

NORTHWEST
TELEPHARMACY⁺
Solutions

May 2015

Developing a Workload Measurement Tool:

All Ontario hospital pharmacy departments are now required to report workload statistics to the Ministry of Health and Long Term Care, starting with the fiscal year 2015-2016¹. The required data includes staff time spent on drug distribution tasks, pharmacist visits to patients, pharmacist clinical case review, and time spent clinically assessing drug-related issues.

Historically, hospital pharmacy departments have encountered many obstacles that have made it difficult to accurately track pharmacy staff workload. Unreliable software solutions, unclear reporting guidelines and staff resistance to a perceived increase in monotonous clerical work have all contributed to unpredictable workload data results.

Faced with increasing scrutiny from hospital boards, the Ministry of Health and the Ontario College of Pharmacists, hospital pharmacy departments are being challenged to account more closely for resource allocation, productivity and staffing levels. Implementing a robust, stable workload measurement tool can no longer be thought of as just "nice-to-have".

¹ Ontario Healthcare Reporting Standards 2015/16 Update for Hospital Reporting, March 2015.

Sample Use of this Tool:

North West telepharmacist Rebecca Agar worked for one of our client hospitals to develop a workload capture system using their existing Meditech® software that tracks all of the MOHLTC-required data with minimal staff impact. Other beneficial features of this system include the ability for the department's director to create reports that will track what clinical program areas are using the most pharmacy resources, and will also provide data that will help them advocate for an increased budget for additional staff.

Rebecca also created training materials for the client site, including a 25-minute instructional video and PowerPoint presentation. Ongoing scheduled audits of the workload measurement system will ensure the validity of the submitted data.

Let North West Telepharmacy Solutions be your Hospital's Solution:

North West Telepharmacy Solutions understands patient safety is number one priority for healthcare. That explains why we don't stop working at 4 pm. We offer 24/7 Around-the-clock pharmacist medication order review and after-hours On Call Service. Consider having NTS work with your Hospital Pharmacy to develop a workload measurement tool!

For more information on adding our services to your hospital, visit our website at www.northwesttelepharmacy.ca or contact:

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North West Telepharmacist Feature: Introducing Theresa Crann



Theresa graduated from the University of Manitoba 1990 with a Bachelor of Science in Pharmacy. She developed a solid clinical background during her 12 years of work at St. Boniface Hospital in Winnipeg, followed by her experience in smaller hospitals including Brantford General and the Sioux Lookout Meno Ya Win Health Centre. She has grown in areas as a generalist and challenged herself in other administration projects hospital-wide. Theresa has experience with Internal and General Medicine, Chemotherapy, IV Services, Aminoglycoside therapy and pharmacokinetics, Phenytoin therapy and pharmacokinetics, Pain management, Vascular, Urology, Rehabilitation, Preceptor practice and pharmacist training. Since 2010, Theresa has been working for the Weeneebayko Area Health Authority (which is in the remote north of James Bay) for North West. Theresa has further developed her experience in Pharmacy Operations, Pharmacy and Therapeutics and managing anticoagulation by participating in a Warfarin Clinic run by North West telepharmacists.

Theresa and her husband are explorers, traveling to far off places of the world, when not in Churchill exploring the sub-arctic terrain or watching birds, polar bears or beluga whales. When the Churchill weather turns cold, she works on various art projects indoors with a nice cup of hot tea whilst listening to some inspirational music or cooks up a new recipe in the kitchen!

