

# The Evaluation of a Pharmacist-Led Multidisciplinary Quality Committee in a General Internal Medicine Outpatient Clinic

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**Background:** Two embedded pharmacists in the outpatient general internal medicine clinics developed and lead a division-wide quality committee. The committee consists of division leadership and select quality champion members including other providers and staff who meet to review and implement clinic-wide processes to improve Accountable Care Organization (ACO) quality measures. Three quality metrics have been the focus of improvement: Hemoglobin A1c < 9%, blood pressure (BP) < 140/90 mmHg, and improved documentation of immunizations.

**Objective:** To use the perceptions of the clinic team members to evaluate the effectiveness of pharmacist-led quality committee aimed to develop, implement, and facilitate standardized clinic-wide processes to improve ACO quality measures.

**Methods:** A 32 question survey, including 27 Likert-scale questions and 5 free response questions was created to review the committee members' perspectives on the pharmacist-led committee. The survey was sent to all members of the committee (18 participants). Survey results were evaluated using Winsteps 5.4 Rasch analysis and a variance map was constructed to understand how the items/respondents interacted – this allowed the creation of 4 domains.

**Results:** Eighteen participants were invited to complete the survey with a 50% response rate. The survey was found to demonstrate high reliability and the Likert scale was appropriate. Based on the variable map, 2 of 9 respondents did not agree with all the questions specifically surrounding effectiveness and engagement of the committee. The results indicate that most committee members agreed with the effectiveness of the pharmacist-led quality committee.

**Conclusion:** The survey was worded well and appropriate for the study objective. The development of this committee resulted in quality success and the pharmacists are well suited to lead these efforts.