

Workshop 1:

Methods to build capacity to deliver pharmaceutical care

Facilitators:

Alison Roberts, Australia

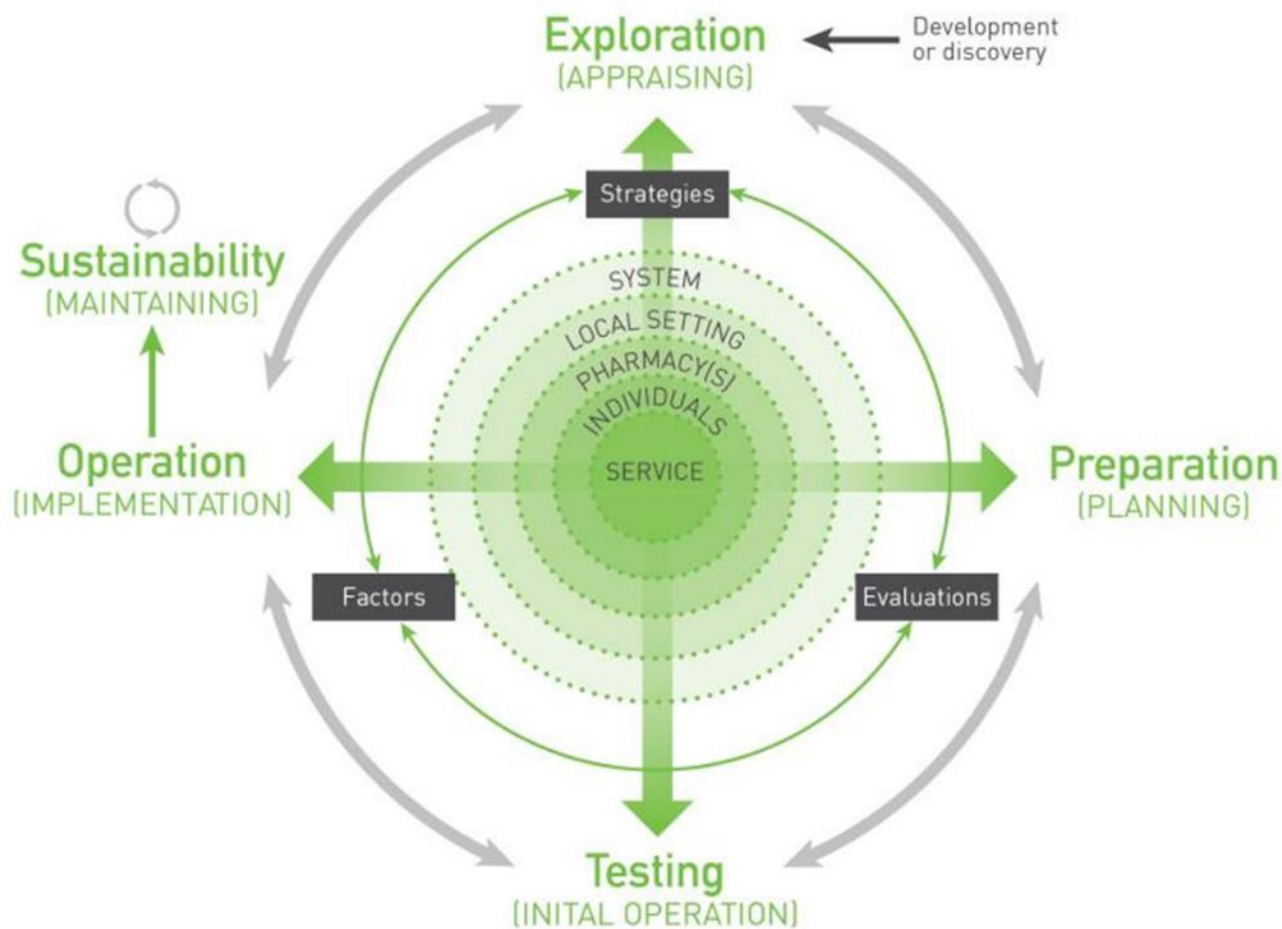
Charlotte Rossing, Denmark

Aims of the workshop

To improve the translation of evidence-based pharmaceutical care services from research into practice by applying implementation science principles at research, policy and practice levels; to build capacity for sustainability.

Context

Framework for Implementation of Service in Pharmacy (FISpH)¹

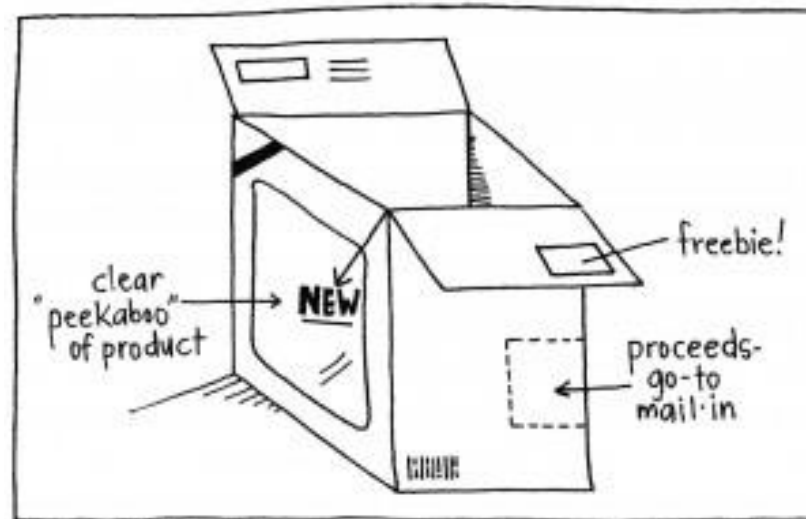


Design your box

- Choose your customer:
 - Researcher
 - Policy maker/program designer
 - Pharmacist/pharmacy team
- Work in teams

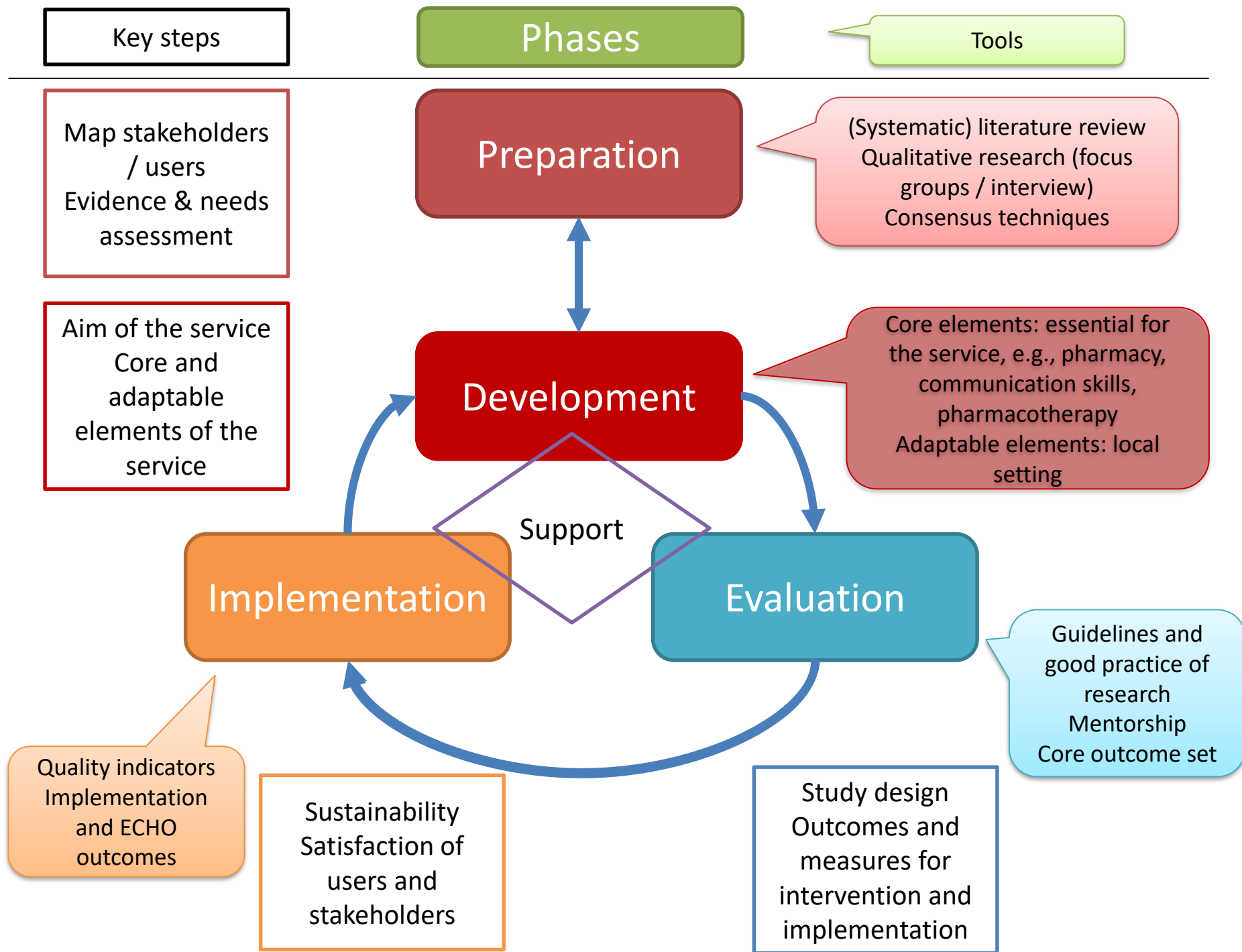
Build your box

- Design and build your box and its contents
 - the tools your customer will need to find in there
 - what will make them want to buy it
- “Sell” your product to the large group



SIPS

Supporting the Implementation of
Pharmacy Services
for researchers



Take a SIP – Solution for your implementation problems





The audience for this group
is pharmacy owners



- Audience
 - Pharmacy managers
 - Pharmacy staff
- Aim
 - Make difference in pharmacy practice
 - Change the culture – deliver healthcare services adapted to local community and its needs
 - Simplify implementation by offering tools
 - Produce good stories to help spread the cultural change to other pharmacies



Approach

Coach –rebrander

- Menu → choose services appropriate to local setting

Ongoing coaching from coach and manager

Capacity building (training, planning)

Spreading the services to patients

Ongoing motivation

Rewarding service

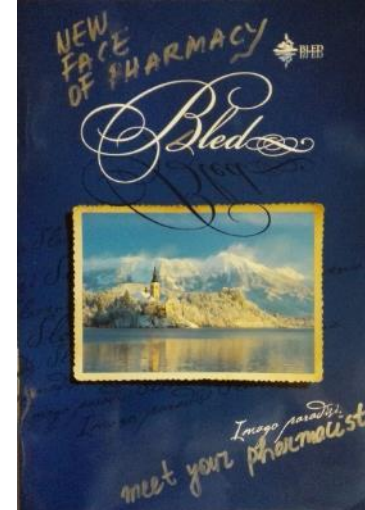


Tools

- Training: scientific, organisation, communication (all staff)
- Supersoftware



- Advertising



Tools

Reward

- Journal article
- Feedback comments
- Certificate



Methods to build capacity to deliver pharmaceutical care

Audience Pharmacist

MediCheck

- New service for the pharmacy to get „a head start in the field of pharmacy“
- Benefits:
 - Certificate (valid for 3 years)
 - Positive return of investment (meta-analysis)
 - Advantage compared to the other pharmacies by offering a special service
- It comes with many tools that help to implement Medication Review and additional service in the pharmacy



MediCheck-Tools

- Individual training (e.g. in pharmacotherapy, communication skills, organization)
- work flow analysis, local analysis
- Support of the pharma-coach in the pharmacy (4 times incl. team training)
- Online-support 24/7
- Leaflets, guidelines, ppt presentations for the team and patient support groups

MediCheck-Tools

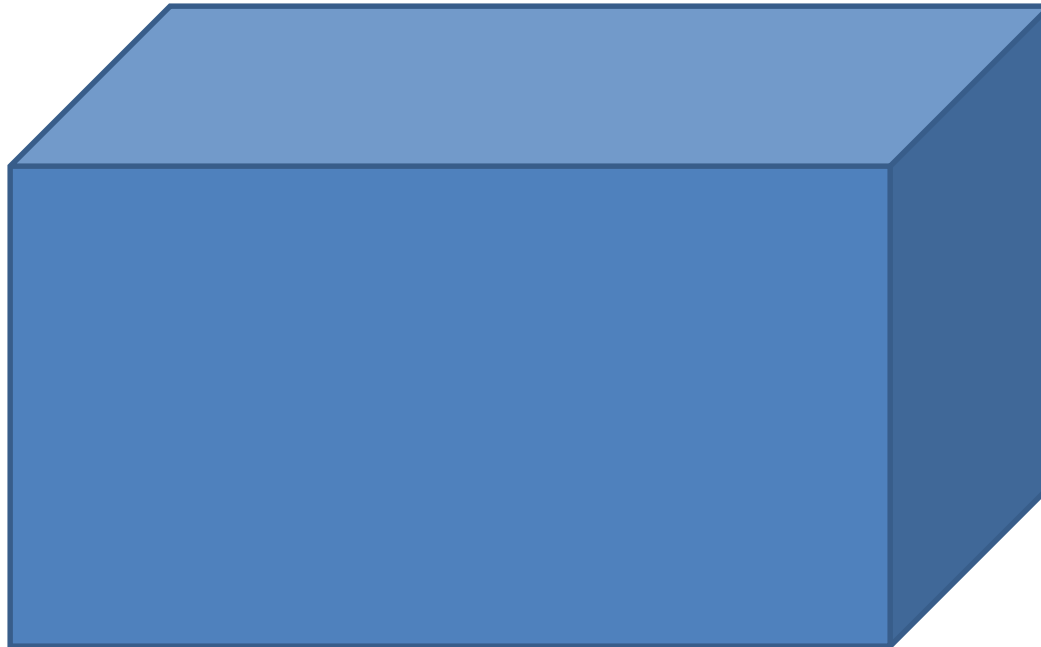
- Pharmaceutical-care software (connected with pharmacy system)
- List of contacts to GPs and patient support groups
- SOPs for counselling
- Training package for patients (e.g. placebo-inhalers, educational-material)

The MediCheck Team

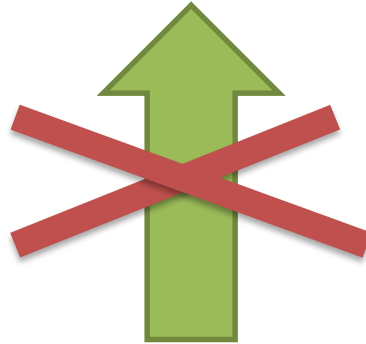


How to address policy makers?

The Blue Box of Wisdom



Policy Makers



Representative Body

We are proposing a new strategy to approach the practice of pharmacy in ensuring better medicines management for the patient.

Policy Makers

Representative Body

New innovative ways

Ongoing
Sustainable system

PHARMACIST TAKING THE LEAD IN MEDICINES MANAGEMENT

Based on competencies
& processes already
present

+

Motivation and initiation of
SUPPORT & EXPERIENCE

We are proposing a new model of practice where the representative body supports pharmacists to take the lead in medicines management. Based on this concept the representative body motivates, organises and coordinates all positive leadership currently existing in the practice.

It is the support and recognition for the reorganisation of the current practice model that is being proposed.

SUPPORT & EXPERIENCE

Patients &
Patient
organisations

Health care
providers

SUPPORT GROUPS
in love with
pharmacists

Community

Research

small ISLANDS OF
SOLUTIONS



NEW WAYS
NEW MODELS OF CARE
ORGANISATION & CONCEPT CHANGE



SEXY



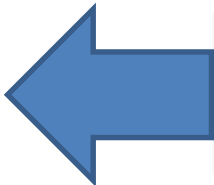
ISSUES RELATED WITH
MEDICINES
UNMET NEEDS OF
PATIENTS & COMMUNITY

BREAKING DOWN THE
SIOLS TO OVERCOME
DEFRAGMENTATION OF
THE SYSTEM

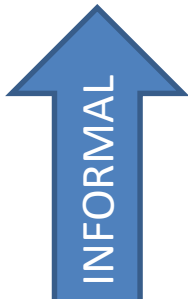
The strategy to convince policy makers includes presenting the experience from the islands where the overall medicines management in multidisciplinary teams is led by the pharmacist. This will be addressed in 3 phases which are: 1. awareness; 2. importance; 3. networking of islands exhibiting positive practice. The islands consist of health care workers and other possible stakeholders which embrace the new models of care organisations and concept change. Through this strategy we are embracing all the groups supporting the pharmacist taking the lead medicines management.

Policy Makers

Public
through media etc.



OTHER CHAMBERS &
EXPERTS

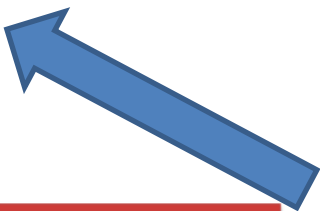


POLITICALLY TRANSLATED OUTCOMES

SOCIETY TRANSLATED OUTCOMES

Representative Body

New innovative ways



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SEXY



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NEW MODELS OF CARE
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