

SECTION XVIII
QUALITY ASSURANCE

CONNECTICUT VALLEY HOSPITAL PHARMACY POLICY AND PROCEDURE MANUAL

SECTION XVIII: QUALITY ASSURANCE CHAPTER 18.1: CONTINUOUS QUALITY IMPROVEMENT

POLICY: As part of the hospital's continuous quality improvement program the quality and appropriateness of patient care services provided by the pharmacy are monitored and evaluated, and identified problems are resolved.

PROCEDURE:

1. The Pharmacy Supervisor or designee shall establish and implement an ongoing, planned, and systematic monitoring and evaluation process to document the pharmacy's continuous quality improvement activities. The program will be reviewed at least annually and revisions made as necessary. The objective of this program is to improve patient care.
2. The scope of the CQI process includes major clinical and operational functions with attention to high volume, high risk, or problem prone aspects of patient care.
 - A. Monitoring activities will include those major clinical activities that most affect the quality of patient care.
 - B. Written criteria (indicators) for each major activity will be developed to identify optimal standards of care.
 - C. Data pertaining to the indicators will be collected and comparison of the data with the pre-established criteria will be conducted at regular intervals.
 - D. For all criteria that do not perform up to standard an action plan will be implemented and performance improvement monitored.
3. A quarterly report is sent to the Director of Ambulatory Care Services showing indicator performance and action plans for criteria that do not perform up to standard.
4. An evaluation of the departmental I.O.P. plan is sent to the Director of Ambulatory Care Services including an assessment of performance and recommendations for improvement annually.