



PHARMACY PRÉCIS



Précis: a concise summary of essential points, statements or facts

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SUGDIS 2012 DRUG INFORMATION QUESTION QUALITY ASSURANCE SURVEY RESULTS

Introduction

This issue of *Pharmacy Précis* presents the results of the Samford University Global Drug Information Service (SUGDIS) Quality Assurance Survey. Survey results are compiled and evaluated to ensure the SUGDIS objectives are being achieved, and we are fulfilling the needs and expectations of our clients.

SUGDIS is a fee-for-service operation located in the McWhorter School of Pharmacy, Samford University in Birmingham, Alabama. The center focuses on three core activities: education, service, and research. Comprehensive drug information services are provided to over 120 pharmacies including hospitals and long-term care centers.

The SUGDIS primary objectives are to:

- ◆ Teach pharmacy students, drug information residents, pharmacists, and other health care providers the skill of efficiently searching the literature, critically analyzing the information, and accurately communicating (both verbally and in writing) the response.
- ◆ Serve as an information resource center for faculty, students, and health care professionals.
- ◆ Provide comprehensive, objective, and unbiased information to health care professionals for decision-making and problem-solving activities.
- ◆ Provide drug information services to health care institutions for delivery of quality patient care.
- ◆ Conduct research for the advancement of drug information and pharmacy practice.

Description of SUGDIS

SUGDIS, an academic and service unit of the McWhorter School of Pharmacy, completes projects that include pharmacy practice and medication use evaluations. SUGDIS is committed to assisting pharmacists who are engaged in patient care activities and is actively pursuing relationships with organizations representing them.

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The overall services provided include, but are not limited to:

- ◆ Drug information consults
- ◆ Committee support (Pharmacy and Therapeutics [P&T], Institutional Review Board [IRB], Infection Control)
- ◆ Formulary management
- ◆ Policy and procedure development
- ◆ Drug therapy practice guidelines generation
- ◆ Drug formulary list generation
- ◆ Antibiotic Management Program
- ◆ Drug Usage Evaluation (DUE) and Adverse Drug Reaction (ADR) programs
- ◆ Long-term care consulting

Teaching programs include didactic courses in Drug Information Systems and Drug Literature Evaluation and the experiential-based learning experiences for Pharm.D. students completing the Drug Information Advanced Pharmacy Practice Experience. Information services are provided to health care professionals of subscribing institutions and Samford faculty by a staff of four drug information specialists, drug information resident, and clerical support. SUGDIS has extensive electronic drug information databases and resources. Furthermore, an extended collection of other resources (textbooks, journals, databases, etc.) is available within either the center or the Samford University Davis Library. Access to pharmacy faculty who specialize in various types of pharmacy practice and medical experts as consultants to SUGDIS expand the expertise available to answer questions and resolve problems for the center's subscribers.

SUGDIS personnel are active consultants for hospitals and other health care entities in addition to participating in national organizations. Responding to drug information requests consumes approximately 55 percent of daily activities while a portion of the remaining time is involved at the drug policy level with P&T, IRB, and Infection Control Committee support. Formulary evaluation is another crucial responsibility for SUGDIS as is continuing education for medical, pharmacy, and nursing personnel.

Question Requests during 2012

During the year 2012, SUGDIS received over 263 questions from the health care community. Most of the questions received by SUGDIS were from pharmacists practicing in a long-term care facility, hospital setting, or community pharmacy/ambulatory care setting. Over 50 percent of the questions received pertained to the following topics: drug therapy use, dosing, adverse drug reactions, compatibility/stability, method of drug administration, and drug interactions. Formulary issues (drug literature evaluations and formulary class reviews) represent 10 percent of client requests. The remaining 40 percent consist of over 18 different topics that includes pharmacy law, route of administration, contraindications, practice guidelines, drug of choice, unlabeled indications, monograph information, disease management, cost/economic studies, alternative medicine, drug approvals, toxicity/poison, foreign drug ID, and practice guidelines. Questions varied in intensity (e.g., from drug identification to providing therapeutic recommendations) and time required to complete the request (from 15 minutes to greater than 40 hours). Over 73 percent of the questions answered during 2012 were from clients. The majority of the remaining questions came from the Samford community or Samford alumni.

As part of the center's educational responsibilities, advanced pharmacy practice experience Pharm.D. students participate in center activities by answering questions under the guidance of a Pharm.D. faculty member. Questions are received by email (46%) or by phone (56%). Upon receiving a call or email information, the student must ask a series of questions to obtain the information needed to thoroughly research and respond to each request. By participating in the question answering activity, the Pharm.D. student learns to answer drug information questions using an efficient search process, enhances/refines written and verbal communication, completes a thorough literature search, improves problem-solving, decision-making, and literature analysis skills.

Question Quality Assurance Survey 2012

To ensure the SUGDIS question processing procedures, resources, and staff are meeting the needs of clients, a survey is sent to clients to obtain feedback pertaining to the drug information question service provided by SUGDIS. Each month, the SUGDIS Coordinator sends an email to health care providers who have requested information from SUGDIS with an Internet link requesting completion of an on-line survey. Once a health care caller has been surveyed, this individual is not eligible to be surveyed again for six months. The six-month lag time was chosen so that frequent callers would not be continually surveyed.

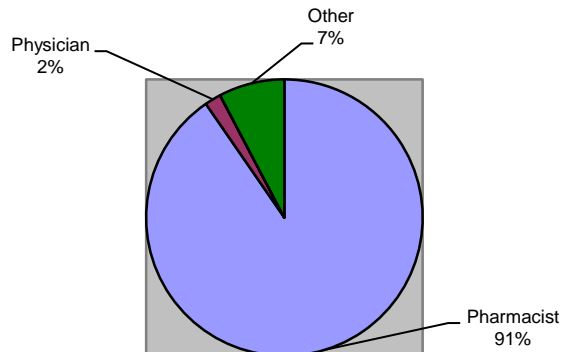
The on-line drug information question survey is divided into four sections.

- The first section of the survey is designed to gather the following data:
 - What is your role in the health profession (i.e., pharmacist, physician, nurse)?
 - What is your primary practice site?
 - Are you a SUGDIS subscriber?
 - How frequently do you utilize SUGDIS service?
- The main section of the survey contains questions concerning the drug information request(s) and response(s).
 - Was your question patient specific?
 - What impact did the recommendation offered by SUGDIS have at our institution/practice site?
 - Was your question handled in a professional manner?
 - Was your question answered with pertinent information?
 - Was your question answered within a reasonable time period?
- The next section of the survey contains questions to obtain your feedback on ways to improve your future interactions with SUGDIS.
 - Rate your overall experience with SUGDIS.
 - If there were one thing SUGDIS could do to improve our service, what would it be?
 - What additional services would you like to see SUGDIS offer?
- The final section of the survey provides space for your comments. If your experience with SUGDIS is positive, SUGDIS would like to know that our service is sufficient to meet your needs. If you see a problem with the service, please comment so problems can be identified and corrected.

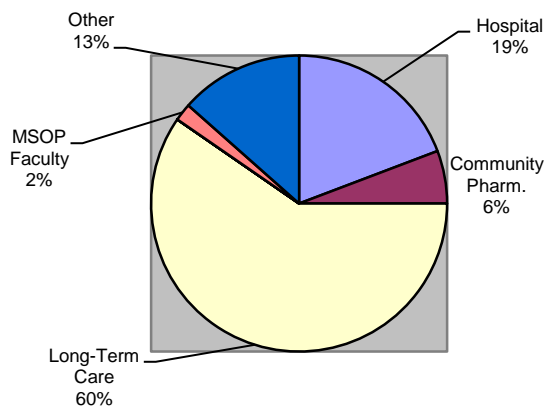
During the 2012 calendar year, a total of 113 survey requests were emailed to SUGDIS clients with a link to the on-line survey. The response rate of completed surveys was 46 percent, down 2 percent compared to prior year. The information obtained from the survey is vital to the structure and process of SUGDIS activities in terms of quality improvement. The following pie charts display the survey results for the year 2012. Survey results for previous years have been published in prior *Pharmacy Précis* issues (available upon request).

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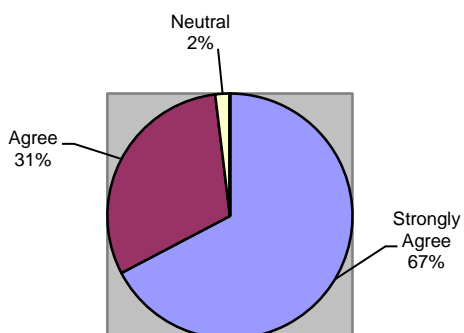
Profession



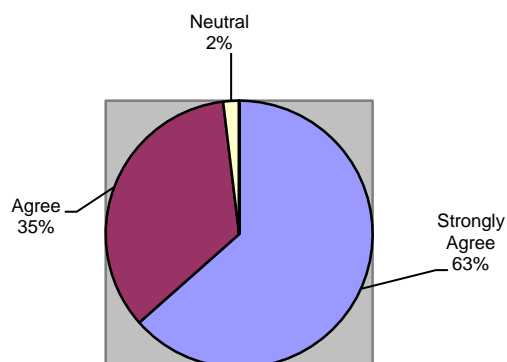
Primary Practice Site



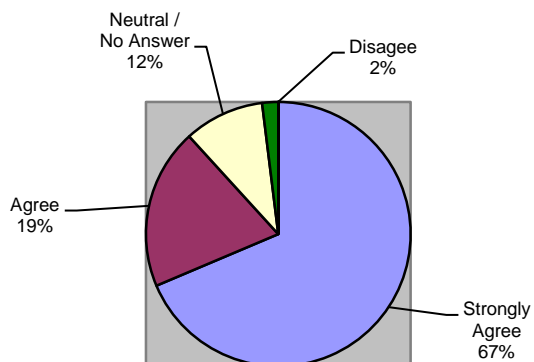
The response(s) answered the intended question(s)



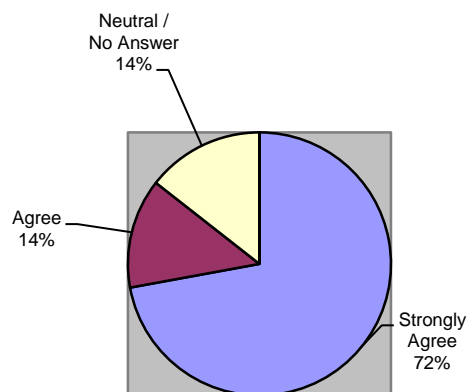
Information was sufficient to apply in my practice setting



Response was provided within requested time period

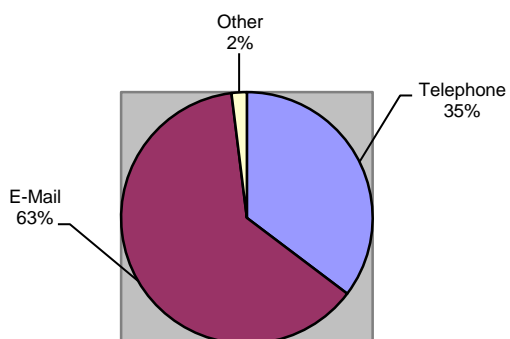


Written and/or verbal response(s) were handled professionally

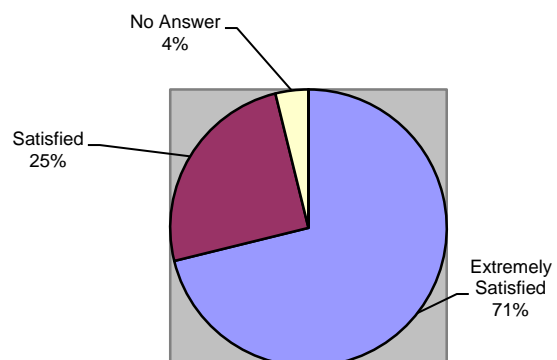


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What is your most frequent method of communication with SUGDIS?

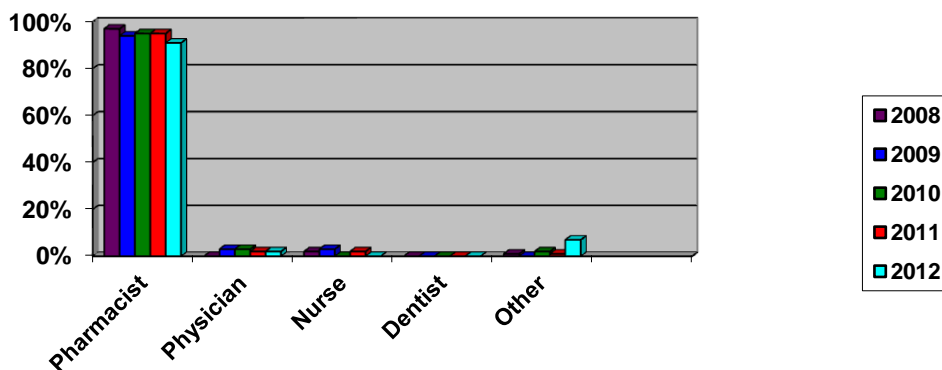


How would you rate your overall experience with SUGDIS?

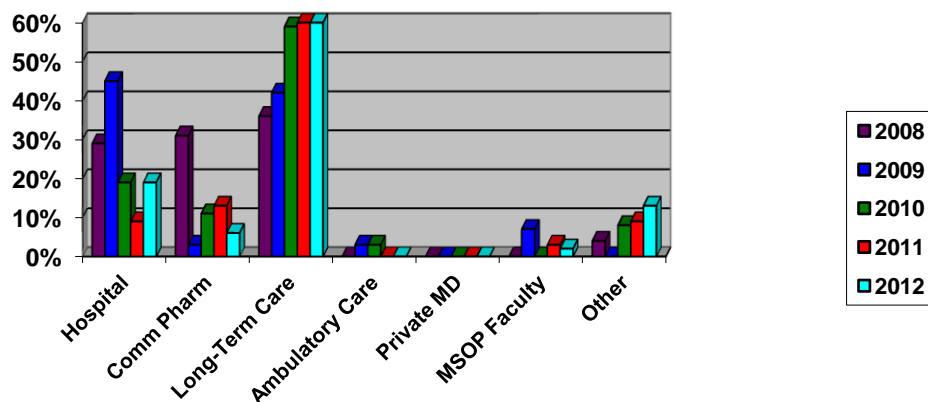


Below are bar charts that compare the quality assurance survey results of the past five years.

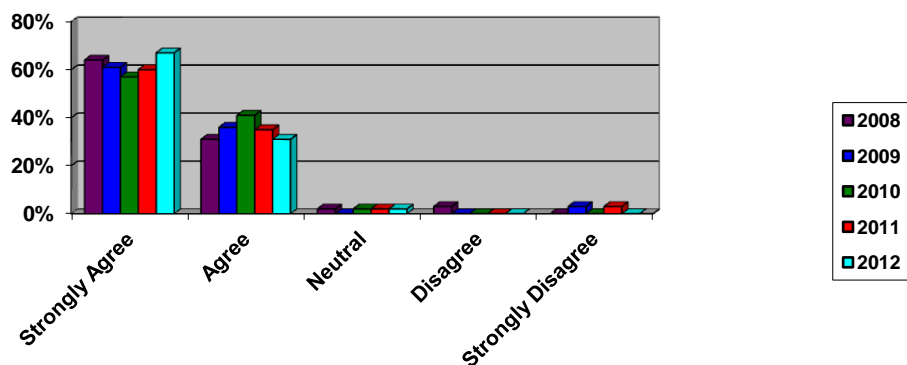
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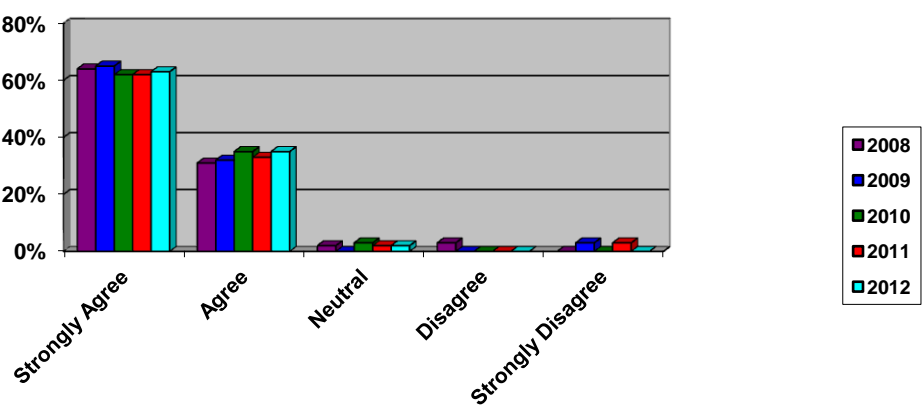
Primary Practice Site



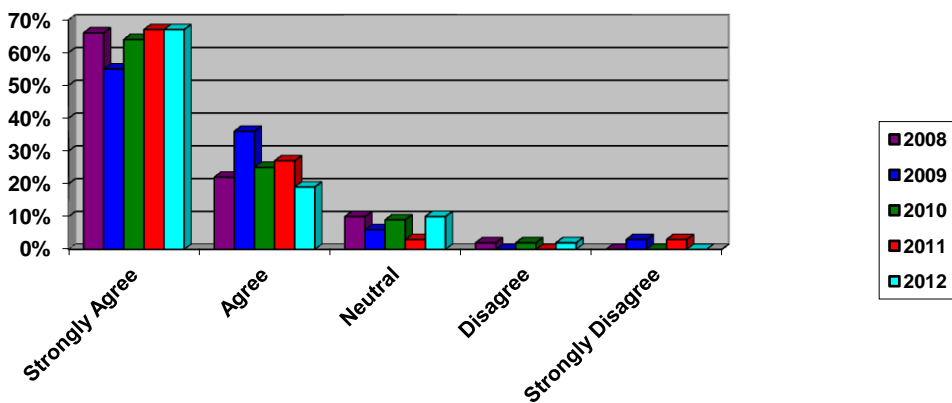
The response(s) answered the intended question(s)



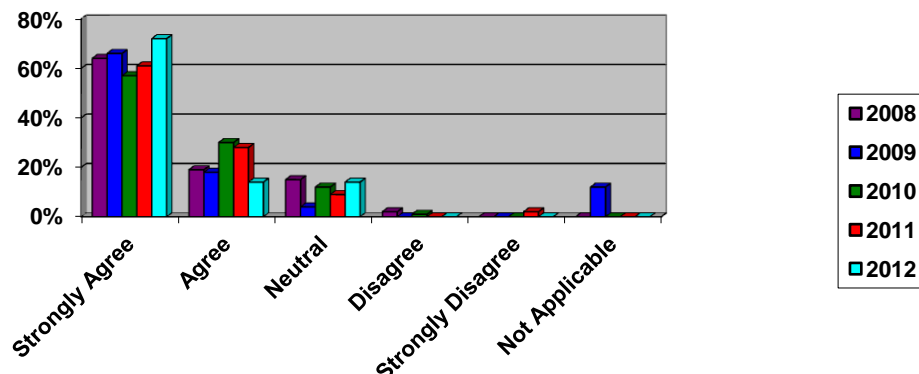
Information was sufficient to apply in my practice setting



Response was provided within requested time period



Written and/or verbal response(s) were handled professionally



The majority (91%) of individuals who responded to the survey were pharmacists. The remaining 9 percent consisted of physicians, forensic chemists, and librarians. Calls received by SUGDIS totaled over 263. The current year responses and the comparison of the past four years indicate that 98 percent of the survey responders felt the information supplied by SUGDIS sufficiently answered the question presented and the information provided was applicable to their practice setting. This was an increase from 2011 by 3 percent. The remaining 2 percent responded neutral. Over 58 percent of respondents indicated that the information provided was patient specific. Respondents indicated that the recommendation offered by SUGDIS impacted the respondent's institution or practice site by altering drug therapy (35%), identifying and preventing adverse drug reactions (12%), necessitating dosing changes (8%), and identifying and preventing drug interactions (4%). The remaining 41 percent indicated processes were changed, protocols were written, patient information was prepared, drug products were identified, and information supplied confirmed pharmacist recommendations.

An area that SUGDIS is constantly striving to improve is providing the response to a question within the requested time period and to complete the task thoroughly by following an efficient search process. The SUGDIS goal is to meet the subscriber's need in a professional manner. Of the respondents, 81 percent felt the response was provided within a reasonable time period. The response to a question provided within a reasonable time period decreased from the year 2011 (94%). Survey respondents that responded neutral were 8 percent and 11 percent did not answer this question. Respondents that selected disagree were zero percent. When a call is answered, one of the initial questions asked by the student is by what time and date the client needs the requested information. If problems are encountered while researching a question, the requestor is called and provided an update on information located and the progress being made. The drug information center faculty/staff request that the caller inform the student when the question concerns an urgent matter. In this event, the drug information center faculty is immediately notified and the response is formulated and provided to the caller. Afterwards, the question answering process is reviewed with the student (for the learning experience).

SUGDIS wishes to remind subscribers that each question is used as a learning experience. After the student obtains the question information, a drug information center faculty member discusses with the student a process to search and analyze the literature to locate and formulate a response. Also, the faculty member and the student discuss advantages and disadvantages of the references/resources that may be used to develop a response. After the student conducts the research and prepares an answer, the response is reviewed by the faculty member. If the information supplied in response to a question is incomplete or more information is needed, please advise the student and preceptor of this situation. If an update or answer to your question is not supplied within the time period requested, please contact SUGDIS immediately.

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A large percentage (62%) of the individuals that responded to the survey indicated the most frequent method of contacting SUGDIS is by email. The remaining respondents telephoned the SUGDIS drug line or a combination of email and telephone. With the increase of email request, a web-based submission form is located on the SUGDIS website. The form is designed to improve service provided to our clients. By utilizing the web-based request form, we are able to gather all the pertinent information we need in order to thoroughly answer your request and return it to you in a timely manner. **If your request requires immediate attention, please call SUGDIS at (205) 726-2659.**

In an effort to improve efficiency and go green, SUGDIS continues to utilize an on-line drug information question survey for clients. If you are selected to be surveyed, an email will be sent from the following email address: spboyken@samford.edu with the subject of SUGDIS Question Response Survey. The email will contain a link to the survey website. Survey responses are anonymous unless you choose to add your name to the survey. SUGDIS has utilized the survey process for several years. The survey responses identify areas for improvement in the SUGDIS process. The comments and suggestions from the survey provide SUGDIS with information to improve services offered to the subscriber for use in his/her daily practice. Individuals surveyed are encouraged to utilize the comment section to expand on the particular topic(s) marked as disagree or strongly disagree. Watch your email for the opportunity to evaluate the service received when SUGDIS completes your next question request. The SUGDIS staff appreciates you completing the survey information. Please provide suggestions or comments to SUGDIS by telephone (205-726-2659) or e-mail (sugdis@samford.edu).

SUGDIS Personnel

On a daily basis the SUGDIS faculty, drug information residents, staff, and advanced pharmacy practice experience Pharm.D. students handle client questions and needs. Four to six drug information advanced pharmacy practice students are in the center ten months of the year to research and answer questions, complete weekly publications, and assist with projects. The students complete the learning experience under the guidance of four faculty members:

Maisha Kelly Freeman, Pharm.D., MS, BCPS, FASCP

Dr. Freeman joined SUGDIS in 2003. She is an Associate Professor of Pharmacy Practice and Director of SUGDIS. She is a 2002 graduate of the University of North Carolina at Chapel Hill. Upon graduation, she completed an American Society of Health-System Pharmacy (ASHP)-accredited drug information specialty residency at the University of Maryland in Baltimore, Maryland. She has been recognized as a Board Certified Pharmacotherapy Specialist since 2004. Dr. Freeman earned a Master of Science degree in Pharmacy from the University of Florida in the Department of Pharmaceutical Outcomes and Policy. She is also a Fellow of the American Society of Consultant Pharmacists, an organization dedicated to the special needs of elders residing in nursing homes. She is a member of several organizations including: ASCP, ASHP, ACCP, ISPOR, Phi Lambda Sigma and Rho Chi. She is a reviewer for several journals including: the *American Journal of Health-System Pharmacists* and *Annals of Pharmacotherapy*. Dr. Freeman has authored over two dozen publications in the *American Journal of Health-System Pharmacists*, *Annals of Pharmacotherapy*, *American Journal of Pharmaceutical Education*, *Drug Information Journal*, *US Pharmacist*, *The Consultant Pharmacist* and *Drug Information: A Guide for Pharmacists*. Her areas of interest include drug information education, cultural competency, pharmacoconomics/outcomes research, and geriatrics.

Peter J. Hughes, Pharm.D., BCPS

Dr. Hughes joined SUGDIS in July of 2009. He is an Assistant Professor of Pharmacy Practice and Drug Information Specialist. He is a 2007 graduate of the Samford University McWhorter School of Pharmacy. Upon graduation, Dr. Hughes completed a Drug Information Residency with SUGDIS. Prior to returning to SUGDIS in July 2009, he practiced at Riverview Regional Medical Center in Gadsden, Alabama. He is currently a member of AACP, ACCP, ASHP, and APhA. He is also involved with local and regional pharmacy organizations. Dr. Hughes serves as a reviewer for *Annals of Pharmacotherapy*.

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Rachel M. Slaton, Pharm.D., BCPS

Dr. Slaton joined SUGDIS on June 1, 2011, but has been on faculty at MSOP since 2009. She is an Assistant Professor of Pharmacy Practice and Drug Information Specialist. She is a 2002 graduate of Samford University McWhorter School of Pharmacy. Upon graduation, Dr. Slaton completed an American Society of Health-System Pharmacy (ASHP)-accredited drug information specialty residency with DCH Regional Medical Center in Tuscaloosa, Alabama. She practiced as a Drug Information Pharmacist at the University of Alabama at Birmingham (UAB) Hospital from 2003-2009 and has been recognized as a Board Certified Pharmacotherapy Specialist since 2005. She is currently a member of AACP, ACCP, APA, and BPS. Dr. Slaton is involved in local pharmacy organizations and has authored several publications. Her professional interests include medication safety, hospital pharmacy, comparative effectiveness research and health informatics.

Rachel H. Thomas, Pharm.D., MS

Dr. Thomas joined SUGDIS in August 2012. She is an Assistant Professor of Pharmacy Practice and Drug Information Specialist. Dr. Thomas completed her Master of Science in Chemistry at the University of Alabama at Birmingham. She is a 2011 graduate of the Samford University McWhorter School of Pharmacy. Upon graduation, Dr. Thomas completed a Drug Information Residency with SUGDIS. She has authored publications in the *American Journal of Health-System Pharmacists*, *Annals of Pharmacotherapy*, and *P&T*. She is a member of ASHP. Her professional interests include drug information education, comparative effectiveness research, and biologics/specialty pharmacy.

Dr. Richard Wakefield joined SUGDIS for the 2013-2014 academic year as a Drug Information Resident. Dr. Wakefield graduated from Samford University McWhorter School of Pharmacy in May 2013 with a Doctor of Pharmacy degree. He will be assisting the Residency Director and the SUGDIS staff with the activities of SUGDIS as well as completing an independent research project.

Sandra Boyken serves as the SUGDIS Coordinator. Mrs. Boyken joined SUGDIS in August 1997. In December 2007, she completed her Bachelor of General Studies in Administrative Services with a Paralegal Certificate by attending Samford University Metro Program evening classes. Prior to this, she had obtained an Associate Degree in Secretarial Administration from Western Kentucky University, Bowling Green, Kentucky. Mrs. Boyken is a member of Phi Kappa Phi and Alpha Sigma Lambda.

Contacting SUGDIS

If you have a drug information request, please utilize the web-based submission form located on the SUGDIS website (http://pharmacy.samford.edu/msop_dic.aspx) or call (205) 726-2659. For your convenience, this number is the direct line that allows you to speak with the individual responsible for drug information requests. If you need to contact SUGDIS via fax, please dial (205) 726-4012 (This is not a secured FAX machine. Do NOT FAX patient specific information.) Also, SUGDIS may be contacted by e-mail at sugdis@samford.edu. SUGDIS hours of operation are Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m., Central Standard Time, except when the University is closed.

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