shpaclinCAT- Impact of shpaclinCAT evaluations on pharmacists in the workplace- Results of the SA/VIC pilot project

shpaclinCAT Pilot Project

- **Aim:** to derive qualitative and quantitative feedback regarding the experience of undertaking self- assessment using shpaclinCAT and undergoing a subsequent workplace peer review based on the tool.

- **Method:** 14 sites enrolled in SA/VIC were involved in the shpaclinCAT pilot project. Clinical pharmacists who had participated in the SHPA training program were asked to undertake (3) shpaclinCAT evaluations in the work place in the 3 months following completion of the training. Evaluators were asked to administer structured pre and post evaluation questionnaires for each shpaclinCAT evaluation and submit them to SHPA for analysis.

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Method: Evaluation Protocol for shpaclinCAT pilot project

Days 1-2	• Direct observation of trained evaluators/ consolidated feedback from weekend seminar and standard SHPA form
After 1 month	• In depth interview of trained evaluators (telephone interview) on training program and experience using shpaclinCAT in the workplace
Day 3- 3 months	• Questionnaire for pharmacists assessed by newly trained evaluators

Note: The timeframe for questionnaire collection in the SA pilot in the original study protocol was 3 months, however questionnaires received within 4 months of evaluator training were examined. In the VIC pilot, questionnaire collection was fast-tracked and questionnaires were analysed within 2 months of evaluator training

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Pre-Evaluation Questionnaire

INSTRUCTIONS: Complete this questionnaire after self-assessment using shpaclinCAT

Pharmacist Initials
Name of Evaluator:

Please rate how strongly you agree or disagree with each of the following statements by ticking the appropriate box.

	Strongly disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly agree
	1	2	3	4	5
Self-assessment using shpaclinCAT was easy to perform					
The shpaclinCAT assessment tool was easy to navigate					
The shpaclinCAT assessment tool helped evaluate my clinical pharmacy skills					
The shpaclinCAT assessment tool helped evaluate my personal and professional qualities					
I understand how the outcomes from the shpaclinCAT assessment may be applied to improve my practice					
shpaclinCAT helped to identify my training needs in terms of professional development					
Undertaking an shpaclinCAT self-assessment was a positive experience					
The shpaclinCAT assessment tool provides a fair reflection of my work performance					
I am comfortable with the idea of undergoing peer review based on the use of shpaclinCAT					
I am motivated by the prospect of undergoing peer assessment using shpaclinCAT					
I think that shpaclinCAT will help to promote fairness in the peer assessment process					
I understand how undergoing peer assessment using shpaclinCAT might help me to deliver better patient care.					
I am comfortable with receiving feedback on my performance from my peers					

The shpaclinCAT Pre-Evaluation Questionnaire was administered to pharmacists after undertaking a self-assessment using shpaclinCAT and prior to peer evaluation.

13 Questions rated on a 5 point Likert scale

2 additional descriptive questions on time taken to undertaken a self-assessment & usefulness as a CPD activity (not shown)

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Post-Evaluation Questionnaire

Complete after assessment by a trained evaluator

Pharmacist Initials
Name of Evaluator:

Please rate how strongly you agree or disagree with each of the following statements by ticking the appropriate box.

	Strongly disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly agree
	1	2	3	4	5
The shpaclinCAT assessment tool helped evaluate my clinical pharmacy skills					
The shpaclinCAT assessment tool helped evaluate my personal and professional qualities					
I understand how the outcomes from the shpaclinCAT assessment may be applied to improve my practice					
shpaclinCAT helped to identify my training needs in terms of professional development					
Undertaking an shpaclinCAT self-assessment was a positive experience					
The shpaclinCAT assessment tool provides a fair reflection of my work performance					
I am comfortable with the idea of undergoing peer review based on the use of shpaclinCAT					
I am motivated by the prospect of undergoing peer assessment using shpaclinCAT					
I think that shpaclinCAT will help to promote fairness in the peer assessment process					
I understand how undergoing peer assessment using shpaclinCAT might help me to deliver better patient care.					
I am comfortable with receiving feedback on my performance from my peers					

The shpaclinCAT post evaluation questionnaire was administered after a pharmacist had undergone a peer evaluation.

11/13 of the questions were the same as the pre-evaluation questionnaire. Questionnaires were then compared to determine whether pharmacists attitudes to shpaclinCAT had changed following evaluation by a peer

Pharmacists were also asked to identify (+) and (-) aspects of peer evaluation, describe how they felt about the feedback provided and advise what insights they had into their CPD needs prior to shpaclinCAT (not shown)

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SA- Study Group

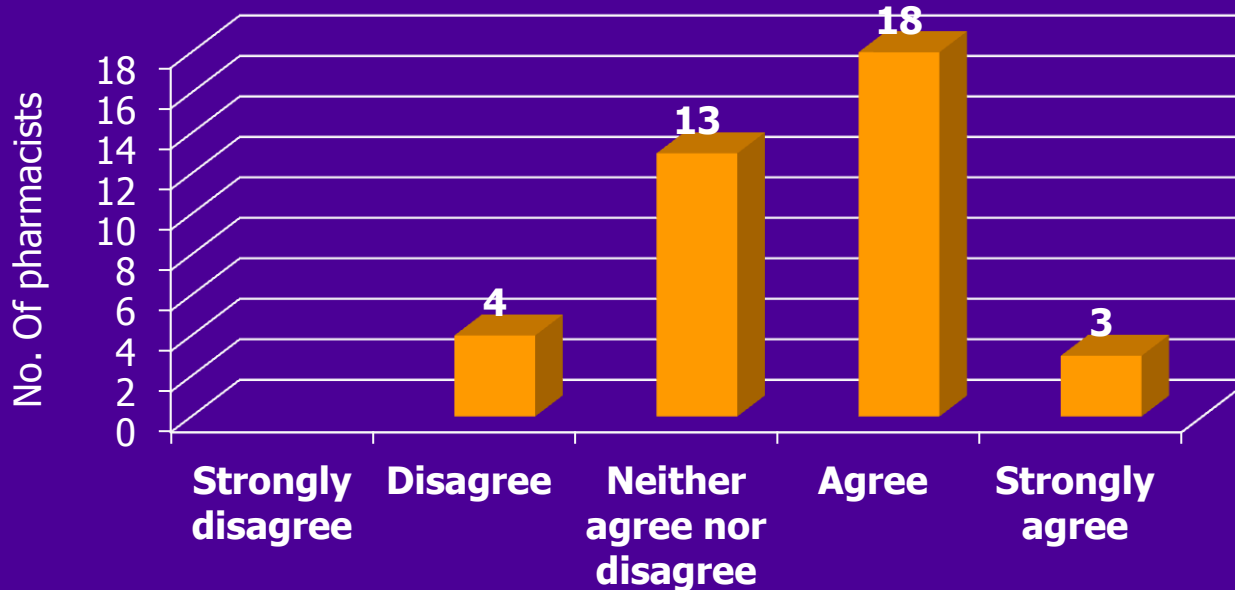| Table One: Administration of Pre and Post Evaluation Questionnaires during the SA pilot (16th October 2011- February 23rd 2011)			
Site	No. of workplace assessments at time of interview	No. of pre-evaluation questionnaires administered	No. of post-evaluation questionnaires administered
Lyell McEwin	2	0	2
Royal Women's & Children's	6	4	4
Queen Elizabeth	4	4	4
Country Health, SA*	3	3	3
Flinders Medical Centre	3	3	3
Royal Adelaide	4	4	4
Repatriation General Hospital	0	0	0
Total	22	18	20

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Vic- Study Group

Table Two: Administration of Pre and Post Evaluation Questionnaires during the VIC pilot (insert dates)			
Site	No. of workplace assessments at the time of interview	No. of pre-evaluation questionnaires administered	No. of post evaluation questionnaires administered
Box Hill Hospital	4	3	3
Angliss Hospital	2	0	0
Maroondah Hospital	3	3	3
Western Hospital	3	3	3
Sunshine Hospital	6	3	4
La Trobe Regional Hospital	8	8	8
Total	26	20	21

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Self-assessment using shpaclinCAT (SA/VIC)

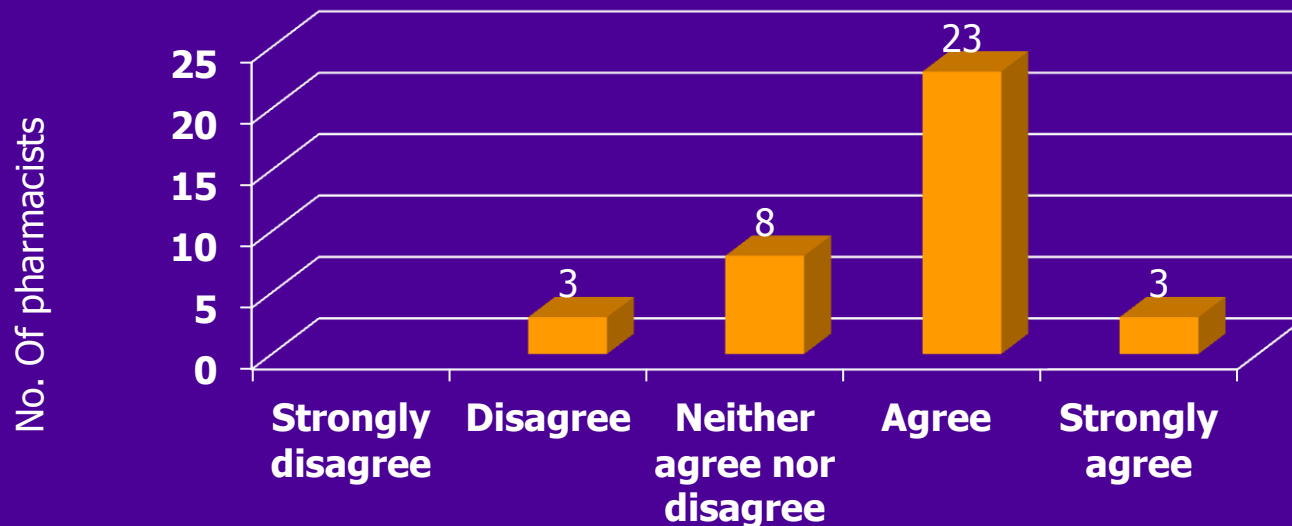**Self-assessment using shpaclinCAT was easy to perform (n=38)**

Most pharmacists agreed that self-assessment was easy to perform, however, a significant number provided the neutral response to this question.

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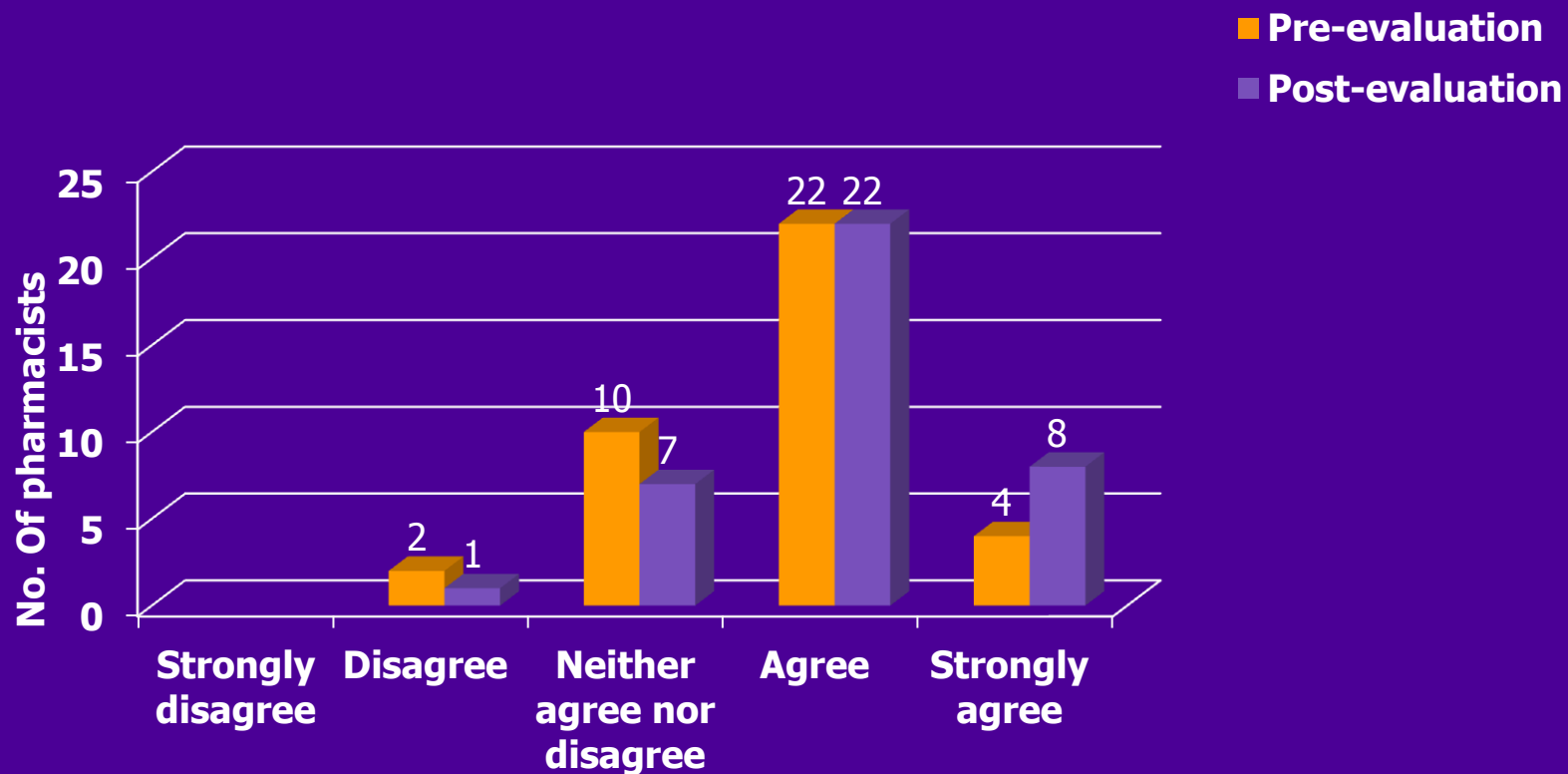# Self-assessment using shpaclinCAT (SA/VIC)

The shpaclinCAT tool was easy to navigate (n=37*)

No. Of pharmacists

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
	3	8	23	3

Most pharmacists agreed that the shpaclinCAT tool easy to navigate

*1/38 responses was missing for this question

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Undertaking an shpaclinCAT self-assessment was a positive experience (SA/VIC) (n=38)

■ Pre-evaluation
■ Post-evaluation

No. Of pharmacists

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Pre-evaluation		2	10	22	4
Post-evaluation		1	7	22	8

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Duration required to undertake self-assessment using **shpaclinCAT** (SA/VIC) (n=38)

Time taken	<1 hour	1-1.5 hours	>1.5 hours ≤ 2 hours	>2 hours
Number of pharmacists	10	22	4	2

The most commonly reported response to the question, "How long did it take you to complete a self-assessment?" was 1 hour (range 0.5-3 hours)
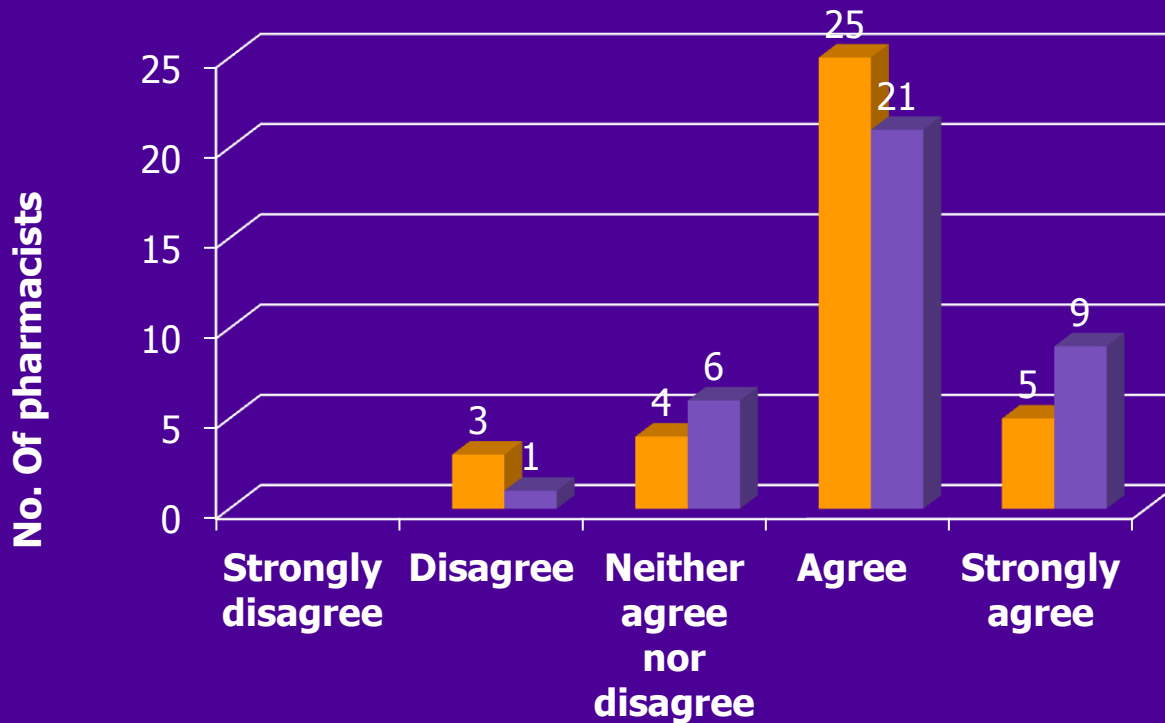
Pharmacists commented that the tool was easy to use; although detailed & lengthy

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Self-assessment using shpa**clinCAT** as part of professional development (SA/VIC)

- The feedback regarding self-assessment was largely positive and the majority agreed that it was a useful professional development activity

- Pharmacists commented that self-assessment with the tool helped self- critique, clarified expectations of what they should be doing as clinical pharmacists, promoted reflective practice and identified gaps in everyday clinical practice/ areas for improvement/ development.

- There were a couple of comments expressing doubt about how effective the evaluation process is and some concern that the tool may not always identify knowledge gaps or be a reliable gauge of actual scenarios in the workplace.
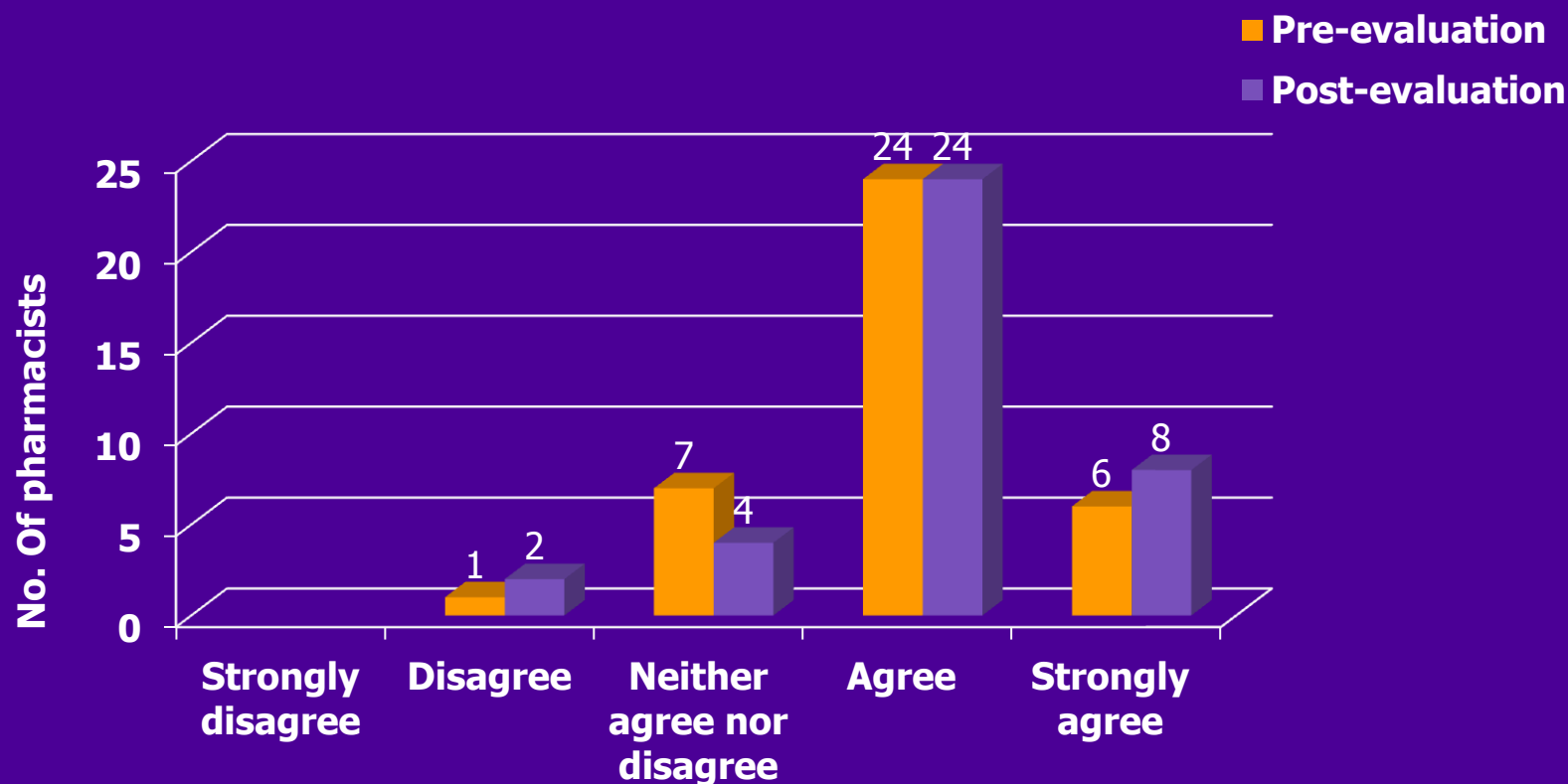
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The shpaclinCAT assessment tool helped evaluate my clinical pharmacy skills (SA/VIC) (n=37)*

■ Pre - evaluation
■ Post -evaluation

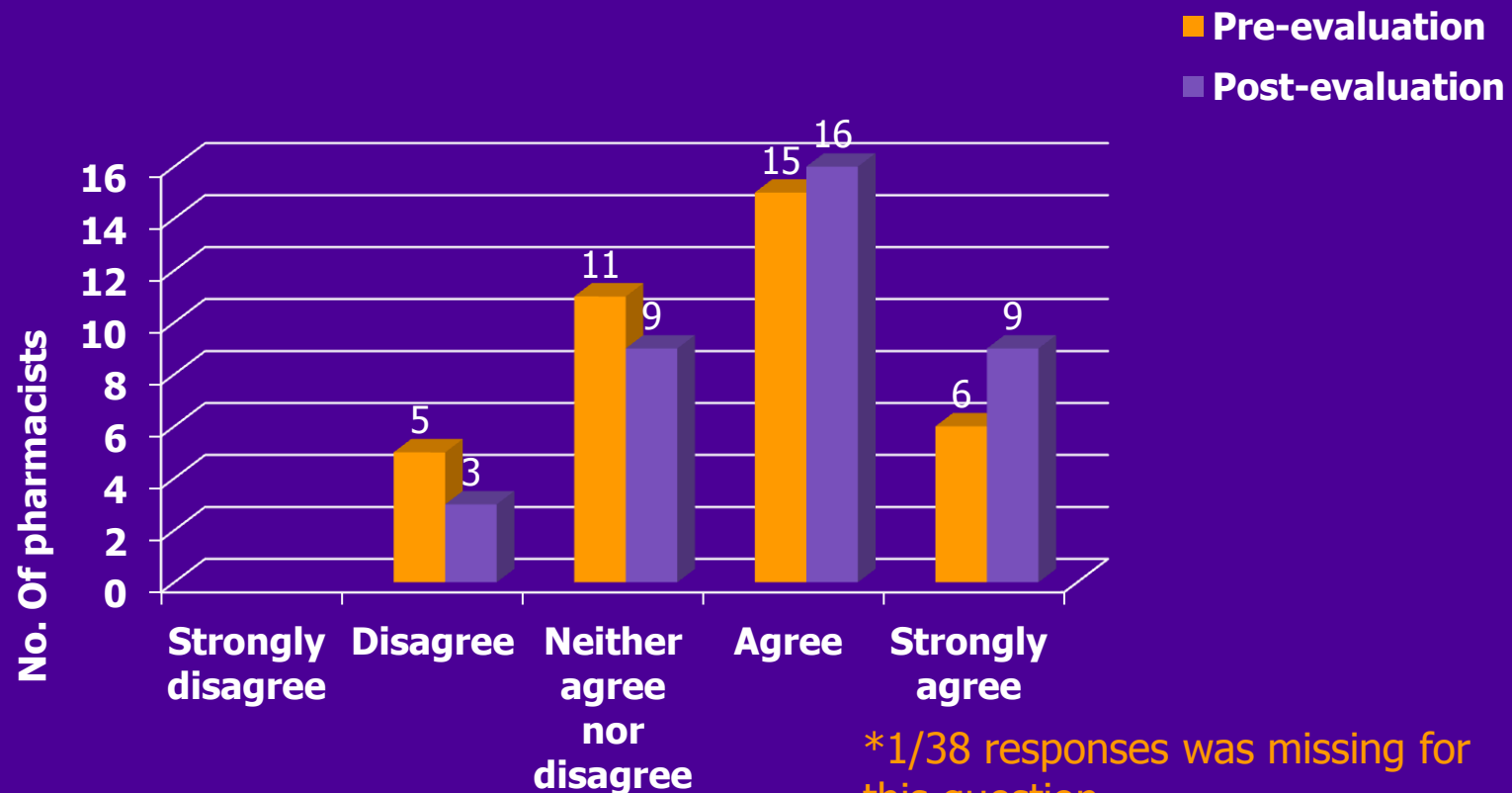No. Of pharmacists

Category	Pre	Post
Strongly disagree		
Disagree	3	1
Neither agree nor disagree	4	6
Agree	25	21
Strongly agree	5	9

*1/38 responses was missing for this question

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The shpaclinCAT assessment tool helped to evaluate my personal and professional qualities (SA/VIC) (n=38)

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shpaclinCAT helped identify my training needs in terms of professional development (SA/VIC) (n=37)*

■ Pre-evaluation
■ Post-evaluation

No. Of pharmacists

Strongly disagree | Disagree (5, 3) | Neither agree nor disagree (11, 9) | Agree (15, 16) | Strongly agree (6, 9)

*1/38 responses was missing for this question

Approximately 30% of pharmacists who had completed pre & post evaluation questionnaires, chose "disagree" or the neutral response to this question in the post evaluation questionnaire

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Positive and Negative Aspects of Undergoing shpaclinCAT Peer Evaluation (Pharmacists perspectives) (SA/VIC)

- **Positive**
  - Reaffirms good work performance
  - Reminder of standards/ expectations of clinical pharmacy
  - Feedback process constructive
  - Highlights areas of practice improvement
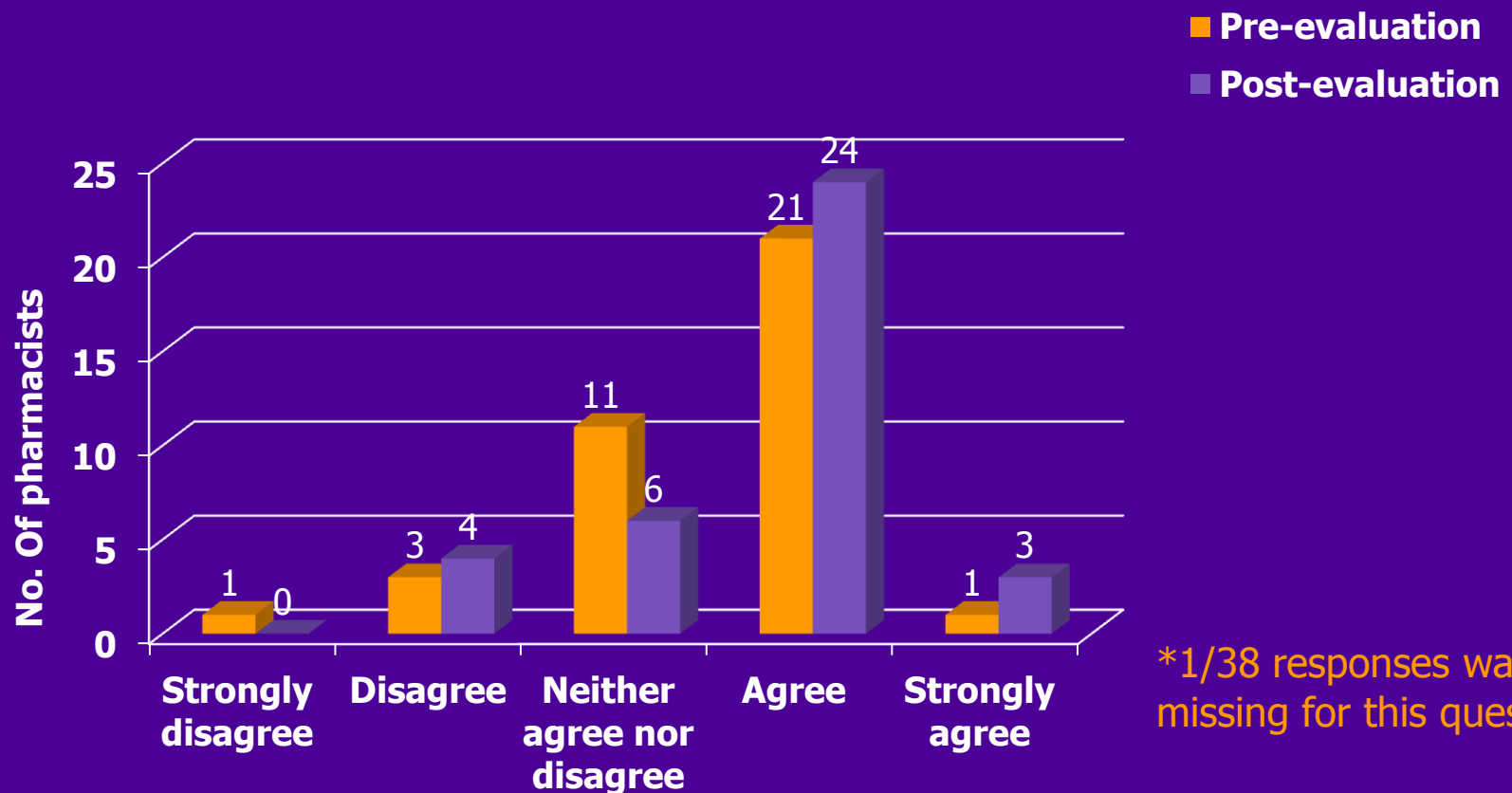 - Reflective

- **Negative**
  - Time consuming
  - Provides a snapshot of practice only
  - Impact on daily workload
  - Initial nervousness of pharmacist being evaluated
  - Altered work habits due to observation by a peer

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Pharmacist's feelings about receiving structured feedback based on shpaclinCAT Post Evaluation (SA/VIC)

- \> 95% of pharmacists surveyed felt that the structured feedback based on shpaclinCAT was helpful*

- Feedback was commonly described by pharmacists as "constructive" or "fair"

- Pharmacists frequently commented that the feedback helped them to identify areas where they were doing well/ areas for improvement
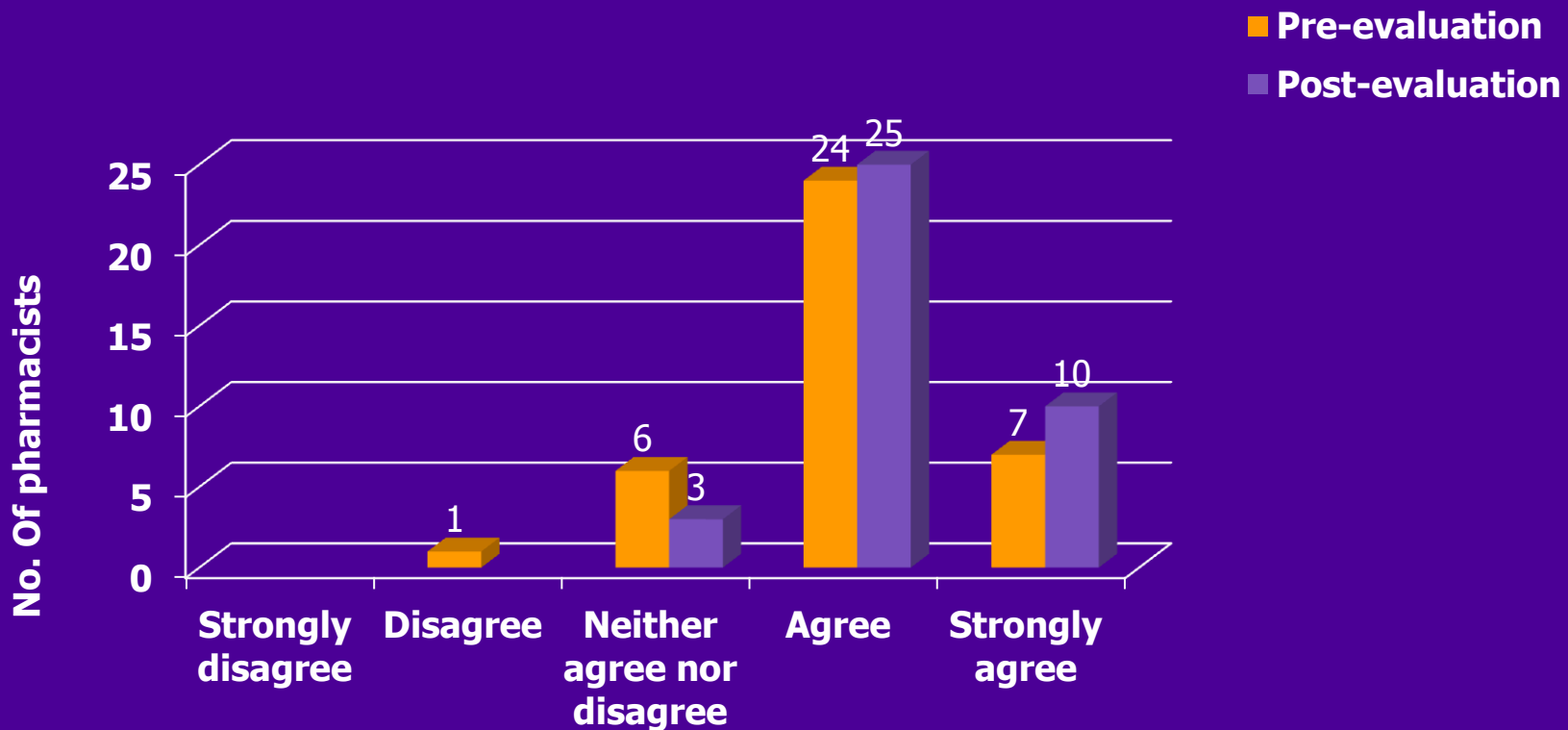
*39/41 respondents who completed the post evaluation questionnaire indicated that the feedback was helpful, 1/41 did not respond to this question and 1/41 described it as unhelpful

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The shpaclinCAT assessment tool provides a fair reflection of my work performance (n=37)*

■ Pre-evaluation
■ Post-evaluation

No. Of pharmacists

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Pre-evaluation	1	3	11	21	1
Post-evaluation	0	4	6	24	3

*1/38 responses was missing for this question
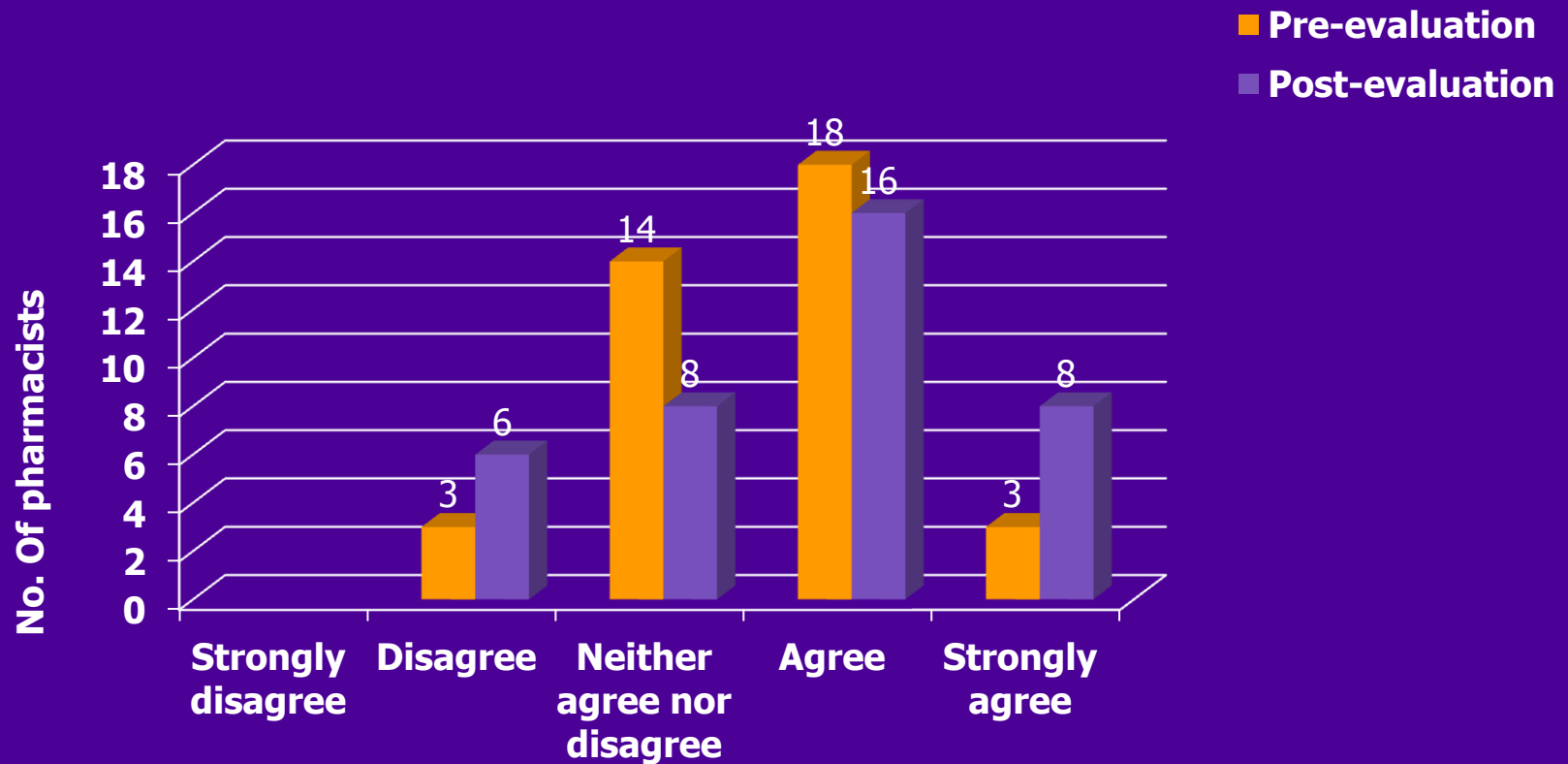
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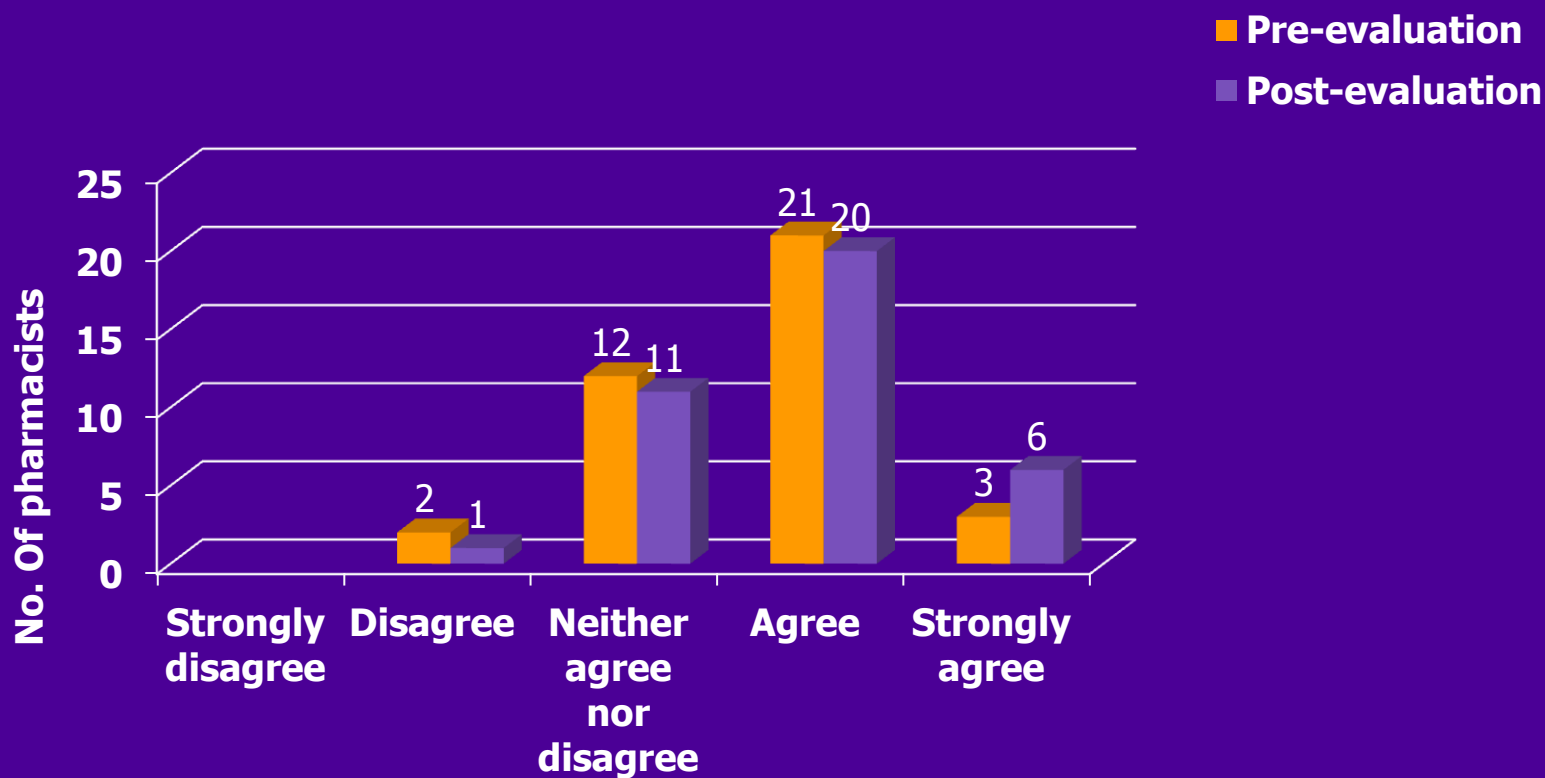# I am comfortable with the idea of undergoing peer review based on the use of shpaclinCAT SA/VIC (n=38)

The majority of pharmacists were comfortable with the idea of undergoing peer review based on the use of shpaclinCAT
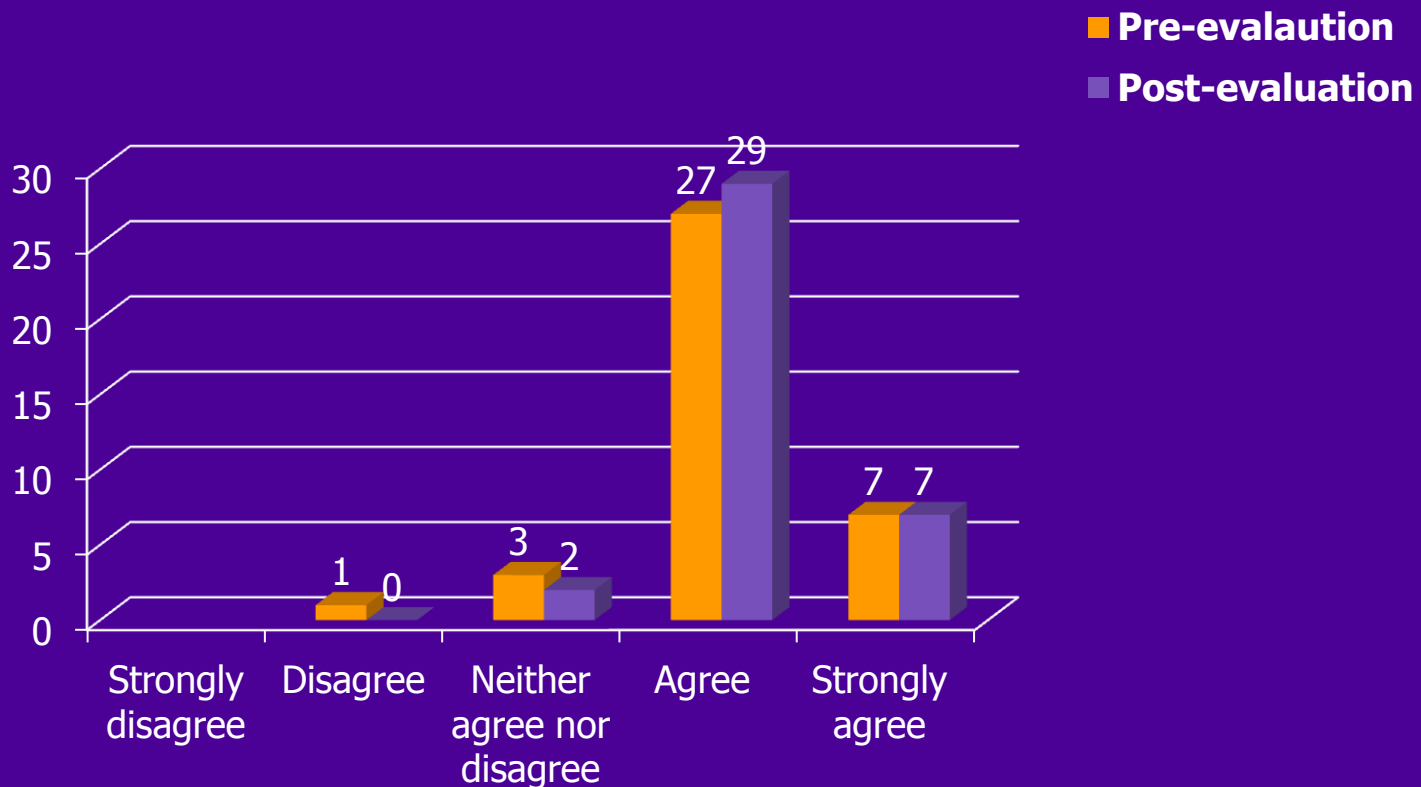
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I am motivated by the prospect of undergoing peer assessment using shpaclinCAT SA/VIC (n=38)

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I think that shpa**clinCAT** will help promote fairness in the peer assessment process SA/VIC (n=38)

Legend:
- Pre-evaluation
- Post-evaluation

Chart data (No. Of pharmacists):
- Strongly disagree: Pre-evaluation 0, Post-evaluation 0
- Disagree: Pre-evaluation 2, Post-evaluation 1
- Neither agree nor disagree: Pre-evaluation 12, Post-evaluation 11
- Agree: Pre-evaluation 21, Post-evaluation 20
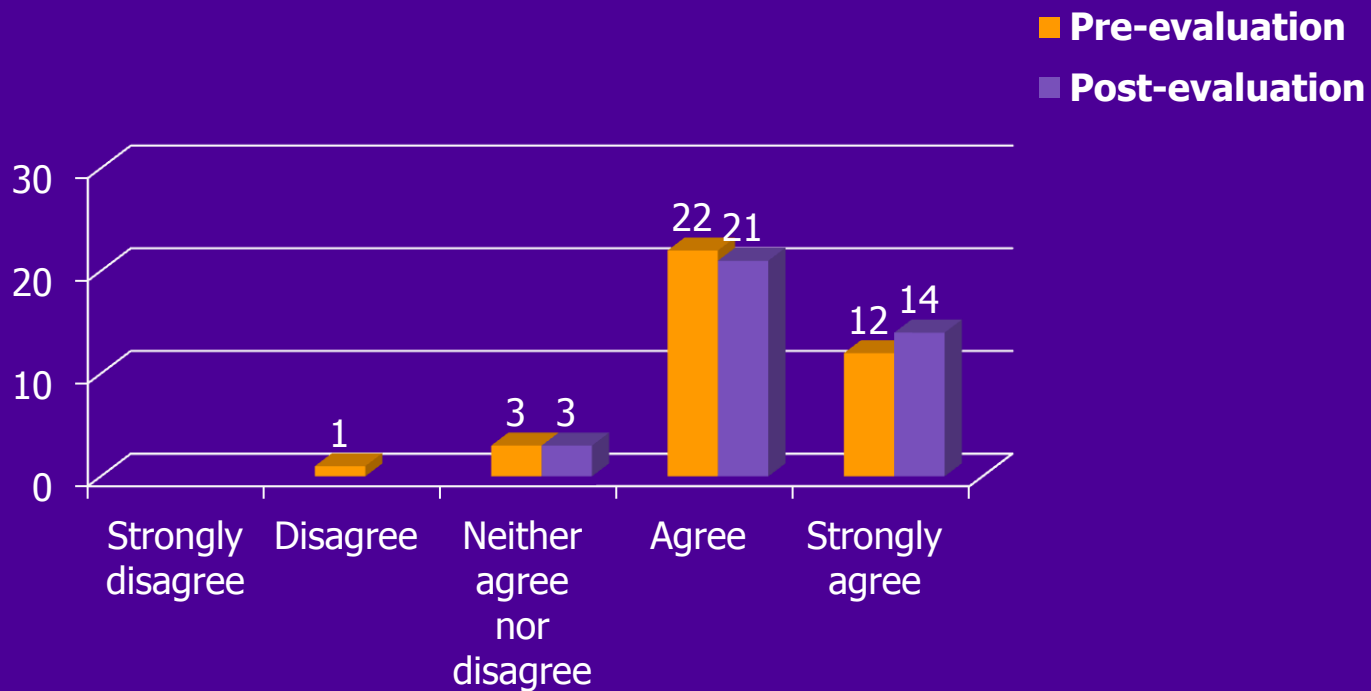- Strongly agree: Pre-evaluation 3, Post-evaluation 6

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I understand how undergoing peer assessment using shpa**clinCAT** might help me to deliver better patient care SA/VIC (n=38)

Legend:
- ■ Pre-evalaution
- ■ Post-evaluation

Chart data:

Response	Pre-evalaution	Post-evaluation
Strongly disagree		
Disagree	1	0
Neither agree nor disagree	3	2
Agree	27	29
Strongly agree	7	7

Y-axis: 0, 5, 10, 15, 20, 25, 30

Before and after undergoing evaluation, most pharmacists agreed or strongly agreed that they understood how shpaclinCAT might help them deliver better patient care.

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I am comfortable with receiving feedback on my performance from my peers SA/VIC (n=38)

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shpaclinCAT Use in the workplace to support peer review- key themes

- Overall, facilitates consistency of practice, standard criteria applied
- Peer review a good idea
- Useful to observe others practice
- Good to identify areas for improvement
- Area of focus for newly trained pharmacists
- Process needs time and resources to be effective
- Adequate follow up required to be effective
- Some concern about evaluator bias or consistency of assessments between evaluators
- Some participants felt the period of observation (1.5-2 hours) was insufficient

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Summary

- Self-assessment using shpaclinCAT was largely a positive experience and reinforced standards of clinical pharmacy practice.

- Self-assessment generally took an hour or less to complete; although a significant proportion of survey respondents were neutral on whether or not it was easy to perform

- Pre and post evaluation, the majority of pharmacists agreed or strongly agreed that the shpaclinCAT helped evaluate their clinical skills and personal/ professional qualities

- Although pharmacists largely agreed that shpaclinCAT could identify their professional development needs, a significant proportion (approx 30%) were neutral or disagreed with this statement in the post evaluation questionnaire

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Summary

- The majority of pharmacists (>95%) found the feedback process helpful

- >85% of pharmacists surveyed pre and post evaluation agreed or strongly agreed that they understood how shpaclinCAT could help them deliver better patient care

- The majority of pharmacists agreed or strongly agreed that they were comfortable with undergoing a peer review and commented that the process was useful in promoting consistency of practice.

- Pharmacists also commented that while a useful process, shpaclinCAT evaluation required time and resources to be effective

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Summary

- Pharmacists feelings about undergoing evaluation in terms of motivation and comfort level with peer review generally improved after the evaluation had taken place, although a substantial number were neutral on the question of shpaclinCAT promoting fairness in the peer review process.
- However, pharmacists generally viewed shpaclinCAT as a useful reminder of pharmacy practice standards

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Recommendations for Evaluators

- Familiarise pharmacists with shpaclinCAT tool prior to evaluation
- Discuss/ give instruction regarding the self-assessment process with pharmacists before conducting peer evaluations
- Consider the types/ scope CPD activities you can offer pharmacists before conducting evaluations
- Give strong consideration to time and resources when implementing shpaclinCAT at your site
- Consider promoting the positive aspects of the evaluation process to pharmacists in your site communication plan

23/11/2011

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