



smart⁺
PHARMACY

Meeting the needs and expectations of patients

Session 1: The stakeholders' perspective on Pharmacy Education

**2018 EAFP Annual Conference
May 16, Parma, Italy**

Mike Rouse B. Pharm (Hons); MPS, FFIP

Pharmae**x**pert



What are the key expectations & needs ofn the patient

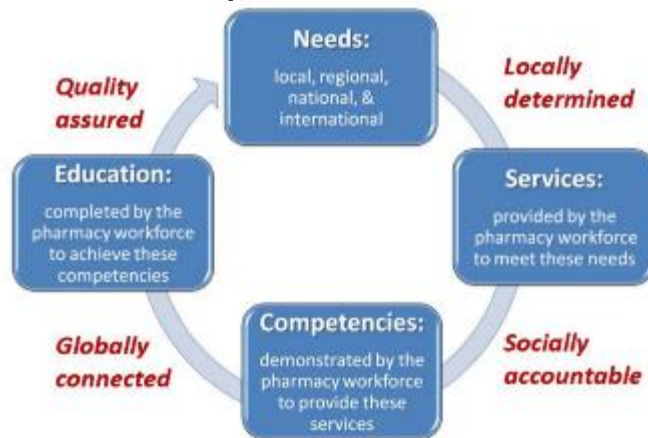
- Quality of life
- Effectiveness/outcomes (e.g., elimination or reduction of symptoms)
- Safety (products & services)
- Integrated and seamless care
- Understanding & empathy
- Confidentiality & trust
- Access to information; options; involvement in decision-making
- Access, affordability, visibility & recognition in health care system



Needs-Based Education Model

What are patients' needs and expectations?

How must the educational program be designed & delivered so that graduates can achieve the needed competencies?



What services can pharmacists provide to meet patients' needs & expectations?

What *knowledge, skills, attitudes* and *values* do pharmacists (graduates) need to develop in order to deliver these services?

Summarizing the Primary Needs and Services for the Patient



From Product to Patient Care a Continuum of Competencies

smart⁺
PHARMACY



National Needs &
Priorities



Patient &
Population Needs



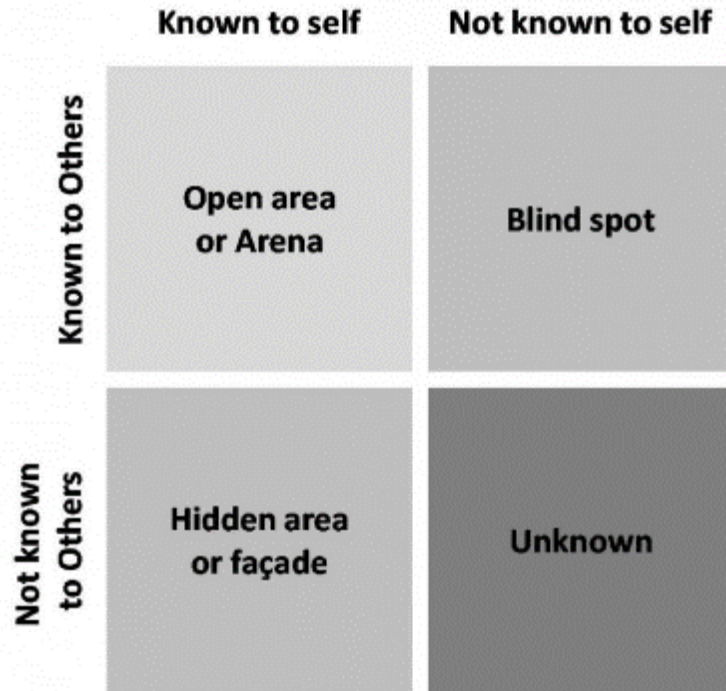
Market Forces

Are there “Core
Competencies”?

Who Decides?



Known and Not Known



The Johari Window Model

Known and Unknown Needs of Patients

Patient	
Pharmacist	Known
	Not Known
	<ul style="list-style-type: none"> • Current Rx Medication(s) • Diagnosis? • Basic patient details
	<ul style="list-style-type: none"> • Profile and risks of all medications incl. contraindications, interactions, addiction, toxicity, etc. • Optimal therapy for diagnosis; other treatment options • Correct use of meds, incl. administration, individualized therapy, special precautions • Onset of optimal effect & duration of therapy • Optimal storage and handling • Appropriate adjunct therapies • Monitoring needs
	<ul style="list-style-type: none"> • Other Rx medications • OTC, herbal, etc. products • Health and med history, incl. hospitalization? • Other HCPs involved in care • Diagnosis? • Vital signs? • Patient's treatment goals (if set) • Symptoms & comorbidity • Rx Compliance • Outcomes/Quality of Life • Identified Drug Related Problems • Lifestyle/behaviors/diet • Beliefs & attitudes associated with med use, diagnosis & treatment • Socioeconomic status • Health literacy • Immunization status and allergies • Genetic predisposition (family history of illness)
	<ul style="list-style-type: none"> • Unidentified DRPs • Untreated health problems • Test results? • Pharmaco-genetic factors • Liver & kidney function • All details in "personal record" • Possibilities for referral



Known by Patient; Known by Pharmacist



- Current Rx Medication(s)
- Diagnosis?
- Basic patient details

The shortest list ...!



Pharmae**expert**



Known by Patient; Not Known by Pharmacist

- Other Rx medications
- OTC, herbal, etc. products
- Health and med history, incl. hospitalization?
- Other HCPs involved in care
- Diagnosis?
- Vital signs?
- Patient's treatment goals (if set)
- Symptoms & comorbidity
- Rx Compliance
- Outcomes/Quality of Life
- Identified Drug Related Problems
- Lifestyle/behaviors/diet
- Beliefs & attitudes associated with med use, diagnosis & treatment
- Socioeconomic status
- Health literacy
- Immunization status and allergies
- Genetic predisposition (family history of illness)



Not Known by Patient; Known by Pharmacist

- Profile and risks of all medications incl. contraindications, interactions, addiction, toxicity, etc.
- Optimal therapy for diagnosis; other treatment options
- Correct use of meds, incl. administration, individualized therapy, special precautions
- Onset of optimal effect & duration of therapy
- Optimal storage and handling
- Appropriate adjunct therapies
- Monitoring needs

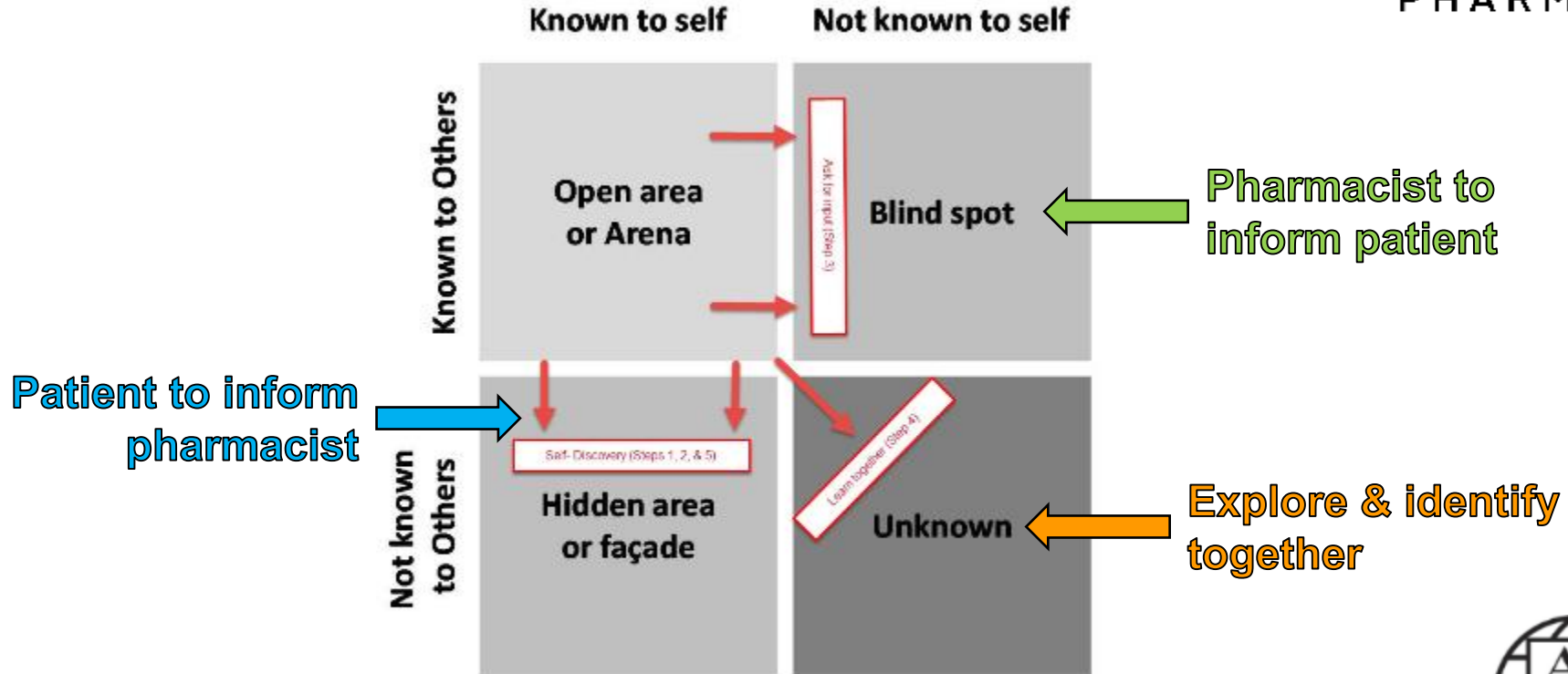


Not Known by Patient; Not Known by Pharmacist

- Unidentified DRPs
- Untreated health problems
- Test results?
- Pharmaco-genetic factors
- Liver & kidney function
- All details in “personal record”
- Possibilities for referral



Revealing the “Not Known”



The Johari Window Model

Patient Care

Pharmacists using their knowledge and experience, **reveal the needs of patients**, set priorities in the treatment process, and take responsibility for a positive outcome of drug therapy
(Hepler and Strand, 1989)

smart⁺
PHARMACY



Pharmae**x**pert



How can pharmacists meet the needs and expectations of patients?

- **Assess the status** of the patient's health problems and **determine** whether the prescribed medications are optimally meeting the patient's needs and goals of care
- **Evaluate the appropriateness and effectiveness** of the patient's medications
- **Recognize untreated health problems** that could be improved or resolved with appropriate medication therapy
- **Follow the patient's progress** to determine the effects of the patient's medications on his or her health



Meeting Needs & Expectations (cont'd)

- **Consult** with the patient's physicians and other health care providers in **identifying the medication therapy** that best meets the patient's needs and contributes effectively to the overall therapy goals
- **Advise the patient** on how to best take his or her medications
- Support the health care team's efforts to **educate the patient** on other important steps to **improve or maintain health**, such as exercise, diet, and preventive steps like immunization
- **Refer the patient** to his or her physician or other health professionals to address specific health, wellness, or social services concerns as they arise



Patients' Needs & Expectations ...

... can only be met when there is a **consistent, contemporary, comprehensive** and **integrated** approach to patient-centered care, which is delivered in **collaboration** with other members of the health care team



Pharmacists' Patient Care Process



Pharmacists' Patient Care Process

Pharmacists use a patient-centered approach in collaboration with other providers on the health care team to optimize patient health and medication outcomes.

Using principles of evidence-based practice, pharmacists:

Collect

The pharmacist assures the collection of the necessary subjective and objective information about the patient in order to understand the relevant medical/ medication history and clinical status of the patient.

Assess

The pharmacist assesses the information collected and analyzes the clinical effects of the patient's therapy in the context of the patient's overall health goals in order to identify and prioritize problems and achieve optimal care.

Plan

The pharmacist develops an individualized patient-centered care plan, in collaboration with other health care professionals and the patient or caregiver that is evidence-based and cost-effective.

Implement

The pharmacist implements the care plan in collaboration with other health care professionals and the patient or caregiver.

Follow-up: Monitor and Evaluate

The pharmacist monitors and evaluates the effectiveness of the care plan and modifies the plan in collaboration with other health care professionals and the patient or caregiver as needed.

smart⁺
PHARMACY

Pharmaceutical care represents pharmacists responsibly providing **safe** and the **best available therapy** to a patient.

Pharmae**x**pert



Collect (from/about the patient)

The pharmacist assures the collection of necessary subjective and objective information about the patient in order to understand the relevant medical/ medication history and clinical status of the patient. Information may be gathered and verified from multiple sources, including existing patient records, the patient, and other health care professionals.

This process includes collecting:

- A current medication list and medication use history for prescription and non-prescription medications, herbal products, and other dietary supplements
- Relevant health data that may include medical history, health and wellness information, biometric test results, and physical assessment findings.
- Patient lifestyle habits, preferences and beliefs, health and functional goals, and socioeconomic factors that affect access to medications and other aspects of care.



Assess (the patient/medication)

The pharmacist assesses the information collected and analyses the clinical effects of the patient's therapy in the context of the patient's overall health goals in order to identify and prioritize problems and achieve optimal care. This process includes assessing:

- Each medication for appropriateness, effectiveness, safety, and patient adherence.
- Health and functional status, risk factors, health data, cultural factors, health literacy, and access to medications or other aspects of care.
- Immunization status and the need for preventive care and other health care services, where appropriate.



Plan (for the patient)

The pharmacist develops an individualized patient-centered care plan in collaboration with other health care professionals and the patient or caregiver that is evidence-based and cost effective. This process includes establishing a care plan that:

- Addresses medication-related problems and optimizes medication therapy.
- Sets goals of therapy for achieving clinical outcomes in the context of the patient's overall health care goals and access to care.
- Engages the patient through education, empowerment, and self-management.
- Supports care continuity, including follow-up and transitions of care as appropriate.



Implement (with/for the patient)



The pharmacist implements the care plan in collaboration with other health care professionals and the patient or caregiver. During the process of implementing the care plan, the pharmacist:

- Addresses medication- and health-related problems and engages in preventive care strategies, including vaccine administration.
- Initiates, modifies, discontinues, or administers medication therapy as authorized.
- Provides education and self-management training to the patient or caregiver.
- Contributes to coordination of care, including the referral or transition of the patient to another health care professional.
- Schedules follow-up care as needed to achieve goals of therapy.



Follow-up: Monitor and Evaluate (the patient)



The pharmacist monitors and evaluates the effectiveness of the care plan and modifies the plan in collaboration with other health care professionals and the patient or caregiver as needed. This process includes the continuous monitoring and evaluation of:

- Medication appropriateness, effectiveness, and safety and patient adherence through available health data, biometric test results, and patient feedback.
- Clinical endpoints that contribute to the patient's overall health.
- Outcomes of care including progress toward or the achievement of goals of therapy.



PharmaeXpert



What competencies must be achieved, maintained & enhanced?

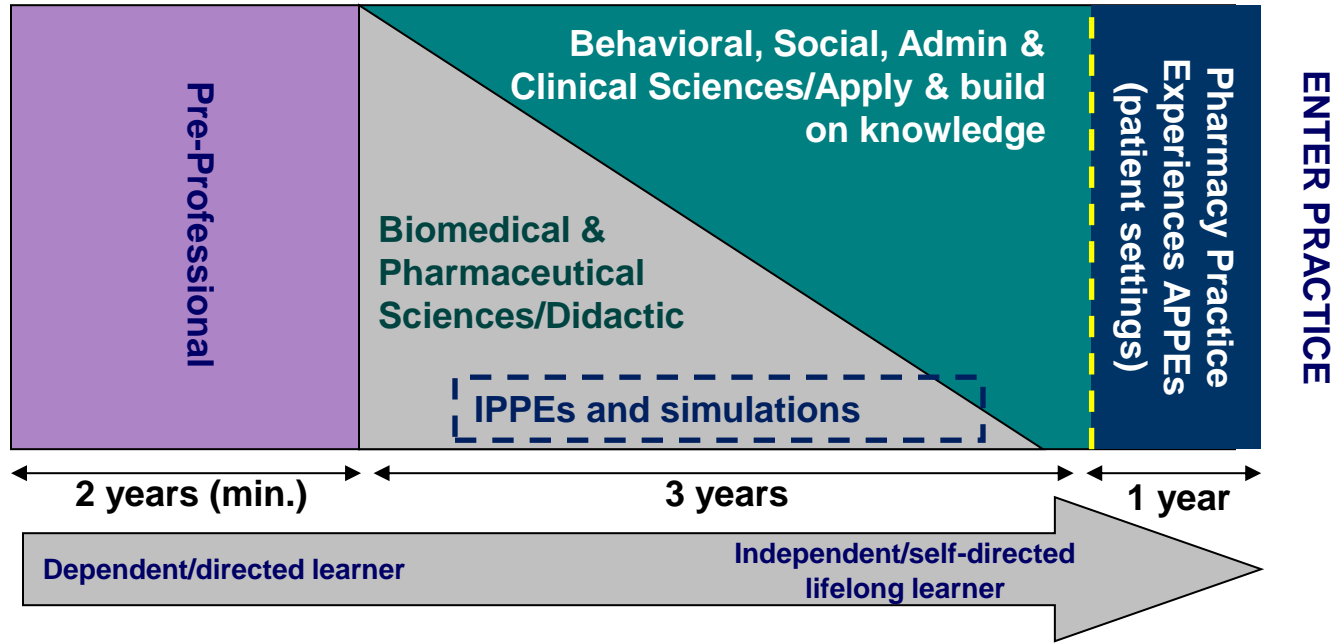
Six competency domains:

1. Direct patient care
2. Pharmacotherapy knowledge
3. Systems-based care and population health
4. Communication
5. Professionalism
6. Continuing professional development



Building the Foundational Competencies

Knowledge + + + + + Skills + + + + + Attitudes/Behavior



Building the Foundational Competencies

