Medicines Stewardship Program Flowchart

Purpose: to ensure the safe and Quality Use of Medicines (QUM) principles are applied to meet an individual's needs, while minimising harm to the individual and society and to improve overall health outcomes for the whole population.

PREPARATION

Understand the local PROBLEM

- Clinical incident data
- Morbidity-mortality data including hospital acquired complications data and readmission rates
- ADR data
- High-risk medicines used locally
- Literature review

Understand the CONTEXT

- Stakeholder mapping/matrix
- Environmental scan
- Organisational culture
- Policy and procedures
- National or international standards

Establish program LEADERSHIP

Core representation from:

- Executive
- Medical profession
- Nursing
- Pharmacy
- Consumer
- Others

Obtain CONSENSUS for priority areas for stewardship program

Develop and document the STEWARDSHIP PLAN

Stewardship plan includes:
- program rationale and aim.
- terms of reference for the medicines stewardship committee.
- stakeholders.
- method including multifaceted interventions.
- evaluation method and chosen metrics including identifying key performance indicators.
- sustainability plan.
- nominated tasks and deadlines for the stewardship team.
- reporting lines within the organisation and frequency of reporting.

IMPLEMENTATION

Multifaceted INTERVENTION STRATEGY

- Consider local gaps identified and hierarchy of effectiveness for various interventions.
- Behaviour change strategies:
  - Persuasive and facilitative
  - System based
  - Educational
- Clinical practice improvement
- Clinical champions

Develop and implement COMMUNICATION PLAN

- Identify communication channels for each stakeholder.
- Consider both formal and informal channels.
  Include:
  - why the program is important.
  - what the interests of the audience are.
  - how the program will impact and benefit the audience.
  - how to motivate the audience to spread the word.
- Schedule communication throughout.
- Identify and plan for risks.

READY THE WORKFORCE

- Create a culture of improvement.
- Build trust to facilitate change.
- Address barriers and reduce resistance.
- Support leaders and clinicians to make the changes visible.
- Celebrate short term wins.

EVALUATE, monitor and report

- Consider outcomes, processes, balancing, structural measures.
- Measure identified key performance indicators at baseline, then cyclical and ongoing.
- Measure for effectiveness of interventions.
- Report outcomes regularly.
- Identify forums for translational activities (eg conferences, grand rounds, executive).
- Develop ways to feedback to consumers and community.

ONGOING SUSTAINABILITY

SUSTAINABILITY

- Ensure new practices are reflected into policy/guidelines and protocols.
- Continue training of rotational and new staff.
- Replicate processes.
- Develop dashboards to help with monitoring and reporting.
- Schedule periodic measurement and feedback.
- Celebrate achievements.
- Replicate process for next priority area.

CATAG
Council of Australian
Therapeutic Advisory Groups