



Government
of South Australia

Southern Adelaide
Health Service



FLINDERS
MEDICAL
CENTRE

Ensuring consistency of pharmaceutical review activities and development of safe and effective rotational clinical pharmacists

Lisa Kalisch and David Ng

Division of Pharmacy, Flinders Medical Centre



Flinders Medical Centre

Flinders Medical Centre

- 580 bed tertiary referral hospital
- Over 60,000 ED attendances p.a.
- Provides range of medical and surgical services to Southern Metropolitan Adelaide



Clinical pharmacy service at FMC

- Specialist clinical pharmacists
 - e.g. renal, psychiatry, cardiology
- Rotational pharmacists
 - General medicine, surgery
- Separation of clinical and drug distribution activities
- Clinical review, consultant ward rounds, drug information, staff & patient education



- APAC guiding principles for continuity in medication management
 - Key outcome of Pharmaceutical Reforms implementation in SA public hospitals
- Increase in pharmacist: bed ratio
 - 1:30 Flinders Medical Centre
 - 70-80% of hospital beds covered
 - Previously 25-30% of hospital beds



Recruitment of pharmacists required to achieve this ratio

- Recent graduates
- Community pharmacists
 - 16 rotational pharmacists
- cf traditional clinical pharmacists
 - Extensive experience
 - Specialists



Training and performance appraisal program

- Aims:
 - Support new pharmacists
 - Ease transition into hospital pharmacy environment
 - Develop knowledge and skills to practise safely and effectively



Rotations based on pharmacist experience

- Clinical Rotation 1
 - 3 month rotations
 - General medicine, surgical units
 - New to hospital environment e.g. new graduates, community pharmacists
- Clinical Rotation 2
 - 6 month rotations
 - Specialty units e.g. gastroenterology, respiratory
 - Pharmacists with hospital pharmacy experience



Training program so far...

- Clinical education
 - All rotational clinical pharmacists
 - One hour, once a week
- First week of month
 - Tutorial
- Second & third weeks of month
 - Case presentations
- Fourth week of month
 - Bedside teaching



Training program so far...

- Rotation 1 Pharmacists
 - Weekly presentation of a self-identified learning issue
 - Small group
 - Promote discussion



Performance evaluation so far...

- General Level Framework adopted
 - Developed in the UK
 - www.codeg.org
 - Adapted by Queensland Safe Medication Practice Unit
 - Three competency clusters
 - Patient care, problem solving, professional
 - Evaluation occurs each clinical pharmacy rotation



Competencies evaluated using:

- Mini Clinical Evaluation Exercise (mini-CEX)
 - Rotation 1 pharmacists
- Case based discussions
 - Rotation 2 Pharmacists
- Peer evaluation
 - All rotational pharmacists



What have we learnt so far?

- Most rotational pharmacists exceed GLF competency benchmarks
- Useful tool
 - especially for new pharmacists
 - less useful if competency expectations exceeded on first GLF assessment



What have we learnt so far?

- Peer evaluation
 - Overwhelming positive feedback from ward staff
 - “...always friendly, helpful, diligent...thorough, takes pride in work....”
 - “....great team player....”



What have we learnt so far?

- Peer evaluation
 - Positive focus on pharmacist role in discharge facilitation, medication Hx taking
 - “...always does our discharges as soon as we ask for them...”
 - Rather than considering knowledge, skills of pharmacist



Challenges...

- Labour intensive process
 - Clinical Education pharmacist
 - Support from senior pharmacists and managers
- Perceptions of performance appraisal
 - Not viewed as a positive process
 - “Threatening”



Where to next?

- Continued implementation of clinical education program and performance evaluation
- Acknowledgements:
 - Queensland Safe Medication Practice Unit
 - General Level Framework - http://www.codeg.org/fileadmin/codeg/pdf/SMP_U_GLF.pdf
 - CoDEG
 - Competency Development and Evaluation Group - <http://www.codeg.org>

