Key Performance Indicators (KPIs)

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UKMi

UK Medicines Information

Aims and Objectives

- To provide an overview of the updated UKMi KPI document and how it can support your service

- By the end of this workshop attendees will be able to:
  - Find the KPI template and guidance notes on ukmi.nhs.uk
  - Use the reporter function on MiDatabank to retrieve data
  - Utilise KPI data to support a service development/business case
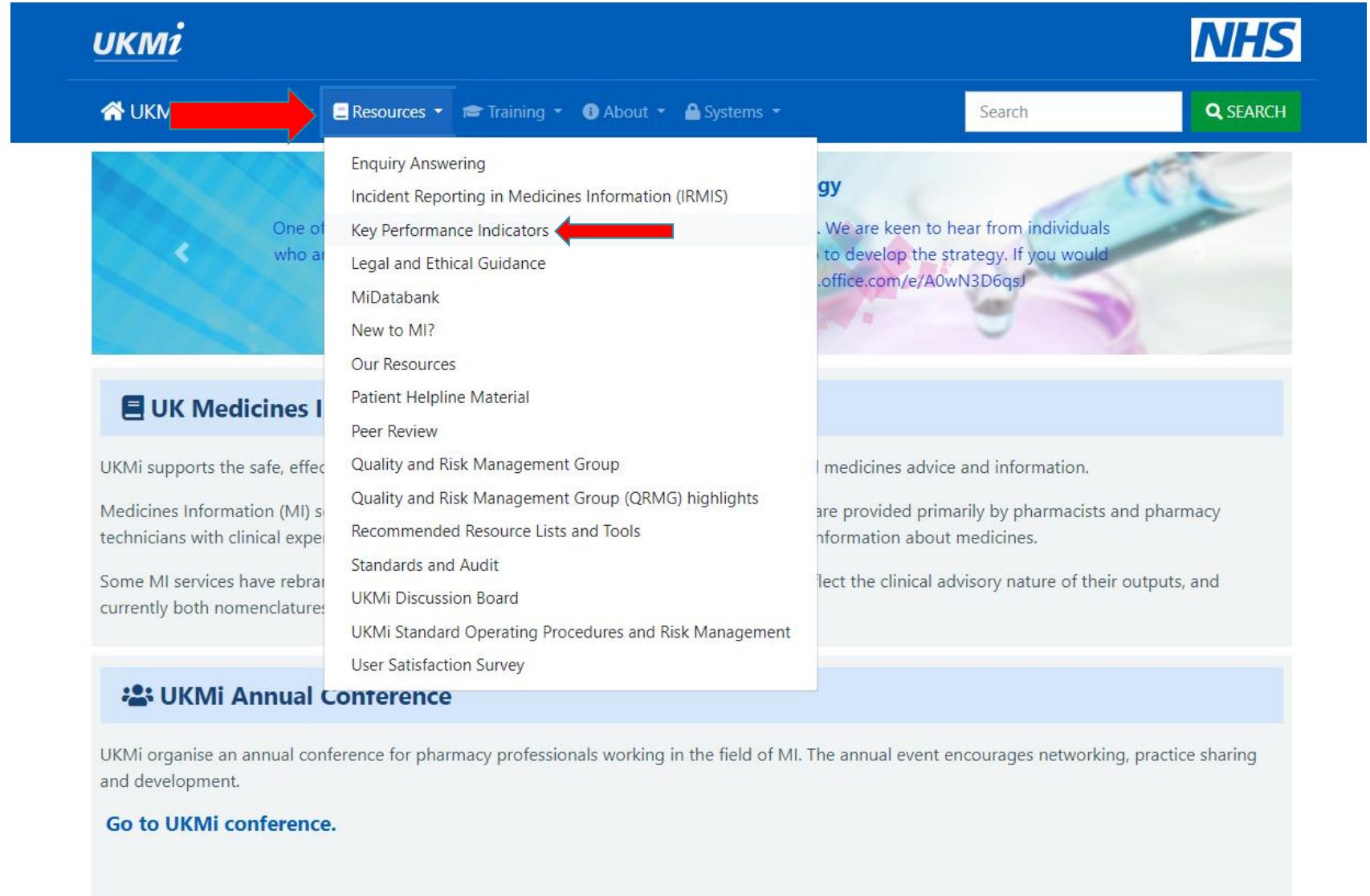
Why collect KPIs

- To help demonstrate the value of your MI service
- To inform staff allocation, service developments and/or business cases
- To identify training needs
- To enable benchmarking

Development of current KPIs

- Working group formed with members of UKMI Quality and Risk Management Group (QRMG)
  - Georgina Glass, Royal Free London NHS Trust (Lead)
  - Charlotte Hay, Betsi Cadwaladr University Health Board
  - Paula Russell, Regional Drug and Therapeutic Centre, Newcastle Upon Tyne

- Built on the previous KPIs (from the 2007 strategy document) to make them more meaningful outside of Medicines Information and to include the impact categories and outcomes

- Question of what KPIs are important to services raised on the UKMi discussion forum

- Final document approved by QRMG and UKMI executive committee

A Chief Pharmacist Viewpoint

Where to find the UKMi KPI template

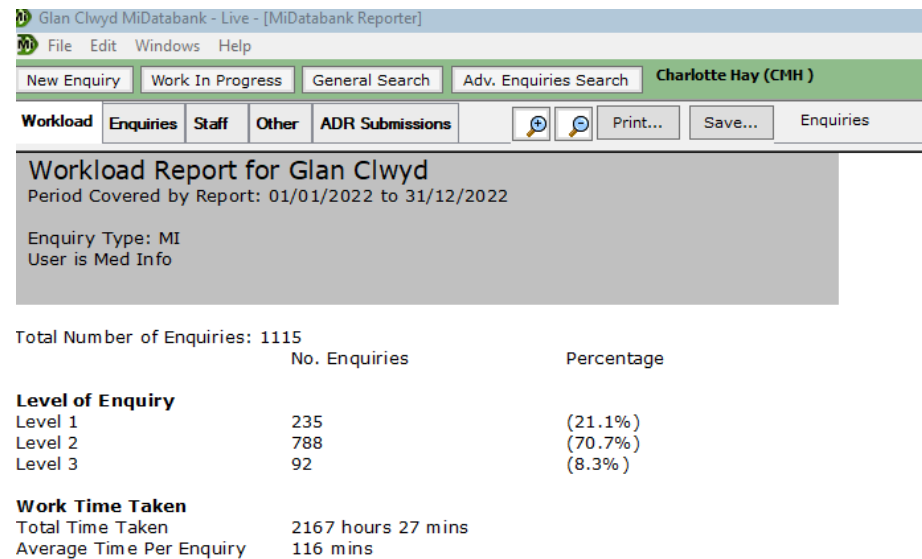| INDICATOR	KPI type	Measure	Sparkli
Recommended Core KPIs			
Total number of enquiries	Core Recommended	Number	
Enquiries from patients/ members of the public	Core Recommended	Percentage	
Simple (Level 1) enquiries	Core Recomminded	Percentage	
Specialist knowledge (level 2 and 3) enquiries	Core Recommsended	Percentage	
Number of yellow cards submitted from Medicines Information	Core Recommnded	Number	
Percentage of users who considered service good (score 4) or above	Core Recommended	Percentage	
Patient User survey: % likely or very likely to recommend the service	Core Recommended	Percentage	
Number of rotational staff trained	Core Recommended	Number	
Number of induction/ short training/refresher sessions provided	Core Recommended	Number	
Number of guidelines / protocols / SOPs / PGDs etc authored	Core Recommended	Number	
Number of guidelines / protocols / SOPs / PGDs etc second checked	Core Recommended	Number	
Number of evidence reviews (e.g. new drug submissions) completed	Core Recommended	Number	
Number of other proactive resources (e.g. memos, newsletters) produced	Core Recommended	Number	

	INDICATOR	KPI type	Measure
	>>General		
	TYPE of enquiries, tailor to local need, EXAMPLES below		
	Adverse Effects	Expanded KPI	Number
	Complementary medicines	Expanded KPI	Number
	Breast feeding	Expanded KPI	Number
General	Pregnancy	Expanded KPI	Number
	Fridge/room temperature excursions - number of enquiries	Expanded KPI	Number
	Fridge/room temperature excursions - number of affected drugs	Expanded KPI	Number
	Fridge/room temperature excursions - time spent	Expanded KPI	Hours
	Mean time taken per enquiry	Expanded KPI	Minutes
	Mean time taken per complex (level 3) enquiry	Expanded KPI	Minutes
	Enquiries from HCPs	Expanded KPI	Number
	Clinical speciality eg Liver, with highest number of enquiries (as % of total clinical enquiries)	Expanded KPI	Number
	HCP Enquirer type (eg Dr) with highest number of enquiries (as % of total HCP enquiries)	Expanded KPI	Number
	>>Proactive work		
	Examples:		
	Guidelines/protocols/SOPs/PGDs, primary author	Expanded KPI	Number
	Guidelines/protocols/SOPs/PGDs, second checking	Expanded KPI	Number
Proactive work	Medusa/ Trust IV monographs newly written	Expanded KPI	Number
	Medusa/Trust IV monographs updates	Expanded KPI	Number
	New drug submissions	Expanded KPI	Number
	Supporting Trust Medicines /Pharmacy Intranet content e.g. out of hours MI pack	Expanded KPI	Number
	Memos eg shortages	Expanded KPI	Number
	>>Impact on patient care and outcomes		
	Guidelines for patients eg PILs if unavailable or unlicensed medicines	Expanded KPI	Number
	Proportion of enquiries that impact safety	Expanded KPI	Percentage
	Proportion of enquiries that impact patient experience	Expanded KPI	Percentage
	Proportion of enquiries that impact treatment outcomes	Expanded KPI	Percentage
	Impact Rating Scales for peer reviewed/ internally assessed enquiries:-		
Impact on patient care and outcomes	Number of enquiries assessed	Expanded KPI	Number
	Patient care & outcomes with any positive impact (rating 1 to 4)	Expanded KPI	Number
	Patient care & outcomes with very positive impact (rating 3 or 4)	Expanded KPI	Number
	Patient care & outcomes with adverse impact	Expanded KPI	Number
	Medicines Safety with any positive impact (rating 1 to 4)	Expanded KPI	Number
	Medicines Safety with very positive impact (rating 3 or 4)	Expanded KPI	Number
	Medicines Safety with adverse impact	Expanded KPI	Number
evaluate any key trends/concerns :	Incident reporting relating to enquiries regarding patients - ie incidents identified by MI staff, and occurring outside of MI)	Expanded KPI	Number
	Incident reporting relating to enquiries regarding patients - ie incidents identified by MI staff within MI)	Expanded KPI	Number
	Discharge queries from HCPs outside of Trust	Expanded KPI	Number
	Discharge queries from patient helpline	Expanded KPI	Number

Guidance notes for KPIs

- Recommendation: all centres to collect core KPIs at least annually
- Expanded KPIs tailored to, and informed by local need – select from drop down list

- Levels of enquiries
- Yellow cards
- "Time Spent" measures
- Quality Assurance (QA) measures: user survey, peer review
- Discharge queries
- Cost saving
- Risk indicators

- See guidance notes on ukmi.nhs.uk

MiDatabank Reporter

- See [Using MiDatabank: Tips for MI Managers (ukmi.nhs.uk)](ukmi.nhs.uk) for using the reporter function

KPI data not on MiDatabank

- User survey: Guidance for the Use of User Surveys in UKMi services
- Training: number by staff groups; training sessions
- Proactive work
- Wider strategy/national collaboration
- Cost savings

Using the KPI data

- Locally informed – speak to your line manager/chief pharmacist
- Benchmarking
- Service developments
- Business cases

Workshop

group discussion then feedback

- A:

Utilise the KPI data available to support a business case for a new Pharmacy Technician role within your Medicines Information Service

- B:

What data do you have to support a patient helpline? What would you monitor following the introduction of that service?

Summary

- KPI document and guidance on ukmi.nhs.uk
- Includes patient focused outcomes
- Adapt to local need – speak to your Chief/Manager
- KPIs can be used to identify training needs and proactive interventions to make; to support business and service developments