

Using the Calderdale Framework for workforce redesign: Pharmacy Assistant role redesign on an inpatient unit

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Background

Clinical pharmacy services in inpatient units result in improved quality, safety and efficiency of patient care, however at present in Australian Hospitals, not all patients see a pharmacist. Utilising pharmacy assistants effectively can increase pharmacist's time spent on clinical tasks. Currently, inconsistencies exist in the governing frameworks and therefore the roles and responsibilities of pharmacy assistants in Australia. This workforce traditionally undertakes technical tasks, however growing demands on hospital services and finite resources, require that the pharmacy assistant workforce become increasingly involved in clinical pharmacy service provision.

Our aim was to develop efficiencies in our current clinical pharmacy service by using the Calderdale Framework for workforce redesign to ensure efficient and sustainable clinical pharmacy service provision within inpatient units through appropriate delegation of clinical tasks to the pharmacy assistant workforce.

Method

We used the Calderdale Framework as a tool to facilitate delegation of clinical tasks to the pharmacy assistant workforce. The 7-step clinician led process deconstructs clinical tasks and identifies suitability for delegation from health practitioner to assistant workforce with concurrent development of supporting systems to ensure sustainability. The steps include Awareness Raising, Service Analysis, Task Analysis, Competency Identification, Supporting Systems, Training and Sustainability. This Framework was used to enable role redesign with appropriate governance framework development for clinical task delegation to pharmacy assistants on an inpatient unit.

Results

Use of the Calderdale Framework led to the development of several clinical task instructions, with supporting training and competency assessments for clinical pharmacy tasks that can be delegated to trained pharmacy assistants on inpatient units.

Discussion

The use of a validated tool, such as the Calderdale Framework for workforce redesign enabled structured pharmacy assistant role redesign on an inpatient unit. It has the potential to improve clinical effectiveness of the clinical pharmacy services provided within all inpatient units.