**PATIENT SAFETY: PHARMACY METRICS**

**Learning Objectives**

* Describe the importance of pharmacy metrics for efficient and safe operation.
* Define pharmacy metrics in various settings.
* Describe how team members can effectively contribute to the workplace

**1.     Which of the following is NOT a use for metrics in pharmacies?**

A.     Quantify workflow

B.     Exhaust staff

C.     Establish comparators

**2.     Patient-centered metrics are based on which of the following?**

A.     Profits

B.     Public health initiatives

C.     Patient complaints

**3.     \_\_\_\_\_ is a metric used to assess productivity.**

A.     Time-to-fill

B.     Rate of medication errors

C.     Out-of-stock prescriptions

**4.     Which of the following is a good way to reach vaccination metrics?**

A.     Letting the patient contact the pharmacy about vaccinations

B.     Reminding patients of vaccinations at the register

C.     Relying on advertising to encourage patients

**5.     What does SMART goals, a great way to develop an approach to improve metrics, stand for?**

A.     Specific, Measurable, Achievable, Relevant, Time-Bound

B.     Specific, Measurable, Achievable, Resourceful, Time-Bound

C.     Specific, Measurable, Accurate, Reasonable, Time-Bound

**6.     What is the most important skill in the workplace when tackling metrics?**

A.     Speed

B.     Communication

C.     Knowledge

**7. Many metrics focus on efficiency. What other consideration is crucial?**

 A. Type of pharmacy

 B. Patient safety

C. Workload or volume

**8. Select the statement that is TRUE:**

A. Metrics usually refer to a general aspect of pharmacy tasks, so they are the same in community and clinical settings.

B. While metrics often refer to a general aspect of pharmacy tasks, they can vary greatly between community and clinical settings.

C. While metrics often refer to a general aspect of pharmacy tasks, pharmacies should stay away from standard metrics and develop new approaches.

**9. Super Tech is worried about her pharmacy’s time-to-fill metric. Wonder Pharmacist is focused on inventory metrics. Three months go by and they haven’t made good progress on either. Why?**

A. They are working alone on each metric, but need to be working together.

B. It’s not possible to work on two metrics at the same time.

C. Improving time-to-fill metrics will adversely influence inventory metrics.

**10. Which of the following activity falls heavily on pharmacy technicians and contributes heavily to pharmacy metrics in the community setting?**

A. Vaccinations

B. Insurance and billing

C. In-person patient interaction