How to find the right patients for specific pharmacy services?

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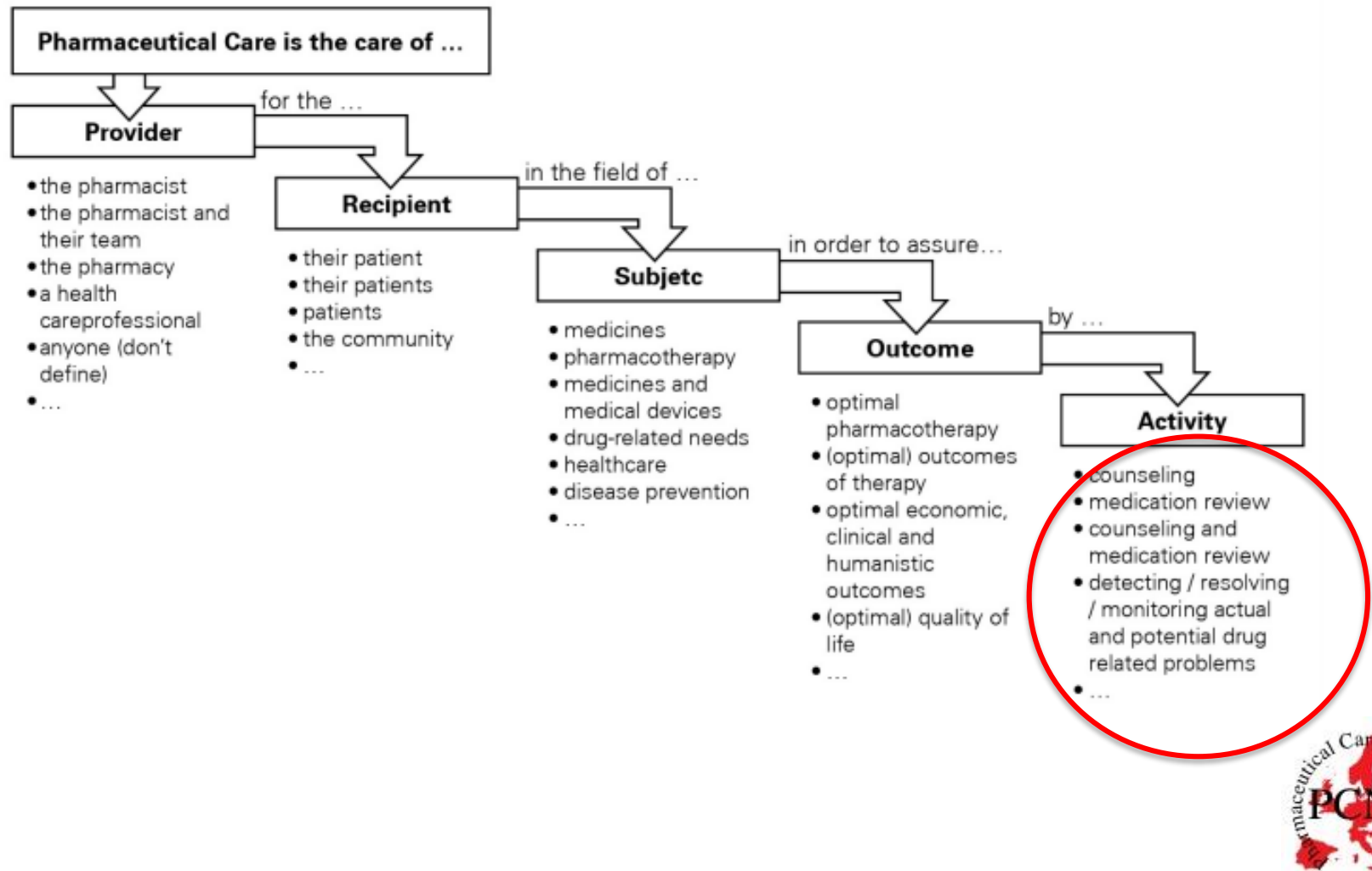
Pharmaceutical care services

Differences in medication complexity & health outcomes

Tailoring and targeting services to needs & selection of (risk) patients for specific services

Pharmaceutical care PCNE definition

Tailoring and targeting services

- When/how to tailor **routine pharmacy services** regarding actual medication use for specific patient groups

- How to select patient subgroups most in need of **advanced, targeted services**

3 subgroups – 3 different topics

Group 1: Patient selection for medication review

Risk score based on electronic data

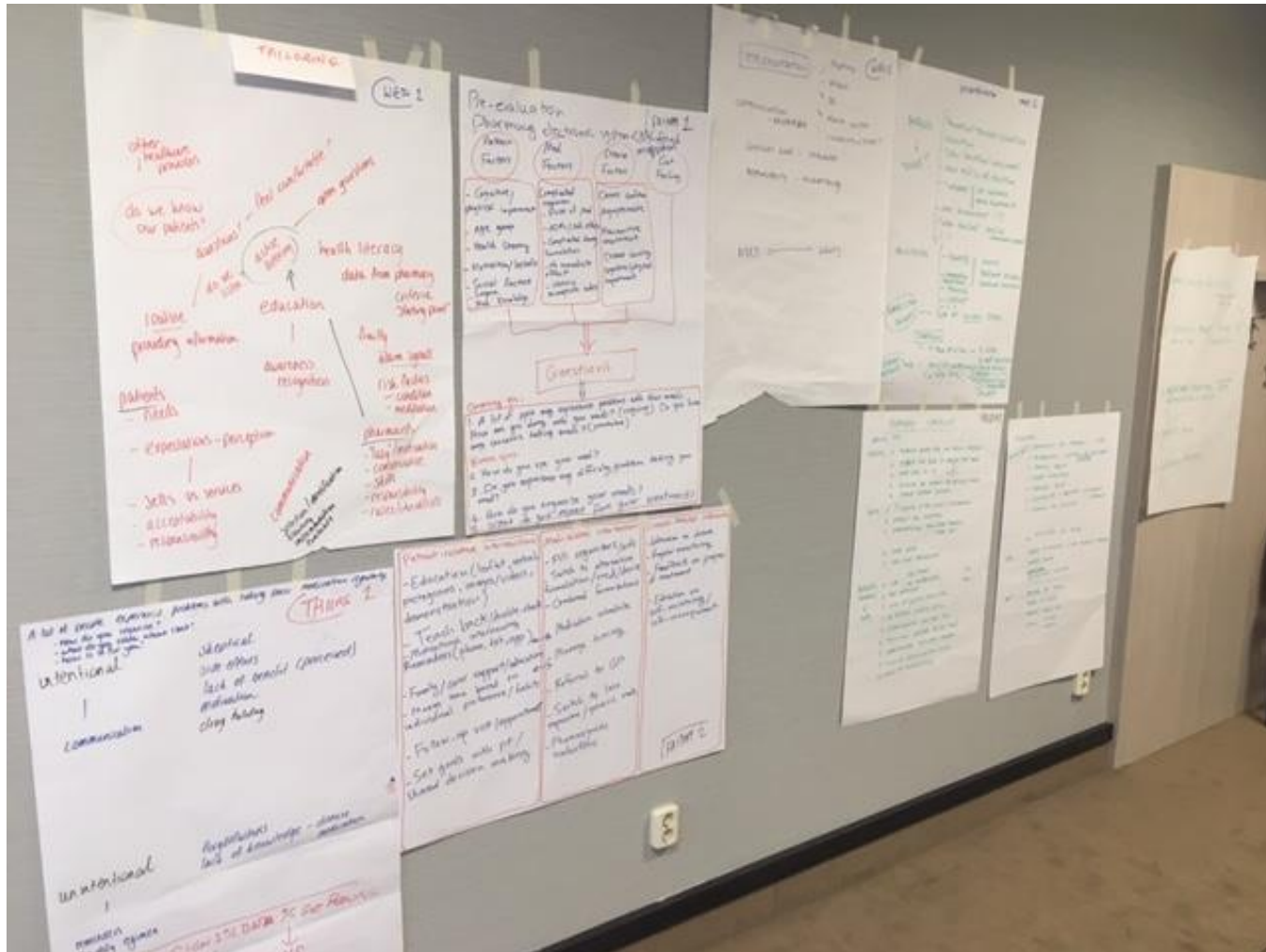**Group 2:** Tailoring pharmaceutical care services around non-adherence

Signs, data, clinical judgement ("gut feeling")

Group 3: Requirements / conditions for implementation of pharmacy services

Wants, needs, concerns

Output of the workshop

Group 1

How to select patients for medication review by proven criteria (electronically) by a risk score in primary care

?

STEP 1

- Number of medicines (+OTC)
  - 5- 10: 1 points
  - 11-15: 2 points
  - >15: 3 points
- AND high risk medication
  - Anticoagulants, cancer, antidiabetics associated with hypoglycemia, 3 or more antihypertensives, narrow therapeutic range (immunosuppressants, digoxin, lithium, anti-epileptics)
  - 1: 1 point
  - 2: 2 points
  - 3 or more: 3 points

STEP 2

- DART Questionnaire adapted version
  - Do you have intake problems? 1 point
  - Do you worry on medication? 1 point
  - Do you ever forget medication? 1 point
  - Are you living alone? 1 point
  - Do you like to change anything in your medication? 1 point
  - Do you experience side effects? 4 points
  - Do you think any of your drugs don't work? 4 points

Pharmafun selection model®
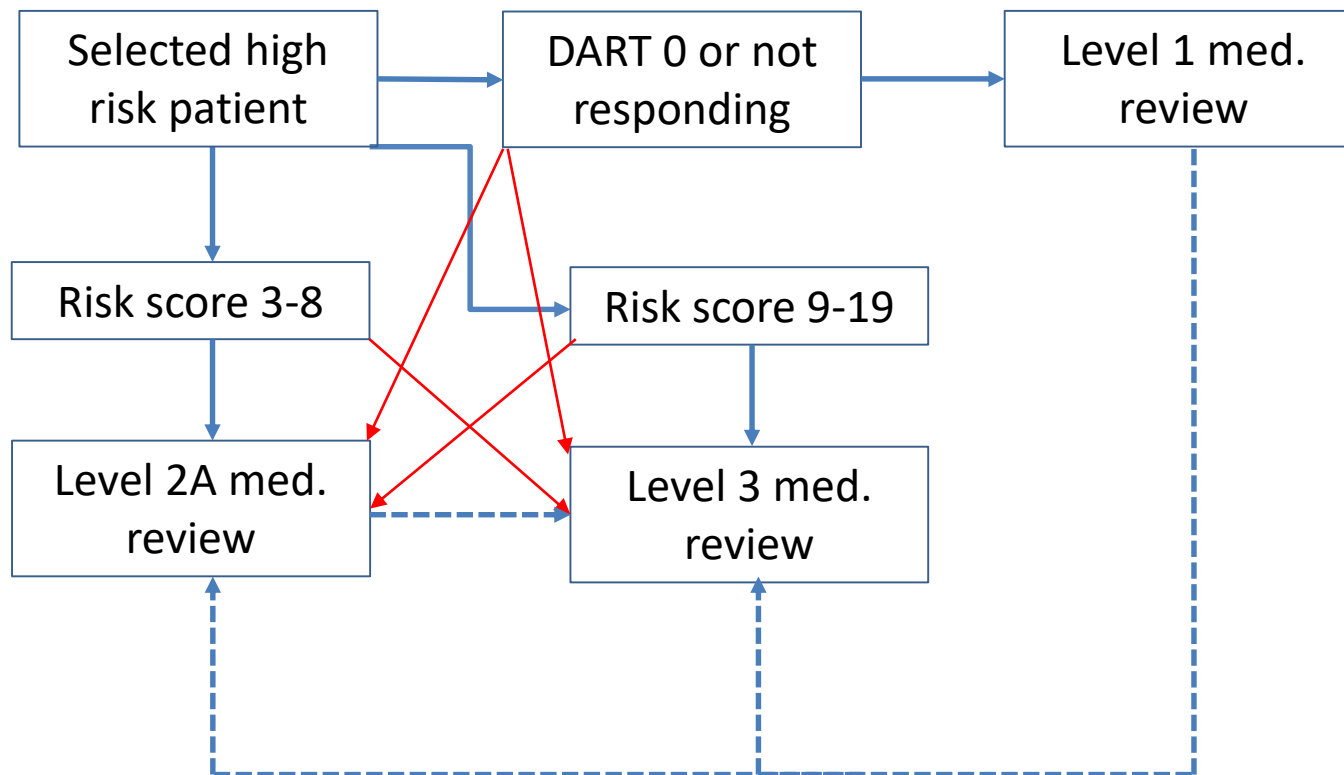
Adjusting to hospital setting

- Changing a selection criterion
  - ≥10 medicines at admission

- Adding a selection criterion
  - Unplanned admission or readmission (based on case mix)
  - Renal function ≤30 ml/min

- DART questionnaire
  - included in the medication reconciliation

Group 2: tailoring adherence intervention

- Pre-evaluation / triggers

Patient, disease & medication factors, clinical judgement

- Questions during patient contact
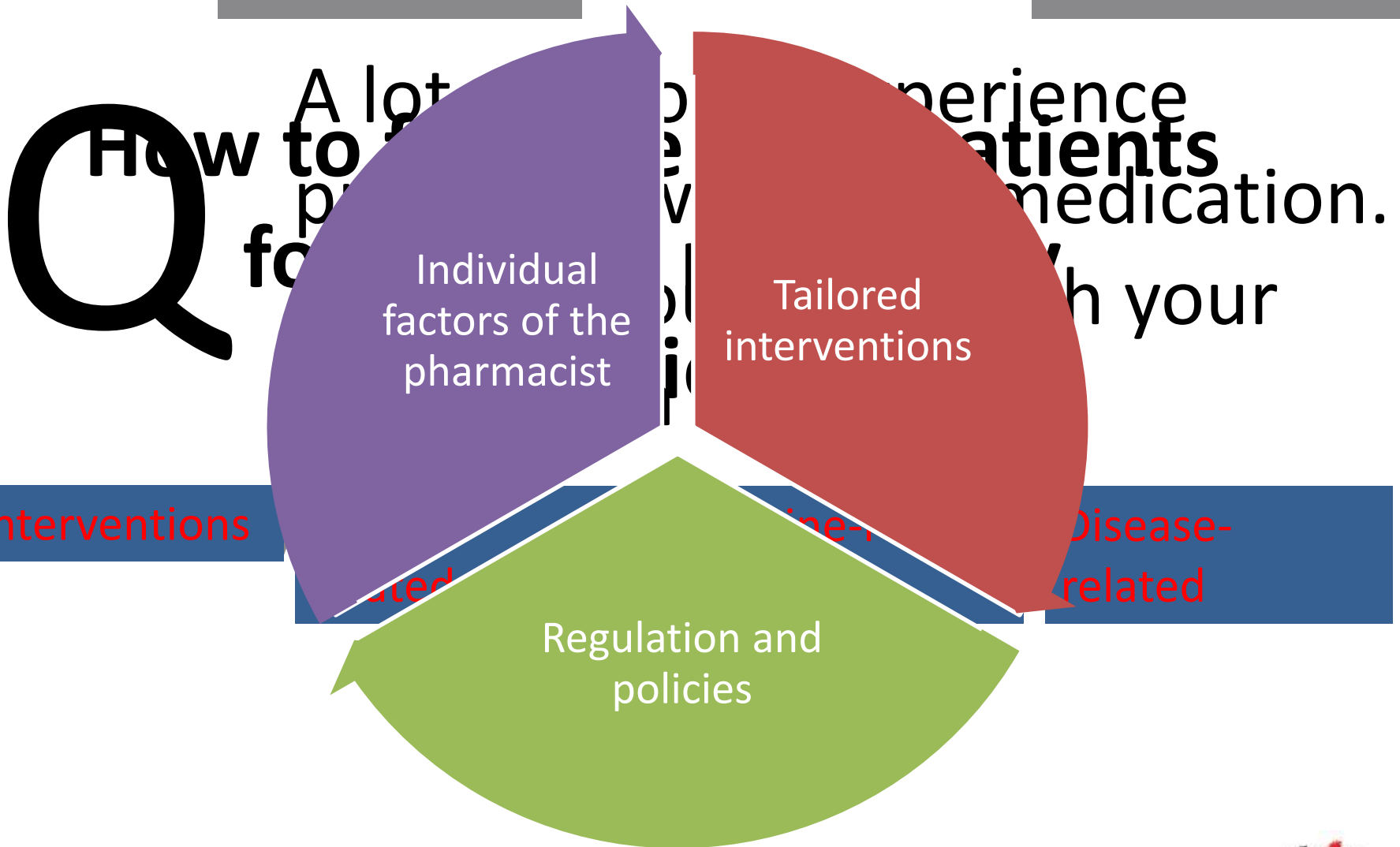
- Interventions

Patient, medication & disease related

A lot of experience

How to solve patients

with your

medication.

Individual factors of the pharmacist

Tailored interventions

Interventions

Disease-related

Regulation and policies

1. A lot of pple may experience problems with their meds. How are you doing with your meds? (ongoing). Do you have any concerns taking meds ? (preventive)

Bonus qns :

2 How do you use your med ?

3. Do you experience any difficulty/problem taking your med?

4. How do you organise your meds ?

5. What do you expect from your treatment?

Patient-related interventions	Med-related interventions	Disease-related intervention
-Education (leaflet, verbal, pictograms, images/videos, demonstration)	- Pill organisers /aids	-Education on disease
	- Switch to alternative formulation /med/device	- Regular monitoring
- Teach back/double-check	- Combined formulations	- Feedback on progress of treatment
-Motivational interviewing Reminders (phone, txt, app) ⟷	⇒ Medication schedule	
		- Education on self-monitoring / self-management
- Family / carer support/education	- Manage timing	
- Mange time based on individual preference/ habits ⟷		
	- Referral to GP	
- Follow-up visit /appointment	- Switch to less expensive / generic meds	
-Set goals with pt / shared decision making	- Pharmacogenetic evaluations	

———— medication review ————— FRIDAY 2
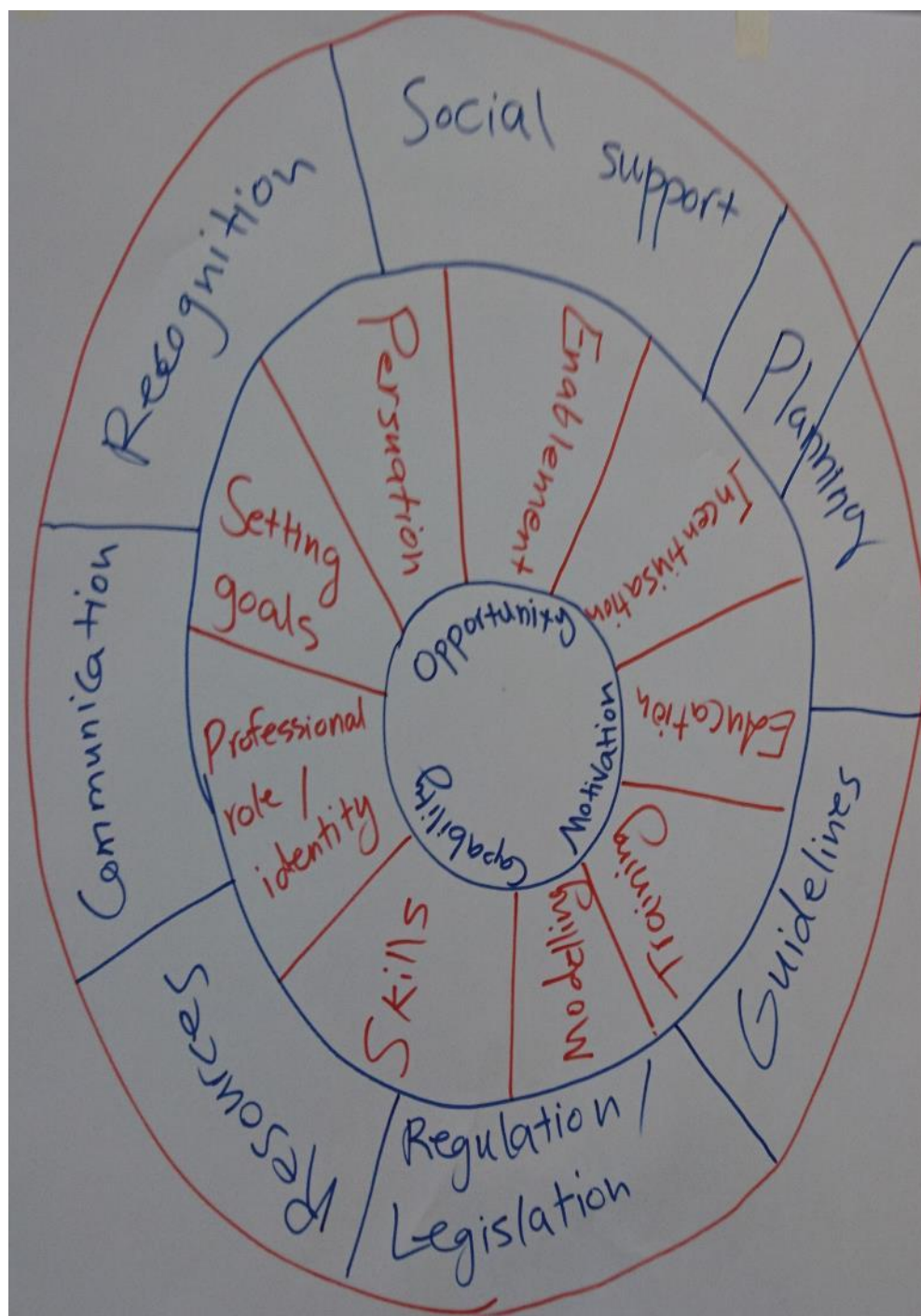
Interventions:

- should be tailored based on pharmacy needs/wants/problems /barriers

FRIDAY

WS2 – HOW TO FIND THE RIGHT PATIENT FOR SPECIFIC PHARMACY SERVICES

SG3 - IMPLEMENTATION

Claude Hostert-Pfeiffer

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Liesbeth Verdonck

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TAILORED IMPLEMENTATION

Tailoring to:

"Public"   Service

Pharmacy (pharmacist, team,
premises, characteristics,...

Stakeholders
(government,
insurance, pt
associations)

Partners (person,
HCPs,...)

- Medication Use Review
- Asthma Service
- Adherence intervention
- ...

IMPLEMENTATION FRAMEWORK

CHECKLIST

1. NEEDS
2. WANTS
3. CONCERNS (BARRIERS)

RESEARCH OPPORTUNITY!

TAILORED ACTION PLAN

4. SET OF FACILITATORS
5. IMPLEMENTATION
6. TIMELY FOLLOW-UP

Pharmacy

Stakeholders   Partners

SUCCESS

PCNE

What did we learn?

- Pharmacy population is a very heterogenous group
- Needs vs. wants
- Clinical judgement ("gut feeling") is very important in targeting services at the right patients and tailoring your pharmaceutical care

How do we continue?

- Conducting small pilot projects, e.g.
  - Applying the risk score for medication review patients retrospectively
  - Using the implementation checklist to gain more insight in barriers pharmacists experience with implementing a new service
- Exchange experience by e-mail (or the PCNE website / wiki if possible)

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