

100

QUALITY ASSURANCE IN AN AMBULATORY CARE CHRONIC PAIN SERVICE (C1), Thomas Moran, Kimthy Pham, Lawrence Troxell. Kaiser Permanente Medical Care Program, Santa Clara, CA (Thomas.JI.Moran@KP.org)  
IRB Exempt.

As the provision of pharmaceutical care expands to an increasing number of specialties, it is extremely important that the provision of health care is of high quality and consistent in nature between providers. Designing a program to both evaluate and maintain quality in the setting of an ambulatory care chronic pain clinic provides its own unique challenges due to the hard to define nature of the condition and the various methods of the treatment.

Objective: To design and implement a quality assurance program that will measure the quality and consistency of care provided by a pharmacist in an ambulatory chronic pain service setting. Methods: Via survey, determine the pain management physicians' expectations and perceptions of pharmacy involvement are in the clinic. Investigate and establish areas in which and methods by which patient and physician satisfaction can be assessed. Review literature and practice standards to establish pharmacist documentation methods of clinical interventions and methods of measuring those activities. Results and Conclusion: The findings will be discussed.