Pharmacist Interventions - A new approach to capturing the data

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Previously...
Pharmacists recorded interventions on handwritten forms.
- Info was added to an ‘in-house’ database by admin staff
- Reports produced had little detail and couldn’t be generated quickly

............. A fresh approach to intervention recording was needed.

The Medicines Information pharmacist was set the task to establish an online data collection system to allow a detailed breakdown of the interventions made by pharmacists which contribute to patient safety.

Action Plan
- Liaise with IT to establish SharePoint site for pharmacists to enter interventions
- Develop an easy to use form with standardised scoring system
- Train pharmacists to input interventions and access the database
- Generate timely reports to feedback info to key areas

The New Approach
The pharmacy intervention form is accessed via the Trust intranet homepage.
The simple design utilising drop down boxes makes it easy to capture the required data.

Pharmacist intervention data added via SharePoint is easily exported to an Excel spreadsheet to produce monthly reports.

Examples of the reports produced include:
- Interventions which prevented any patient harm or further patient harm. This includes number, intervention types, as well as scores for the potential for patient harm.
- Intervention Groups are assigned to allow review of specific interventions e.g. Antibiotics, Medicines Reconciliation etc.
- Reports of interventions for each hospital division – e.g. Medical, Surgical, Cardiac, Critical Care...

Intervention News!
This is a monthly bulletin produced to summarise the information and provide examples of the interventions made. Rotational pharmacists working in Medicines Information are invited to be guest editors. This offers opportunity to gain experience in accessing and reviewing the data on the interventions made.

Microsoft SharePoint is a data repository and built-in content management system.

A SharePoint intranet portal is a way to centralize access to information and applications on a corporate network. It provides the means to capture and share data.

Examples of Intervention Data Usage
- The Surgical directorate pharmacist used data as part of a successful business case for an additional pharmacist
- Haem / Oncology pharmacist feeds information back at incident review meetings
- Antimicrobial Pharmacist discusses interventions at meetings with Consultant Microbiologists
- The Pharmacy Clinical Services Manager includes data as part of the monitoring prescription chart audit
- The Chief Pharmacist uses information in departmental activity reports
- Pharmacists can use intervention data at their appraisal to provide evidence of their work to support patient safety.

Consequence score (severity level) used for the interventions follows the NPSA Risk Matrix available via www.npsa.nhs.uk
Scores are assigned for the potential impact on patient safety as well as the actual patient impact.

<table>
<thead>
<tr>
<th>Consequence Score</th>
<th>Severity Level</th>
<th>Examples of Interventions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negligible</td>
<td>Majority injury requiring no or minor treatment</td>
<td>N/A</td>
</tr>
<tr>
<td>Minor</td>
<td>Majority injury requiring minor or moderate treatment</td>
<td>N/A</td>
</tr>
<tr>
<td>Moderate</td>
<td>Majority injury requiring major or substantial treatment</td>
<td>N/A</td>
</tr>
<tr>
<td>Major</td>
<td>Majority injury requiring major or substantial treatment</td>
<td>N/A</td>
</tr>
<tr>
<td>Catastrophic</td>
<td>Majority injury requiring major or substantial treatment</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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