Audit of Calderdale framework implementation at a leading tertiary hospital pharmacy

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Background

Originally developed in the United Kingdom by Effective Workforce Solution, the Calderdale Framework is a workforce development tool that engages frontline staff at all levels to ensure safe and effective patient-centred care. It provides a clear and systematic method for reviewing skill mix, developing new roles, identifying new ways of working and facilitating service redesign. The Calderdale Framework has been applied extensively to health services and is transferable to any setting. It can enable delegation to support staff or skill sharing between professional staff.

At our hospital the framework trains pharmacy assistants to perform routine problem solving activities. The assistant primarily deals with Inpatient supply issues. Training includes increased familiarity with electronic inpatient management software, medications, medical conditions and interpretation of the medical officers’ notes. Training is completed under the supervision of the pharmacist, with the assistants working through mandatory reviews indicating competency.

Aim

To assess and describe the benefits and efficiencies gained due to the implementation of using the Calderdale framework at a large tertiary metropolitan public hospital.

Method

Daily operational data was collected using a data collection tool two weeks after implementation of this operational procedure. A repeat audit at 12 weeks after implementation took place in August 2018. All data was collated using Redcap® and descriptive data analysed using MS Excel®.

Results

Calderdale audit at 2-week post implementation

- The proportion of problem solving activities undertaken by the Calderdale assistant between week 2 (fig. 1) and week 12 (fig. 4) post implementation were not significantly different.
- Despite the trained assistant being involved in 100% of all activities, 34% (fig. 1) and 53% (fig. 4) had to be escalated to the clinical pharmacists on the ward.
- At both stages of the audit, a high proportion 45% (fig. 2) and 54% (fig. 5) were attributed to adherence to local antibiotic stewardship guidelines and policies.
- A significant finding was the efficiencies gained from implementation of the Calderdale framework at our hospital dispensary. We estimated a gain in 32 hours at week 2 post implementation (fig. 3) and 35 hours at week 12 post implementation (fig. 6).

Repeat Calderdale audit at 12-week post implementation

- The proportion of problem solving activities undertaken by the Calderdale assistant were not significantly different.
- Despite the trained assistant being involved in 100% of all activities, 34% (fig. 1) and 53% (fig. 4) had to be escalated to the clinical pharmacists on the ward.
- At both stages of the audit, a high proportion 45% (fig. 2) and 54% (fig. 5) were attributed to adherence to local antibiotic stewardship guidelines and policies.
- A significant finding was the efficiencies gained from implementation of the Calderdale framework at our hospital dispensary. We estimated a gain in 32 hours at week 2 post implementation (fig. 3) and 35 hours at week 12 post implementation (fig. 6).

Conclusion

The benefits of implementing the Calderdale framework include:
- Dispensary pharmacist can dedicate time to more complex clinical issues
- Patients receive their medications in a timely manner.
- Improves dispensary efficiencies by standardising problem solving processes and increase prescription turnaround
- Promotes adherence to local formulary and antimicrobial stewardship guidelines
- Pharmacy assistants who have been trained in the program have indicated greater job satisfaction with the extension of their duties.

About the Author

Sally Turner is a Senior Pharmacy Technician at the Flinders Medical Centre she has a special interest in the development of the assistant workforce.

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