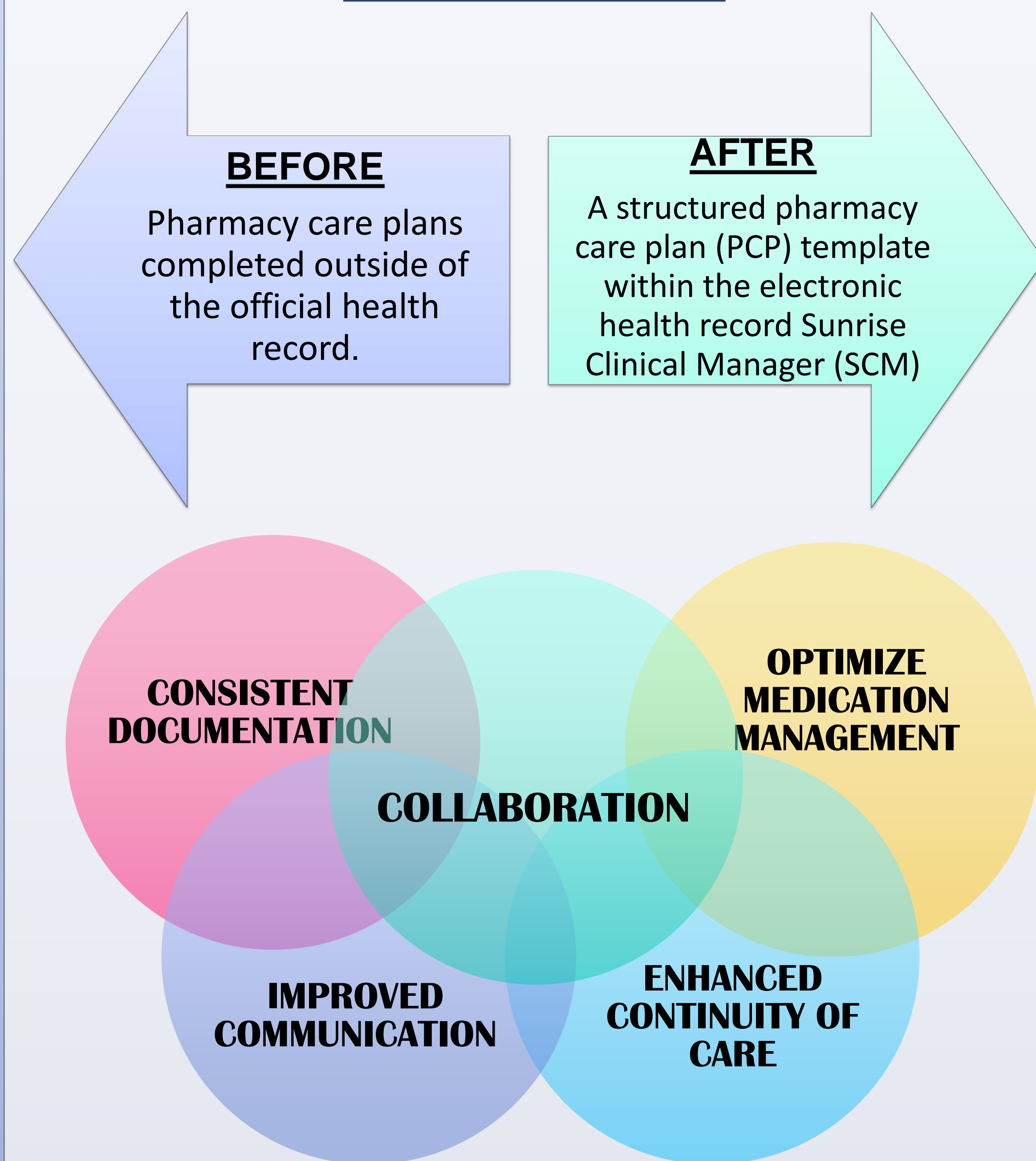# Pharmacist Satisfaction with an Electronic Clinical Documentation Template

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Alberta Health Services

OPPORTUNITY

BEFORE
Pharmacy care plans completed outside of the official health record.

AFTER
A structured pharmacy care plan (PCP) template within the electronic health record Sunrise Clinical Manager (SCM)

CONSISTENT DOCUMENTATION

OPTIMIZE MEDICATION MANAGEMENT

COLLABORATION

IMPROVED COMMUNICATION

ENHANCED CONTINUITY OF CARE

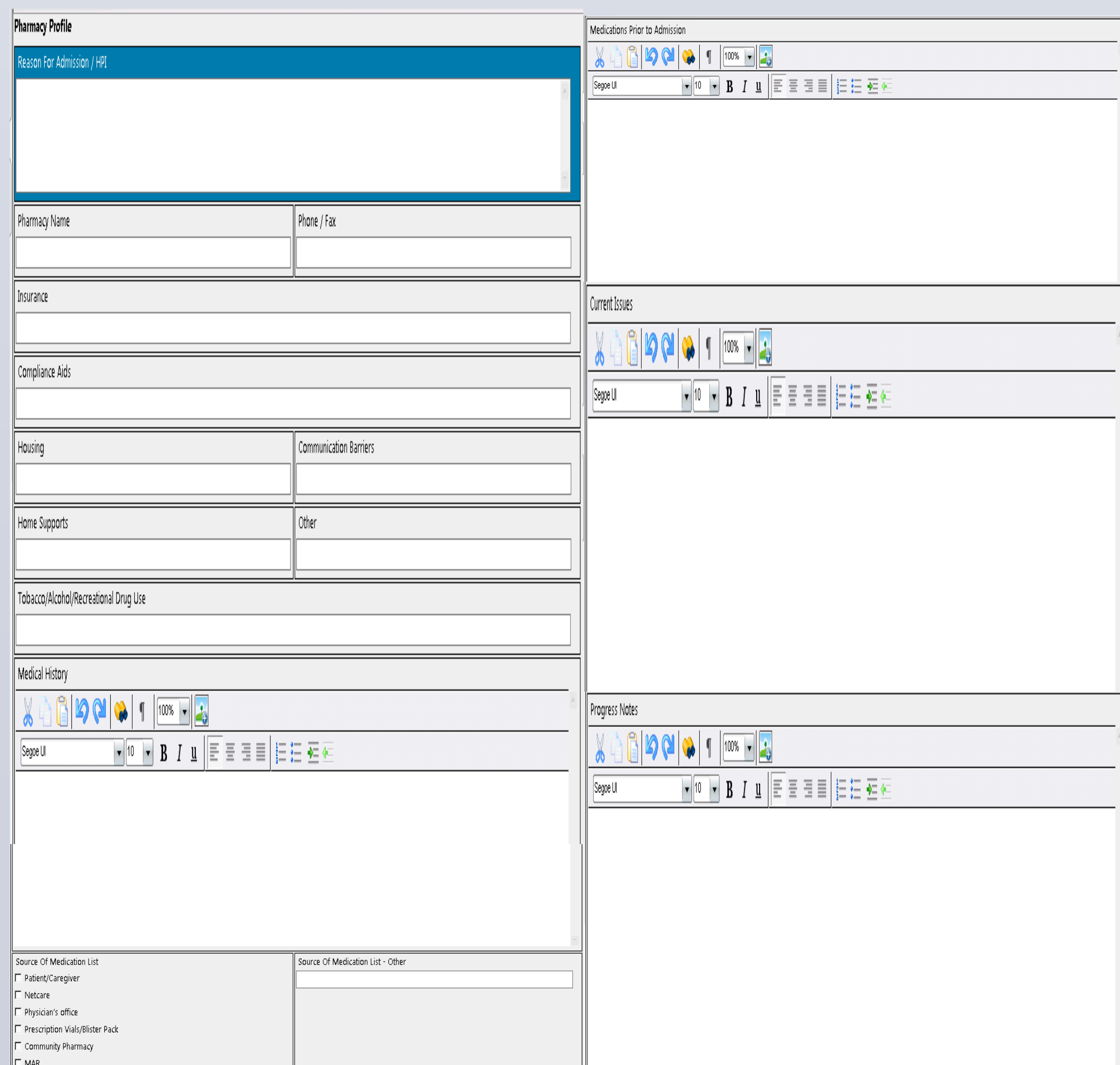**Template was designed to :**
✓ Be modifiable by all clinical pharmacy staff
✓ Be used by all clinical teams at all sites
✓ Not replace separate chart notes for direct patient care activities and interventions
✓ Be accessible to all healthcare providers
A User Guide was created to support staff.

Figure 1. Screenshot of the SCM Pharmacy Care Plan Template
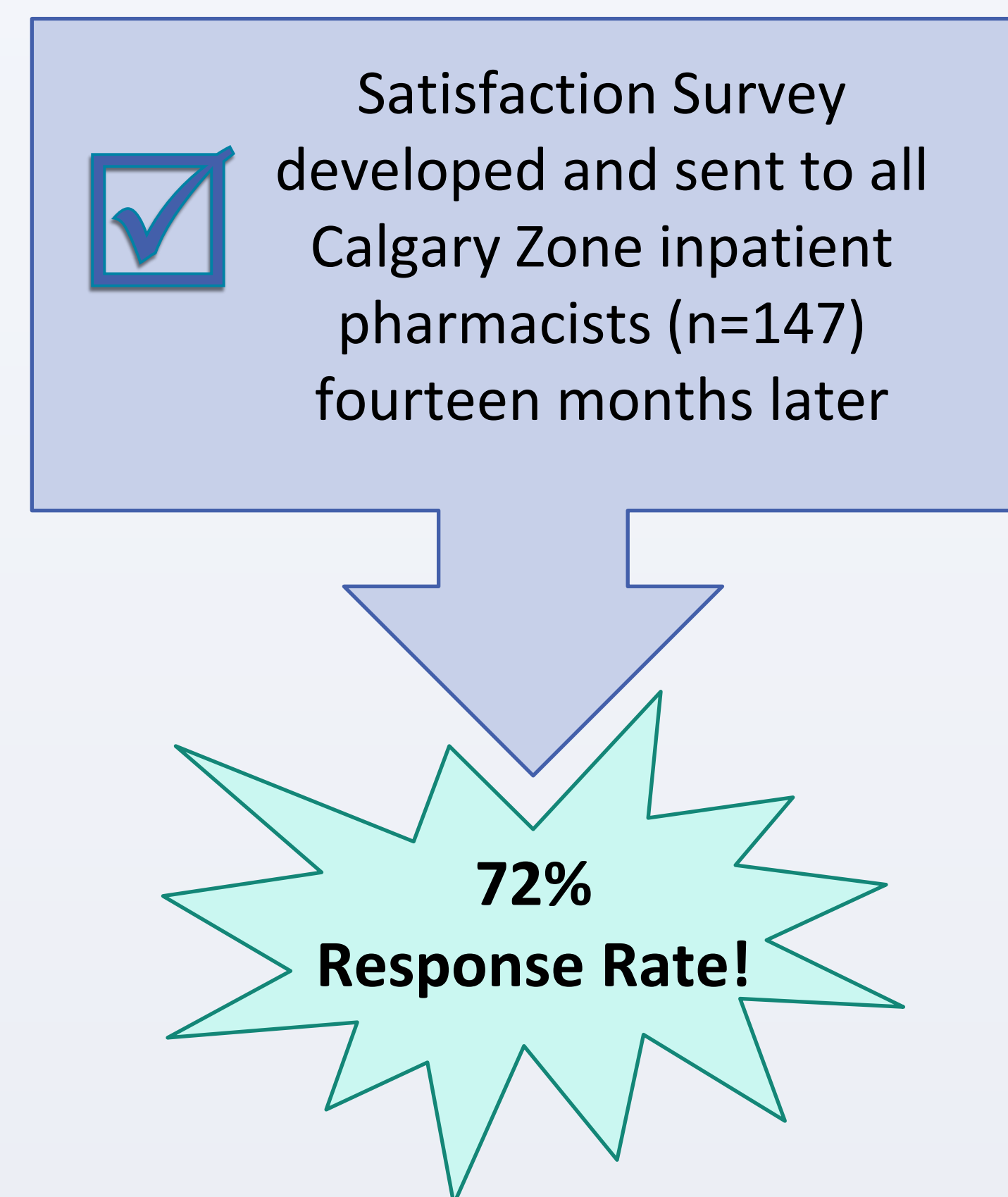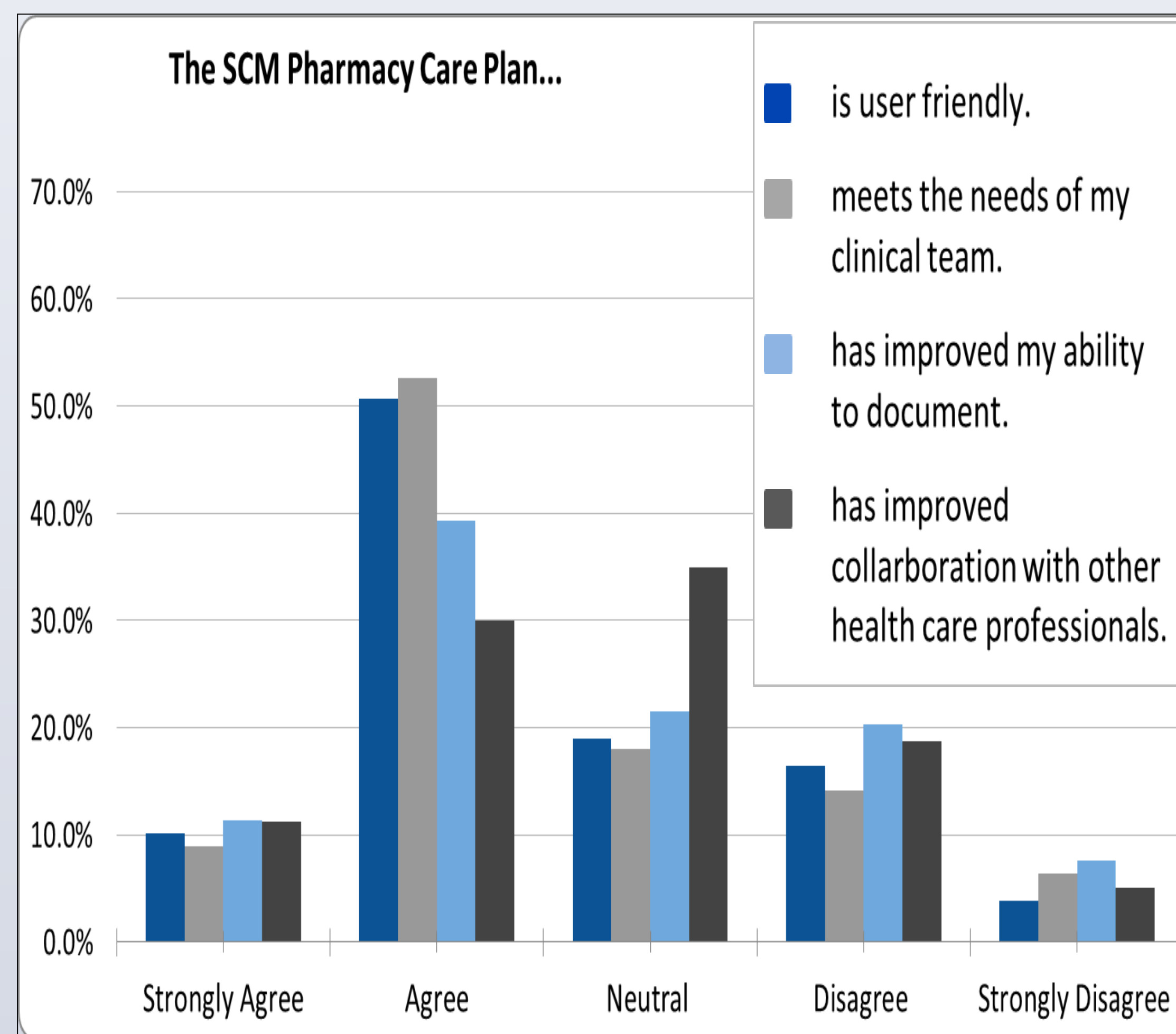

ACTION & RESULTS

Satisfaction Survey developed and sent to all Calgary Zone inpatient pharmacists (n=147) fourteen months later

72% Response Rate!

Figure 2. User Satisfaction with the SCM Pharmacy Care Plan Template

The SCM Pharmacy Care Plan...
- is user friendly.
- meets the needs of my clinical team.
- has improved my ability to document.
- has improved collarboration with other health care professionals.

Template Design
- 58% of respondents feel there is adequate space.
- 86% of respondents only required one care plan per patient per admission.
- Variable usage of medications prior to admission section was described, with some users choosing to state only 'refer to paper AHS Med Rec form'.

Template Usage
- 79% stated that they always use the template.
- 92% reported accessing care plans from previous admissions when providing care to re-admitted patients.
- 55% of respondents felt that the SCM pharmacy care plan did not impact their direct patient care activity and intervention charting.
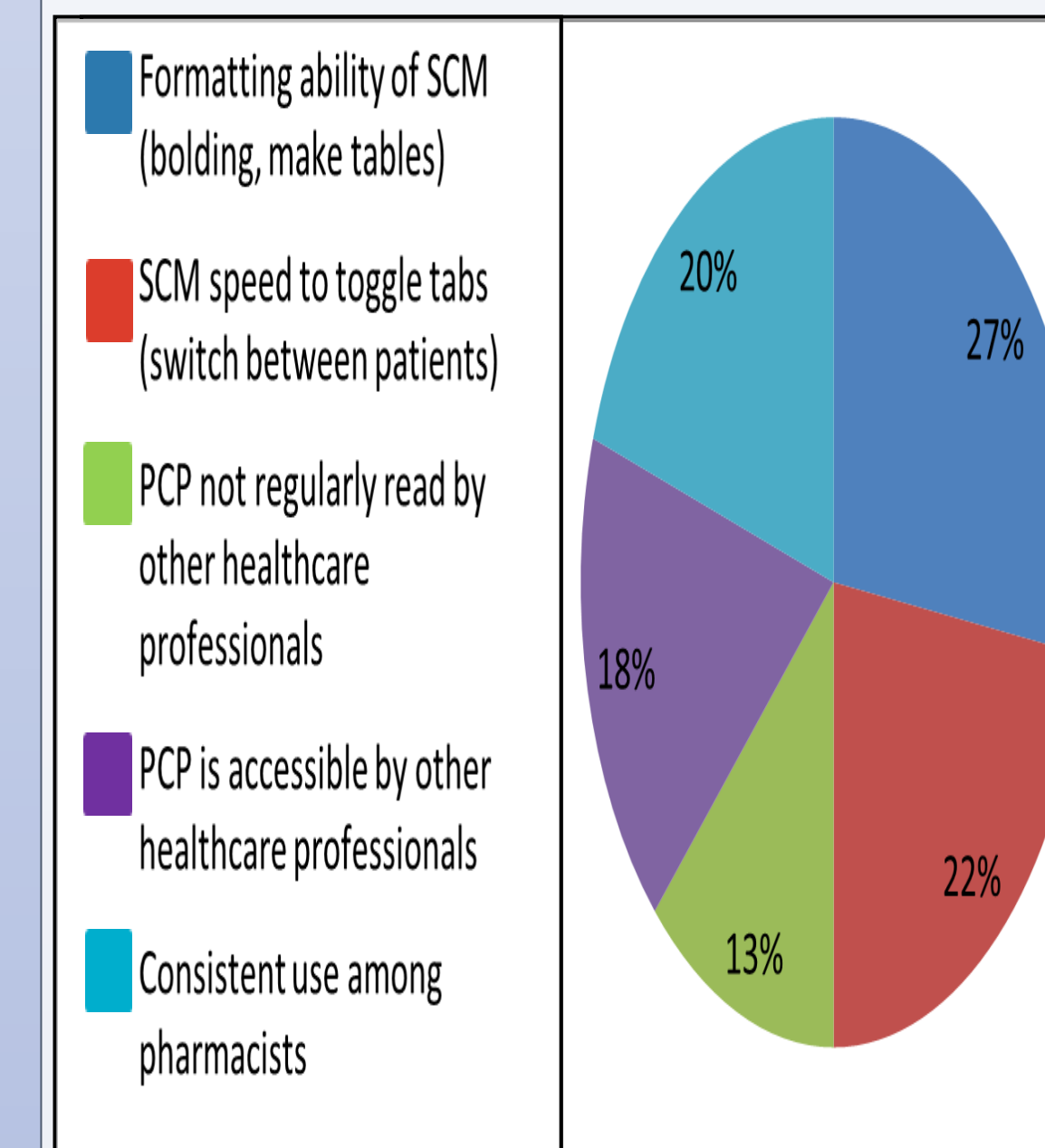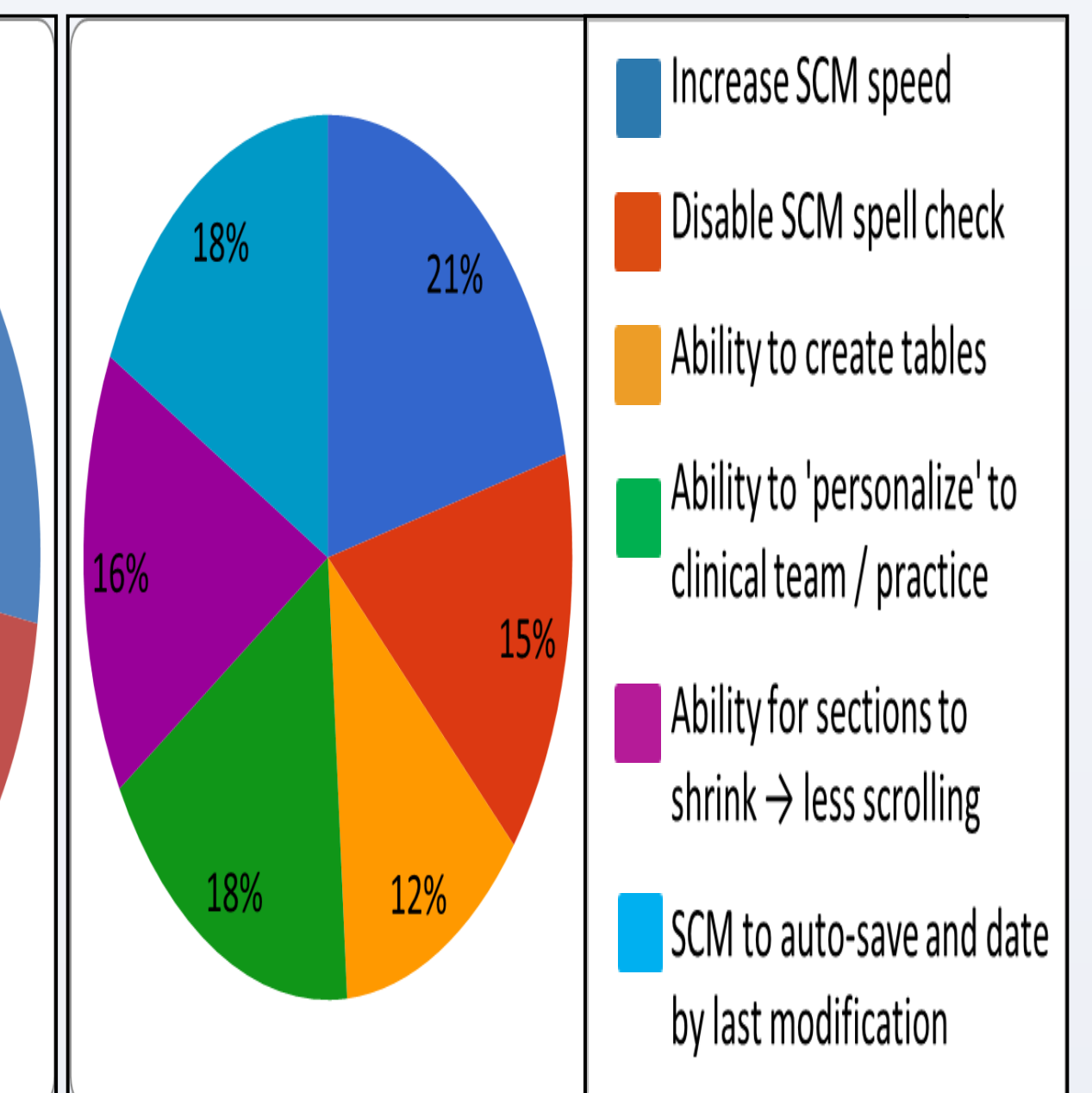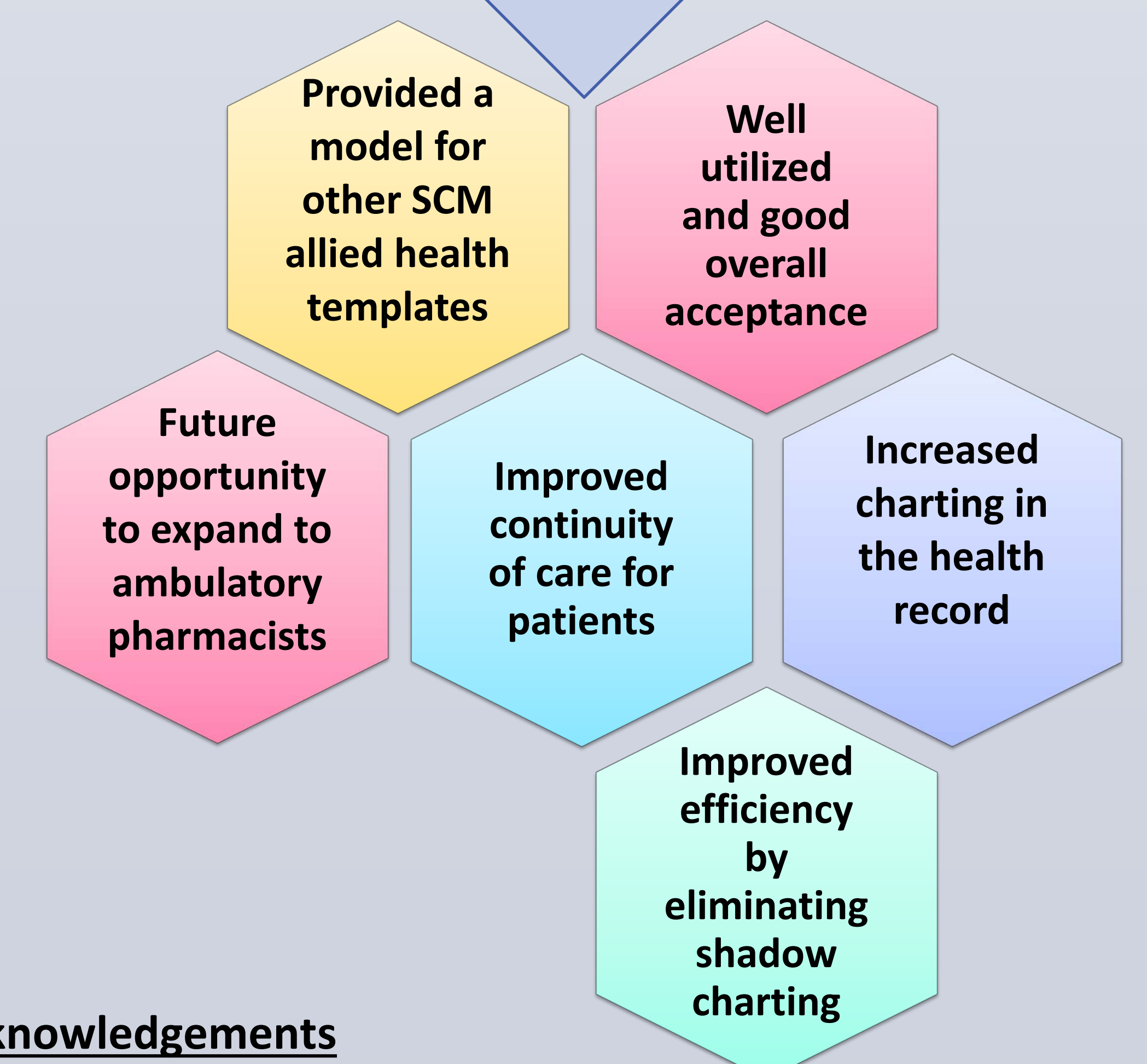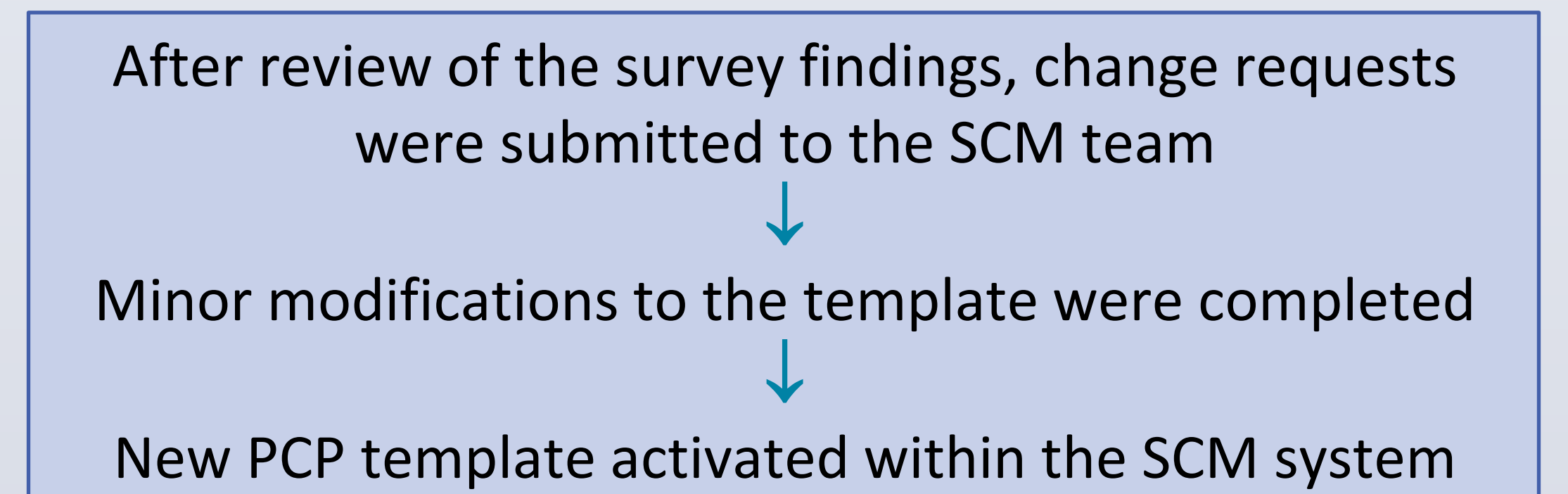
Figure 3. Concerns About the Template

- Formatting ability of SCM (bolding, make tables) — 27%
- SCM speed to toggle tabs (switch between patients) — 22%
- PCP not regularly read by other healthcare professionals — 13%
- PCP is accessible by other healthcare professionals — 18%
- Consistent use among pharmacists — 20%

Figure 4. Suggestions for Improvements to the Template

- Increase SCM speed — 21%
- Disable SCM spell check — 15%
- Ability to create tables — 12%
- Ability to 'personalize' to clinical team / practice — 18%
- Ability for sections to shrink → less scrolling — 16%
- SCM to auto-save and date by last modification — 18%

- Conflicting opinions were noted, including accessibility of the PCP by other healthcare professionals and consistency of usage of the PCP by pharmacists.
- Most suggestions for improvements were to improve inherent limitations of the SCM system including formatting, functionality, and speed.
- Another common request was to have the ability to customize the template for various different clinical teams (ie. pediatrics, critical care).

LESSONS LEARNED

After review of the survey findings, change requests were submitted to the SCM team

Minor modifications to the template were completed

New PCP template activated within the SCM system

Provided a model for other SCM allied health templates

Well utilized and good overall acceptance

Future opportunity to expand to ambulatory pharmacists

Improved continuity of care for patients

Increased charting in the health record

Improved efficiency by eliminating shadow charting

Acknowledgements
- Calgary Zone Pharmacy Clinical Practice Leaders
- SCM Clinical Documentation Team, Calgary Zone Clinical Services IT

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