WS 3  Developing guidelines and indicators on seamless pharmaceutical care

Martina Teichert & Mitja Kos

PCNE FUENGIROLA 2018
Team work
Definition of relevant process steps and supporting structure at hospital discharge - transfer into primary care.
Definition of relevant process steps and supporting structure at hospital discharge- transfer into primary care.

Combined overview from different groups.

Organised in:
- Pt needs
- Challenges
- Solutions and supporting structure
Develop a PhC service - Implementation guide

1. Discharge from hospital (pharmacy) and preparation for transfer
2. Transfer to the community pharmacy after discharge

Discuss how to start a service per setting
• What is your aim?
• What is needed?
• Think also of information transfer as a support, from whom to whom?
General approach

Combined overview from different groups on 1st day.
Iteration with a focus on a specific patient group.

**Focus on specific pt populations 2nd day.**

**Readmission to community pharmacy:**
Anticoagulated, polymedicated (5+ medicines), pt without cognitive impairment

**Hospital discharge:**
Population A:
Diabetes, cardiac insufficiency, 5+ medicines

Population B:
- Unplaned readmission within 30 days
Quality indicators

A measurable element of practice performance for which there is evidence or consensus that it can be used to assess the quality and hence change the quality of care provided. (Lawrence, 1997)

+ Discriminatory

STRUCTURAL + PROCESS + OUTCOMES INDICATORS
### Quality indicators, higher ranked

<table>
<thead>
<tr>
<th>Structure and processes</th>
<th>Indicator: measurable aspect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Giving the discharge package to the pts</td>
<td>% of pts given a discharge package</td>
</tr>
<tr>
<td></td>
<td>% of pts arriving at community pharmacy with the discharge package</td>
</tr>
<tr>
<td>Discharge counselling</td>
<td>No. of sessions performed in a community pharmacy</td>
</tr>
<tr>
<td></td>
<td>% of counselling sessions that have a follow up</td>
</tr>
<tr>
<td>LACE index (defining pts at risk for readmission)</td>
<td>% of pts with counseling that have high LACE index</td>
</tr>
<tr>
<td></td>
<td>% of pts with readmissions that have high LACE index</td>
</tr>
<tr>
<td>New intervention at discharge</td>
<td>% of pts that received the intervention</td>
</tr>
<tr>
<td>Anticoagulation adherence service</td>
<td>% of pts that are controlled after interventions and where not controlled before</td>
</tr>
</tbody>
</table>
It was a great pleasure to work with you! 😊

m.teichert@lumc.nl
mitja.kos@ffa.uni-lj.si