

# Improving the on-call experience using a spreadsheet recorder with an associated dashboard report

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## Aim

To develop an improved recording and reporting mechanism to provide a searchable record of past enquiries for the benefit of on-call staff and to allow the analysis of calls to the after-hours pharmacy service via a dashboard report.

## Method

Since 2015 the pharmacy department at The Queen Elizabeth Hospital has employed a spreadsheet solution for the recording of its on-call activities. This tool includes a custom data entry form and a dashboard report that continually updates as records are added.

The data entry form serves to record data and to act as a searchable tool for prior enquiries. The password protected worksheet records a raft of parameters including the drug, the identity of the person calling the on-call service, the time, day and duration of the call, the degree of difficulty associated with the call and the length of time taken to answer the query. Each call is classified according to the enquiry type and whether a call-back occurred.

The search function on the data entry screen has a navigator function to move sequentially through records, and tools to filter the database of calls by drug, pharmacist, degree of difficulty, or enquiry category. The recorder therefore acts as a highly useful resource and teaching aid for the on-call team and is of particular benefit to those new to the process.

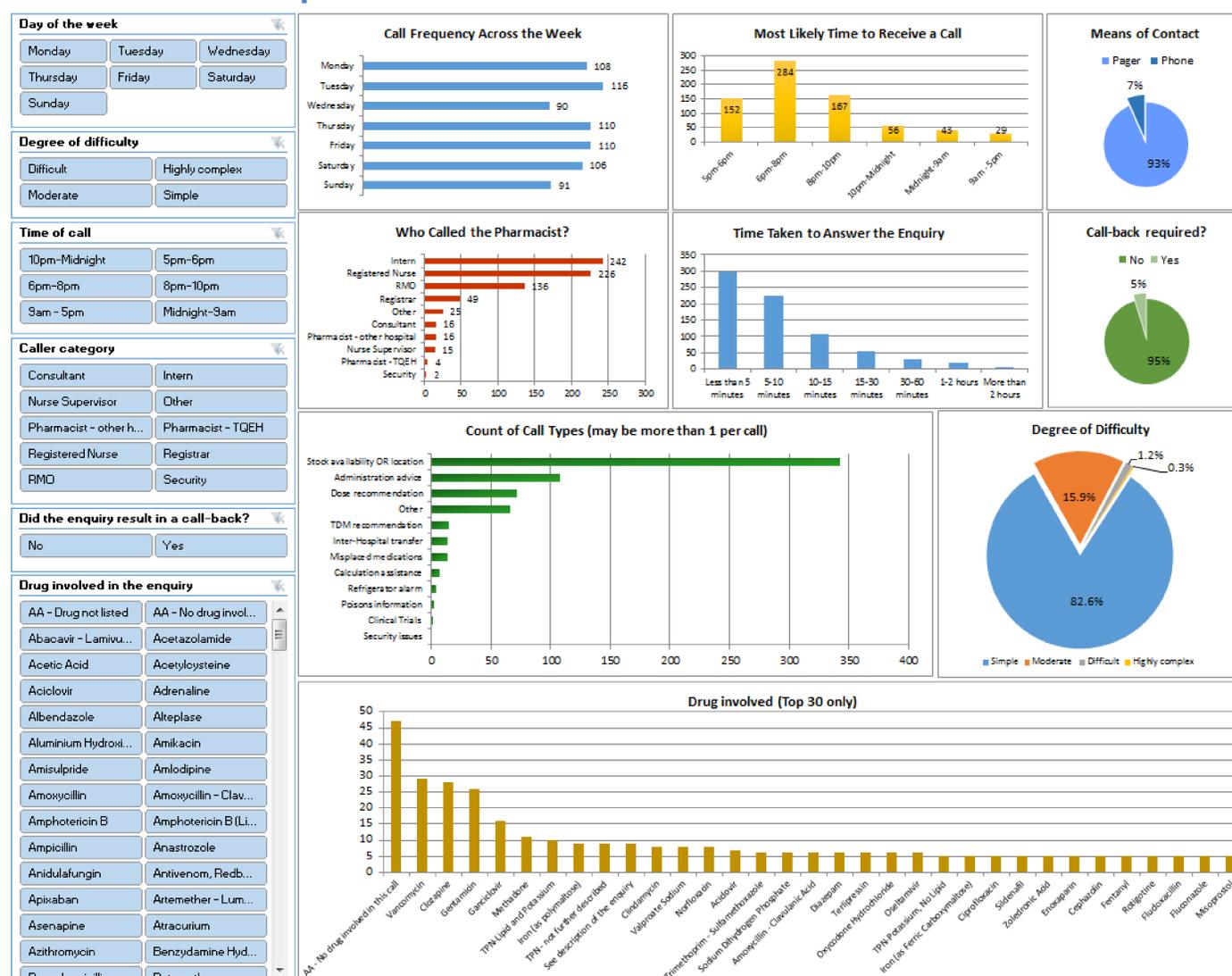
The dashboard reports cumulative data for each parameter measured and displays the information via a set of charts. The dashboard uses 'slicers' to allow users to interrogate the database of calls and to better understand the activities of the on-call service.

## Results

The 730 calls logged between January 2015 and September 2017 demonstrate that 87% of calls occur before 10pm, 72% of all calls are dealt with in less than 10 minutes, less than 2% are considered difficult or highly complex, and more than half of the calls were merely concerned with stock availability. Only 1 in 20 resulted in a subsequent call-back. The tool has won widespread support from the pharmacists on the on-call roster.

The dashboard report provides an opportunity for management to understand the underlying dynamics of the on-call service and may assist in resource allocation for the on-call service.

## The dashboard report



## Recording Instrument

A tool was developed in Microsoft Excel to permit the recording of calls

The Review Records button enables the search and retrieve functions

Enquiries can be retrieved according a variety of criteria

## Operational aspects

The spreadsheet resides on the on-call laptop. Each week the workbook is copied onto the pharmacy drive on the hospital server for data security.

## Slicers

These are visual filters that allow users to filter data on a pivot table report without opening drop-down lists. Because slicer sets are linked, selecting one or more parameters updates all the associated pivot tables. Each of the charts on the dashboard then updates simultaneously.

## Future developments

There is an opportunity for multiple sites to contribute to a system such as this, allowing the development of a statewide database of after-hours calls.