WORKSHOP 2

Collecting available information about patients' drug use and diseases

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TYPES OF MEDICATION REVIEW

	Type 1 Prescription review	Type 2 Concordance and compliance review	Type 3 Clinical medication review
Purpose	Address technical issues relating to the prescription	Address issues relating to the patient's medicine taking behavior	Address issues relating to the patient's use of medicines in the context of their clinical condition
Patient involvement	No	Usually present	Always involved
Access to clinical patient notes, medications included	May include access to clinical patient notes, usually only part of prescription medications included	All prescription, complementary and OTC medicines May include access to patient notes	Includes access to clinical patient notes, includes all prescription, complementary and OTC medicines
Review of	Medicines	Medicines use	Medicines and condition

FOCUS TODAY ON TYPE 3 CLINICAL MEDICATION REVIEWS

- For the review the pharmacist needs information on:
  - Clinical conditions
  - Laboratory test results
  - Used medications
    - Prescription
    - OTC, natural products, complementary medicines
  - What else?
    - Patient expectations and needs? Adverse reactions? Concerns? Difficulties in taking drugs?

OBJECTIVE

- The objective of this workshop is to agree on what kinds of patient data is needed for clinical medication reviews in the <u>community pharmacy setting</u>, and suitable ways to gather the data.

WORKING IN WORLD CAFFE SETTING

- How/from where should the data be gathered and how should a template for data gathering look like regarding:

1. Diagnoses and laboratory test results
2. Medications
3. OTHER, e.g., additional information that should be gathered from the patient

Consider:

- The setting for information gathering (home, pharmacy etc…)
- What information needs to be gathered?
- How? What are effective ways?

World caffe setting

- **Meaningful conversation**
- **Hosting**
- **Harvesting**

Workshop Tasks

✓**To be focused on the important facts**
✓**To share experience and thoughts**
✓**To say what I really feel and think**
✓**To connect all ideas**
✓**To go deep**
✓**To leave written conclusions**
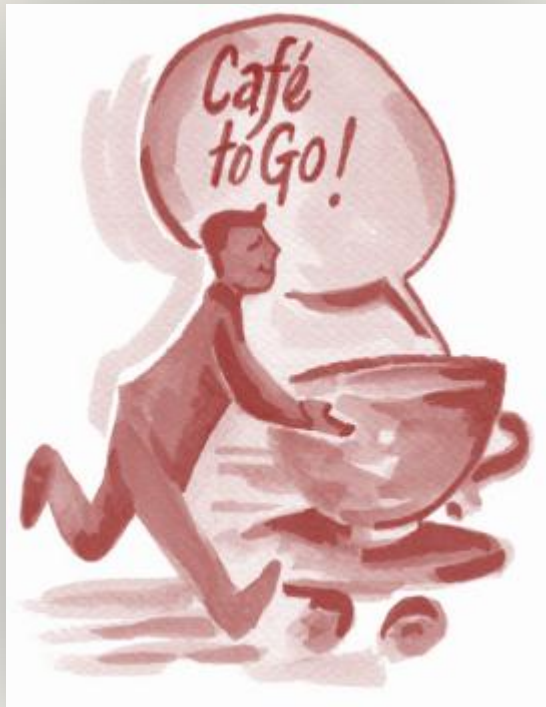
World caffe setting

TOPICS

1. Diagnoses and laboratory test results
2. Medications
3. OTHER, e.g., additional information that should be gathered from the patient

QUESTIONS

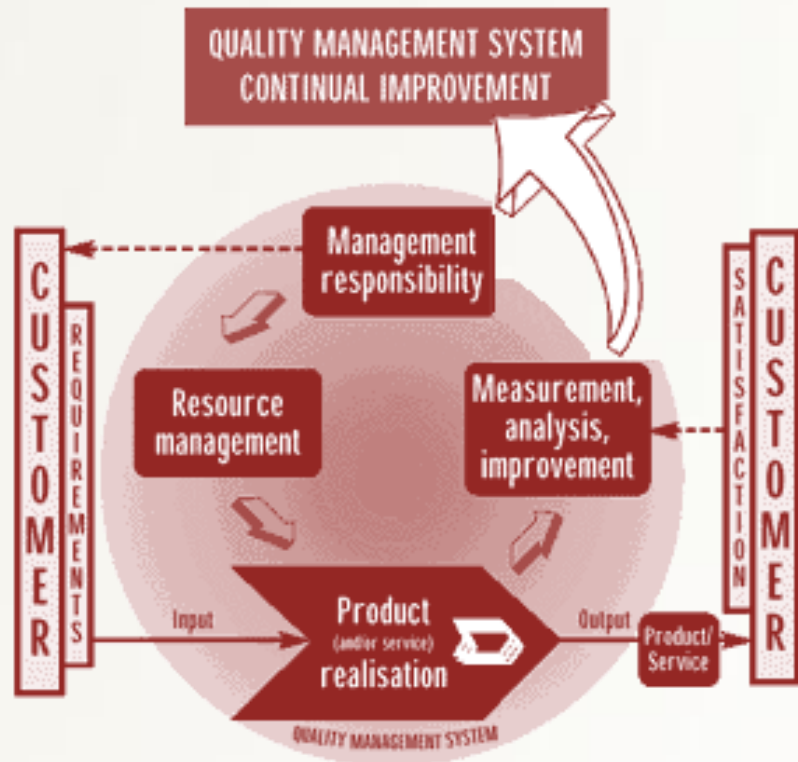- ✓ Status
- ✓ Challenges
- ✓ Solutions

We would like to answer this questions:

- How do we see this?
- How should it be?
- What could be the challenge?
- How we can make a difference?
- What would motivate our colleagues?

QUALITY MANAGEMENT SYSTEM
CONTINUAL IMPROVEMENT

Management responsibility

Resource management

Measurement, analysis, improvement

Product (and/or service) realisation

CUSTOMER REQUIREMENTS

CUSTOMER SATISFACTION

Input

Output

Product/Service

QUALITY MANAGEMENT SYSTEM

PCNE
Pharmaceutical Care Network Europe

Whittington & Associates; ISO 9001 Clauses, 2008

Diagnoses and laboratory test results status and list

- Diagnoses, chronic conditions, co-morbidities, infections in childhood, allergies, intolerances
- Weight, height, weist, BMI
- Chemical and physicial test:
  - Glucos, Cholesterol, urin analysis etc.
  - Spirometry
  - Renal function, hormones, liver markers...
- Intraocular pressure, x-ray, immunoglobulins, PSA, mammography, radiological test
- Vaccination status

Diagnoses and laboratory test results challenges

- Data could not exist at all
- Some data confidential: can not be accessed
  - The patient doesn't know/tell
- Availability, affordability (price of the best)
- Lack of knowledge to interpret the data
- Liability of the test procedure, instruments to measure, wrong procedure
- Lack of evidence how to use the data

Diagnoses and laboratory test results solutions

- State: legislation (e.g., access permission)
  - Reimbursement
  - Development of new health services
- Pharmacy:
  - Empowerment of the pharmacists' role in hc
  - Improve knowledge
  - Increase patient demand (optional payment from the patient…)
- IT-solutions to get the data

Medications – status and list

- "Like-to-have"s:
  - List of all prescribed medications from all settings, OTC, dietary supplements...
  - What is actually consumed
  - Medication history, also from abroad
  - Adherence
  - Who prescribed? Who dispensed?
  - Indication as indicated by the patient
  - Treatment goal, duration of treatment, timeschedule for re-evaluation
  - Dosing, formula, generics
  - DRPs, has medication review been conducted, has information been given?

Medications - challenges

- PRIVACY-issues
- Computer systems
  - Compatibility between systems(competition between manufacturers)
  - Programmin
- Updating of the data
- Payment model not service payd
- Skills to deal with the data
- Time constraints
- Lack of trust between hcp and patients

Medications - solutions

- Understanding other hcp: collaborative training with physicians first 2 years
- Home medicines review to gather medication data
- Common database between pharmacy and physicians (e-prescribing + pharmacists access to update data)
- New service-based payment models
- Evidense: Research
- Advocasy

OTHER, e.g., additional information that should be gathered from the patient status / list

- Age, gender, weight, height, social state, living situation, available help,who prepares the medication, abuse of medications, alcohol, smoking, exercise, sports, sosial activities
- Religion, beliefs & concerns, satisfaction on the medication, knowledge on therapy, education (ADRs)
- Genetic predisposition
- Nutrition, nonmedical treatments
- Disabilities (cognitive, visual…), mobility
- Allergies, intolerancies
- Special groups (e.g., pregnant)
- Wants regarding dispensing (dose dispensing)
- Contact details and methods (e-mail, facebook)
- Expectations,
- Financial situation (incl reimbursement)
- Other health care professionals involved in care
- Indications
- Occupation, travelling
- Psychological situation
- Sleeping habits, intestinal problems

Source of the information: patient/physician…

OTHER, e.g., additional information that should be gathered from the patient challenges

- Liability of the data
- Feasibility (is it possible to gather the data easily, should some be necessary other additional)
- IT support (right information in the files)
- Sharing the information with pharmacists and other hcp
- Beneficial outcomes should be proofed
- Sufficient communication skills?
- Non-regular customers

OTHER, e.g., additional information that should be gathered from the patient – solutions

- Feasibility, time: technicians could ask the questions
- Prioritization: SOPs
- IT: good documentation systems, support by professional organizations
- Visibility of data: patient can give consent
- Documentation of actions and outcomes
- Training: project-based (small steps), communication training, evidence-based practise