

Improving the delivery and documentation of an After-Hours On-Call Pharmacy Service

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Background

A recent increase in client volume and pharmacist numbers prompted a review of the After-Hours On-Call Pharmacy Service



Aim

To develop a training package to improve the delivery and documentation of the After-Hours On-Call Pharmacy Service.

Methods

Aspects reviewed included reference resources available, communication processes, client liaison methods, and documentation.



A working group from three pharmacy sites collaborated to update resources and develop an on-call training program. This program was designed to standardise procedures, enable efficient request resolution, assess pharmacist suitability, and improve patient outcomes.



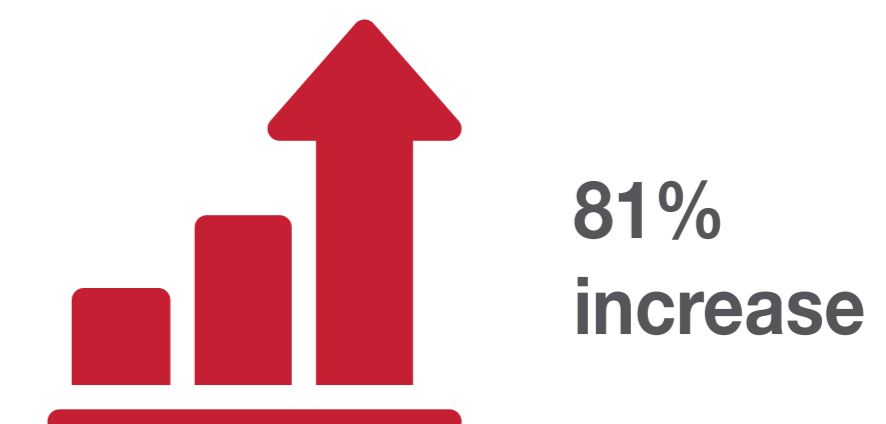
Data documented in the three months before and after the delivery of the training package were retrospectively analysed to assess the success of the project.

Results

All nine pharmacists participating in the on-call roster completed the training and assessment, with 100% passing the assessment.



The audit of documented calls demonstrated an 81.8% increase in documentation.



Phone records were analysed to ensure that this increase is attributable to the training and not to an increase in request volume.

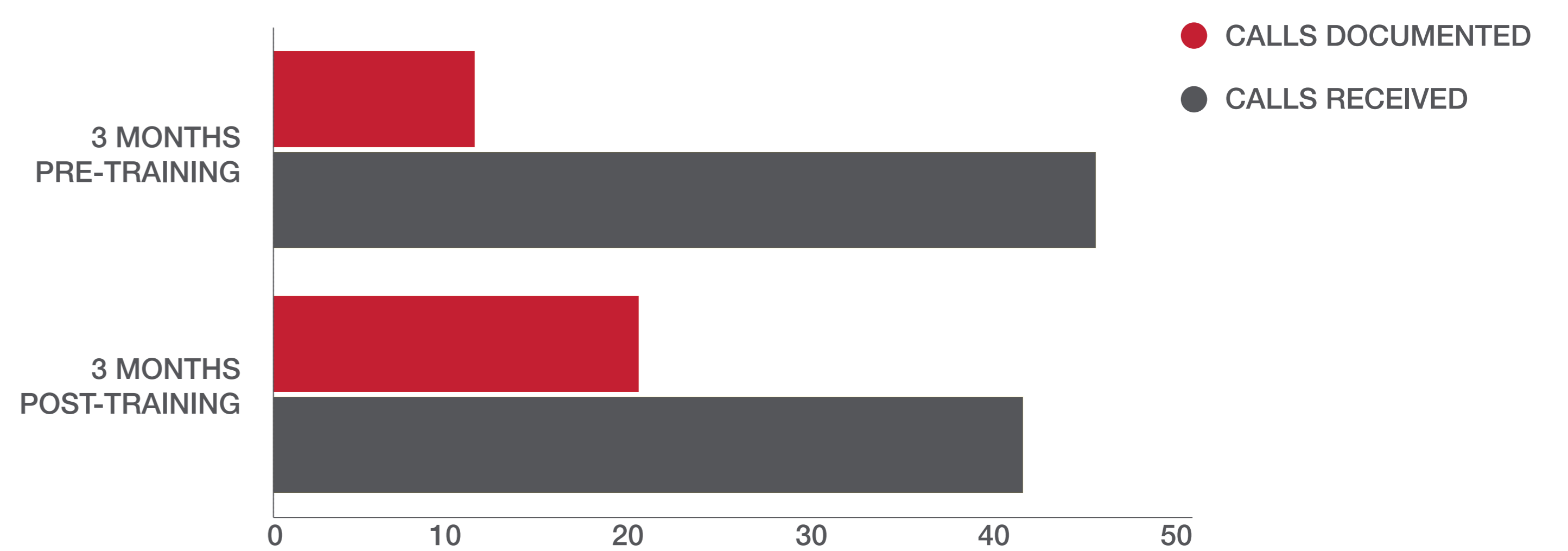


Figure 1: Number of calls received and documented before and after completion of the training program

This training program is now being considered for delivery to pharmacists at other sites.

Conclusion

Creation of a thorough training program for pharmacists results in improved consistency and documentation of service delivery, and enables assessment of pharmacist suitability for the On-Call Roster.