

The impact of evaluation and feedback on clinical performance

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Background

The General Level Framework (GLF) is a competency based tool for evaluating and providing feedback on the performance of pharmacists undertaking pharmaceutical review activities.

Aim

To assess changes in pharmacists' performance between baseline GLF and re-evaluations at a suburban Brisbane hospital.

Method

A trained pharmacist observer undertook ward visits with six pharmacists as a baseline measure of clinical performance. Goals were agreed for training and development at a structured feedback session. The same observer undertook re-evaluations with four of the pharmacists within the same clinical area at a mean of 11.3 months after initial evaluation. Individual competency ratings between initial and re-evaluation visits were compared, as were the summary recommendation pages for each section of the GLF document.

Results

Re-evaluation visits took place for four pharmacists. Two of the previously evaluated staff had left the hospital. A total of 163 competencies were rated in both initial and re-evaluations. Of these 117 (72%) remained the same across assessments, 33 (20%) moved towards a higher rating including increasing use of the Medication Action Plan. Thirteen (8%) moved towards a lower rating including information gathering. In the initial evaluations the pharmacists had a total of 36 training needs identified, 14 (39%) of these were found to have been met at the re-evaluation visit.

Conclusion

The majority of competency ratings for all pharmacists remained constant. For those that did change the trend was to a higher rating. A gap remains in meeting individual's identified training needs and the establishment of a local training and mentor infrastructure is critical for sustainable development.