Measure the impact of the annual prescription renewal process

Measure the impact of the annual prescription renewal process using the measurement tools provided below. Each is designed with a quality improvement framework that will allow you to see positive changes in your operational efficiency.

Consider (1) selecting one or two measurement tools, (2) monitoring each regularly and (3) sharing progress reports with staff during team meetings or huddles. The full benefits of implementation may not be realized until slightly over a year after implementation, when most patients have had their annual visit where prescriptions are synchronized and bundled. Keep in mind that data collection can be completed by any member of the team who is involved in the improvement efforts.

**Measurement tools:**

[Measurement tool 1: Number of requests regarding prescriptions 2](#_Toc401311954)

[Measurement tool 2: Clinician experience survey 4](#_Toc401311955)

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Measurement tool 1: Number of requests regarding prescriptions

**Step 1: Track the number of calls, faxes and messages related to prescription renewals**

*Purpose****:*** *This log will measure the change in call, fax and message volume that may result from implementing the annual prescription renewal process.*

*Instructions: Each clinician (e.g., MD, NP or PA) in the practice can complete this tracking log at three time points: (1) at least one week before starting the new annual prescription renewal process, which will serve as baseline data; (2) 12 weeks after implementation; and (3) 24 weeks after implementation. The tracking log accounts for five clinic days. If the clinician works fewer than that or is unable to complete the tool for each day, simply tally when possible.*

*Please track the number of times you make or receive a call, fax, or message (e.g., email) about a prescription from a pharmacy or patient about a medication renewal. The shaded gray cells have been included to guide you in transferring data through this multi-step tool and determining the value of your first time point.*

|  |
| --- |
| Clinician name: |
| **Clinic week:** | **Number of calls, faxes or messages made and/or received** | **Total # of renewal requests** |
| Day 1: |  |  |
| Day 2: |  |  |
| Day 3: |  |  |
| Day 4: |  |  |
| Day 5: |  |  |
|  |  Add daily totals to determine total number of requests handled per clinic week (numerator) |  |
| Number of days completed per clinic week (denominator) |  |
|  Average number of renewal requests handled by the clinician (numerator divided by denominator) **Data to include in Step 2** 🡪 |  |

**Step 2: Determine the practice average number of calls, faxes and messages related to prescription renewals**

*Instructions: Determine the average volume of prescription renewal calls, faxes and messages for all clinicians during the same week. Populate the chart below with individual clinician data calculated in Step 1. The numerator is the total volume of calls and messages received and made for all clinicians who submitted data from Step 1. The denominator is the total number of clinicians who submitted data from Step 1.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Participating clinicians** | **Week 0****(Pre-implementation)** | **Week 12****(Post-implementation)** | **Week 24****(Post-implementation)** |
| Clinician 1: |  |  |  |
| Clinician 2: |  |  |  |
| Clinician 3: |  |  |  |
| … |  |  |  |
| Clinician 10: |  |  |  |
| Add daily totals to determine total number of requests handled by all clinicians (numerator) |  |  |  |
| Total number of clinicians included (denominator) |  |  |  |
|  Average number of renewal requests handled by all clinicians in the practice (numerator divided by denominator) **Data to include in Step 3 🡪** |  |  |  |

**Step 3: Graph your results**

*Instructions: Use a charting tool to graph the average number of prescription renewal requests handled before and after implementation of the annual prescription renewal process. Your graph might look like the run chart below. Use this to discuss how you can improve the process with your team.*

Start of annual prescription refills

# Measurement tool 2: Clinician experience survey

**Step 1: Survey clinicians**

*Purpose:**The purpose of this survey is to measure clinician satisfaction and understand the clinician experience as it relates to the annual prescription renewal process.*

*Instructions: Each clinician (e.g., MD, NP or PA) in the practice could complete this survey at three time points: (1) at least one week before starting the new annual prescription renewal process, which will serve as baseline data; (2) 12 weeks after implementation; and (3) 24 weeks after implementation. Complete this survey to identify opportunities for performance improvement.*

*The shaded gray cells have been included to guide you in transferring data through this multi-step tool and determining the value of your first time point.*

|  |
| --- |
| **Clinician Survey** |
| Clinician name: | Date of Survey: |
| Did a staff member work with you today to assist with prescription processing? ⬜Yes ⬜No |
| *Thinking about the* ***last week****, rate the following statements based on frequency of your experience. Please circle your answer.* |
| 1. Overall, my workday feels smooth and free of chaos. | 1 Never | 2 A little of the time | 3 Some of the time | 4 Most of the time | 5 All of the time |
| 2. Spending time on prescription renewals does not take up time when I could be seeing patients. | 1 Never | 2 A little of the time | 3 Some of the time | 4 Most of the time | 5 All of the time |
| 3. Prescription renewals are well synchronized and I am rarely interrupted by requests. | 1 Never | 2 A little of the time | 3 Some of the time | 4 Most of the time | 5 All of the time |
| 4. People at all levels of our clinic give feedback to improve the way we do things. | 1 Never | 2 A little of the time | 3 Some of the time | 4 Most of the time | 5 All of the time |
| 5. I am able to educate my patients about their medications. | 1 Never | 2 A little of the time | 3 Some of the time | 4 Most of the time | 5 All of the time |
| *Answer the following only after the collaborative documentation process has been implemented.* |
| What is working well with the annual prescription renewal process?How could we improve the annual prescription renewal process? |

**Step 2: Calculate the professional satisfaction score for each clinician in the practice**

*Instructions: Transfer the numeric responses from the survey in Step 1 (questions 1-5) to the table below then calculate the average survey score for each clinician. The numerator is the sum of survey response values. The denominator is the total number of questions answered on the survey.*

*Open-ended questions on the survey are not included in the numeric scoring. You may wish to list all of these comments for your clinic leadership or care team to review when they look at the survey results. These could help focus continued quality improvement efforts as the team adopts the new process.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Participating clinician:** | **Week 0****(Pre-implementation)** | **Week 12****(Post-implementation)** | **Week 24****(Post-implementation)** |
| Question 1 |  |  |  |
| Question 2 |  |  |  |
| Question 3 |  |  |  |
| Question 4 |  |  |  |
| Question 5 |  |  |  |
|  Add survey response values (numerator) |  |  |  |
| Total number of questions answered (denominator) |  |  |  |
|  Determine clinician professional satisfaction score (numerator divided by denominator) **Data to include in Step 3 🡪** |  |  |  |

**Step 3: Calculate the professional satisfaction score for all clinicians in the practice**

*Instructions: Determine the average professional satisfaction score for all clinicians in the practice. Populate the chart below with individual clinician data calculated in Step 2. The numerator is the sum of the average scores for all submitted clinician surveys. The denominator is the total number of clinicians to complete a survey.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Participating clinicians** | **Week 0****(Pre-implementation)** | **Week 12****(Post-implementation)** | **Week 24****(Post-implementation)** |
| Clinician 1: |  |  |  |
| Clinician 2: |  |  |  |
| Clinician 3: |  |  |  |
| … |  |  |  |
| Clinician 10: |  |  |  |
|  Add clinician professional satisfaction scores (numerator) |  |  |  |
| Total number of clinicians included (denominator) |  |  |  |
|  Calculate practice professional satisfaction scores (numerator divided by denominator) **Data to include in Step 4 🡪** |  |  |  |

**Step 4: Graph your results**

*Instructions:* *Use a charting tool to graph the professional satisfaction score for your practice before and after implementation. Your graph might look like the run chart below. Use this to discuss how you can improve the process with your team.*

Start of annual prescription refills

#

# Measurement tool 3: Patient experience survey

**Step 1: Survey your patients**

*Purpose:**The purpose of this survey is to measure patient satisfaction and understand the patient experience as it relates to annual prescription renewals in the practice.*

*Instructions: Measure the patient experience before and after implementation by distributing this survey to patients at three time points: (1) at least one week before starting the new annual prescription renewal process, which will serve as baseline data; (2) 12 weeks after implementation; and (3) 24 weeks after implementation. Use the same day of the week each time you distribute surveys. Ask a member of the team to issue the survey to every patient* ***after*** *their visit with the provider and identify a place for patients to anonymously submit completed surveys. Aim to collect 30 survey responses. Use survey results to identify opportunities for performance improvement.*

*The shaded gray cells have been included to guide you in transferring data through this multi-step tool and determining the value of your first time point.*

|  |
| --- |
| **Patient Survey** |
| Survey number: | Date of Survey: |
| *How much do you agree or disagree with the following statements? Please circle your answer.* |
| 1. In the last month, I was always able to pick up a prescription in a timely manner. | 1 Strongly disagree | 2 Disagree | 3 Neutral | 4 Agree | 5 Strongly agree |
| 2. In the past month, I did not miss any doses of my medication because the pharmacy needed a new prescription/renewal from my physician/provider. | 1 Strongly disagree | 2 Disagree | 3 Neutral | 4 Agree | 5 Strongly agree |
| 3. Overall, getting my prescriptions filled is easy. | 1 Strongly disagree | 2 Disagree | 3 Neutral | 4 Agree | 5 Strongly agree |

**Step 2: Calculate a satisfaction score for each patient**

*Instructions: Transfer the numeric responses from the survey in Step 1 (questions 1-3) to the table below then calculate the average survey score for each patient. The numerator is the sum of survey response values. The denominator is the total number of questions answered on the survey.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Survey number:** | **Week 0****(Pre-implementation)** | **Week 12****(Post-implementation)** | **Week 24****(Post-implementation)** |
| Question 1 |  |  |  |
| Question 2 |  |  |  |
| Question 3 |  |  |  |
|  Add survey response values (numerator) |  |  |  |
| Total number of questions answered (denominator) |  |  |  |
|  Determine patient satisfaction score (numerator divided by denominator) **Data to include in Step 3 🡪** |  |  |  |

**Step 3: Calculate the practice satisfaction score**

*Instructions: Determine the average satisfaction score for all patients in the practice. Populate the chart below with individual patient data calculated in Step 2. The numerator is the sum of the average scores for all submitted patient surveys. The denominator is the total number of patients to complete a survey.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Participating patients** | **Week 0****(Pre-implementation)** | **Week 12****(Post-implementation)** | **Week 24****(Post-implementation)** |
| Survey number: 1 |  |  |  |
| Survey number: 2 |  |  |  |
| Survey number: 3 |  |  |  |
| … |  |  |  |
| Survey number: 30 |  |  |  |
|  Add patient satisfaction scores (numerator) |  |  |  |
| Total number of patients included (denominator) |  |  |  |
|  Calculate patient satisfaction scores (numerator divided by denominator) **Data to include in Step 4 🡪** |  |  |  |

**Step 4: Graph your results**

*Instructions:* *Use a charting tool to graph the patient satisfaction score for your practice before and after implementation. Your graph might look like the run chart below. Use this to discuss how you can improve the process with your team.*

Start of annual prescription refills

#

# Measurement tool 4: Staff experience survey

**Step 1: Survey your staff**

*Purpose:**The purpose of this survey is to measure satisfaction to understand the staff experience as it relates to annual prescription renewals in the practice.*

*Instructions: Each staff member in the practice who is involved in the prescription renewal process should complete this survey at three time points: (1) at least one week before starting the new annual prescription renewal process, which will serve as baseline data; (2) 12 weeks after implementation; and (3) 24 weeks after implementation. Complete this survey to identify opportunities for performance improvement.*

*The shaded gray cells have been included to guide you in transferring data through this multi-step tool and determining the value of your first time point.*

|  |
| --- |
| **Staff Survey** |
| Staff name (optional): | Date of Survey: |
| Did you participate in prescription processing during today’s clinic session? ⬜Yes ⬜No |
| *How much do you agree or disagree with the following statement? Please circle your answer.* |
| 1. I feel that the work that I do improves the quality of patient care. | 1 Strongly disagree | 2 Disagree | 3 Neutral | 4 Agree | 5 Strongly agree |
| 2. My professional skills are used to the fullest at this clinic. | 1 Strongly disagree | 2 Disagree | 3 Neutral | 4 Agree | 5 Strongly agree |
| 3. The tasks that I am asked to do each day are manageable. | 1 Strongly disagree | 2 Disagree | 3 Neutral | 4 Agree | 5 Strongly agree |
| 4. People at all levels of our clinic give feedback to improve the way we do things. | 1 Strongly disagree | 2 Disagree | 3 Neutral | 4 Agree | 5 Strongly agree |
| *Answer the following only after the collaborative documentation process has been implemented.* |
| What do you like most about the annual prescription renewal process?How could we improve the annual prescription renewal process? |

**Step 2: Calculate the professional satisfaction score for each staff member in the practice**

*Instructions: Transfer the numeric responses from the survey in Step 1 (questions 1-4) to the table below then calculate the average survey score for each staff member. The numerator is the sum of survey response values. The denominator is the total number of questions answered on the survey.*

*Open-ended questions on the survey are not included in the numeric scoring. You may wish to list all of these comments for your clinic leadership or care team to review when they look at the survey results. These could help focus continued quality improvement efforts as the team adopts the new process.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Staff name (if provided):** | **Week 0****(Pre-implementation)** | **Week 12****(Post-implementation)** | **Week 24****(Post-implementation)** |
| Question 1 |  |  |  |
| Question 2 |  |  |  |
| Question 3 |  |  |  |
| Question 4 |  |  |  |
|  Add survey response values (numerator) |  |  |  |
| Total number of questions answered (denominator) |  |  |  |
|  Calculate staff member professional satisfaction score (numerator divided by denominator) **Data to include in Step 3 🡪** |  |  |  |

**Step 3: Calculate the professional satisfaction score for all staff in the practice**

*Instructions: Determine the average professional satisfaction score for all staff members in the practice. Populate the chart below with individual staff data calculated in Step 2. The numerator is the sum of the average scores for all submitted staff professional satisfaction surveys. The denominator is the total number of staff to complete a survey.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Participating staff** | **Week 0****(Pre-implementation)** | **Week 12****(Post-implementation)** | **Week 24****(Post-implementation)** |
| Staff 1: |  |  |  |
| Staff 2: |  |  |  |
| Staff 3: |  |  |  |
| … |  |  |  |
| Staff 10: |  |  |  |
|  Add staff professional satisfaction scores (numerator) |  |  |  |
| Total number of staff members included (denominator) |  |  |  |
|  Calculate staff professional satisfaction scores (numerator divided by denominator)  **Data to include in Step 4 🡪** |  |  |  |

**Step 4: Graph your results**

*Instructions:* *Use a charting tool to graph the professional satisfaction score for your practice before and after implementation of the annual prescription renewal process. Your graph might look like the run chart below. Use this to discuss how you can improve the process with your team.*

Start of annual prescription refills

# Additional Information

**What else should you measure?**

The annual prescription renewal process can help increase productivity and capacity to care for more patients. Physicians as well as clinical staff who are involved in the practice’s prescription renewal process can increase efficiency. You may choose to track your productivity (e.g., visits per half day session) and/or relative value units (RVUs) using your practice management system. Sharing positive results is an opportunity to showcase your success.

For additional information on implementing quality improvement efforts in your practice, contact the AMA at StepsForward@ama-assn.org.

**Sources for scales**

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