (NABP), endorse the use of quality and patient safety measures to improve health care. The NABP recently amended their definition of pharmacy practice to include continuous optimization of patient safety and quality of services through effective use of emerging technologies and training. This webinar will provide a better understanding of commonly used QI tools and specific examples of how they are being used to improve patient safety, operational efficiency and clinical outcomes.

Learning Objectives

- Describe how quality improvement (QI) tools can be used to improve patient safety and optimize pharmacy workflows.
- Discuss the Plan-Do-Study-Act (PDSA) cycle process from idea inception to system improvement.
- Describe a fishbone diagram to capture possible causes of a medication administration delay.

Schedule of Educational Activities

- Introduction and Announcements
- Presentation
- Questions, Answers, and Discussion

Faculty Information

- **Ganesh Chandran, Pharm.D., M.B.A**., Acute Care Pharmacy Operations Manager, University of Colorado Hospital, Aurora, CO

Activity Announcement

- **Jennifer Halsey, Pharm.D., M.S., M.H.A., BCPS,** Director of Community and Ambulatory Pharmacy, PeaceHealth Network, Vancouver, WA
- **Clayton Irvine, Pharm.D., M.B.A.,** PGY2 HSPAL Resident, UW Health, Madison, WI
- **Moderator: Jennifer Sternbach, Pharm.D., BCPS, BCACP,** Corporate Director of Clinic Pharmacy Services, RWJBarnabas Health, West Orange, NJ

Faculty Disclosures

In accordance with the ACPE's and ACCME's Standards for Commercial Support, anyone in a position to control the content of an educational activity is required to disclose to the accredited provider their relevant financial relationships. In accordance with these Standards, all potential conflicts of interest have been resolved. *An individual has a **relevant financial relationship** if he or she (or spouse/domestic partner) has a financial relationship in any amount occurring in the last 12 months with a commercial interest whose products or services are discussed in the activity content over which the individual has control.*

As defined by ACCME, a **commercial interest** is any entity producing, marketing, re-selling, or distributing health care goods or services consumed by, or used on, patients. The Standards for Commercial Support do not consider providers of clinical service directly to patients to be commercial interests. The existence or non-existence of relevant financial relationships will be disclosed to the activity audience. All identified conflicts of interest must be resolved prior to the activity.

- **All planners, presenters, reviewers, and ASHP staff report no financial relationships relevant to this activity.**

Methods and CE Requirements

This Live Webinar activity consists of faculty slides presentations, active learning activities, discussion, and handouts. Participants must attend the activity in its entirety to get the Attendance code to claim continuing pharmacy education credit online at ASHP eLearning Portal. Follow the prompts online to complete the evaluation, claim credit and view the statement of credit immediately after the activity but no later than **August 16, 2021.**

Per ACPE requirements, CPE credit must be claimed within 60 days of being earned. To be sure your CE is accepted inside of ACPE's 60 day window; plan to process your CE before **August 16, 2021**Claim your CE at http://elearning.ashp.org. Once you have processed and claimed your CE credit, we encourage you to check your NABP eProfile account to verify your credits were transferred successfully before the ACPE 60-day deadline. It is an electronic direct-report process so your credits should appear in your account within a few minutes. After the 60 day deadline, ASHP will no longer be able to report your credit(s) for this activity.

System Technical Requirements

Courses and learning activities are delivered via your Web browser and Acrobat PDF. Users should have a basic comfort level using a computer and navigating web sites.

View the minimum technical and system requirements for learning activities.