Community pharmacy at the “frontline” of Shared Care

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Waimauku Village Pharmacy, Auckland
Drive for change

- Current models of care - not efficient or sustainable
- Pharmacists capacity and skills under-utilised
- "One-Team" approach
Critical Success Factor (1)

- Collaboration with GPs, nurses and support staff
  - One-stop shop
  - Best use of resources
  - Timely interventions
  - Cost saving for patients, pharmacy and GP
Critical Success Factor (2)

- Planning **with** entire pharmacy team (pharmacists and technicians)
  - Staff buy-in and engagement
  - Using technicians time and skills wisely
  - Pharmacists able to spend more time working with patients
Specialised services

- Smoking cessation support
- Warfarin INR monitoring
- Point of care testing - uric acid (gout), HbA1c, blood pressure, lipids etc
- Emergency contraceptive pill
- Oral contraceptive supply
- Vaccinations
- Urinary tract infection treatment
- Medicines Management Services (Long Term Conditions service, Medicines Use Review service)
Critical Success Factor (3)

- Redesign model of care - focus on Medicines Management Services
  - Medicines adherence and optimisation
  - Better access
  - Prevent hospitalisations
  - Delay admission to residential facilities
Critical Success Factors

- Collaboration with GPs, nurses and support staff
- Planning *with* entire pharmacy team
- Redesign model of care—focus on Medicines Management Services
- Embrace technology
  - Whanau Tahi Shared Care programme
  - Robotic dispensing
Whanau Tahi Shared Care

HANNON, Robbie (Mr)

Born 27-Oct-1955 (61y 0m)  NHI AAZ5036
Gender Male
No Allergies or Alerts Recorded

Prescriptions

Current Diagnosis

Care Team

Messages

InterRAI

This patient has no record in the InterRAI system.
Case Study - Husband/Wife/Sister-in-law

- All three had significant health and medication issues
- Average GP visit every 3-4 days
- Wife - dementia, Sister in law - memory difficulties
- Husband struggling to manage everyone’s needs
Case Study - Husband/Wife/Sister-in-law

Pharmacists & technicians interventions:
- Medicines Management Services
- Collaboration with GPs and nurses

Outcomes:
- <1 GP visit/month
- Less travel
- Financial saving
- Happier couple
- Improved QOL
Focus on spending time with patients and understanding their needs - outcome “right first time”
Thank you!

Questions and Comments

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