

Title: Characterization of a pharmacist-driven and innovative medication management program.

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Abstract:

Background information: Studies in the US show that medication management MM services are effective in identifying and resolving drug therapy problems(DTPs).

Purpose: To characterize MM sessions, using real-world data collected via electronic patient records in a community pharmacy in Canada.

Methods: This was a retrospective longitudinal study from Jan 2014-Dec2015. Patient demographics, clinical problems, identified DTPs, and pharmacists' interventions, were summarized using descriptive statistics. The relationship between DTPs and the clinical conditions, and DTPs and the interventions, were also analyzed.

Results: 1572 patient received MM (mean visit time=29.1 min). 2133 DTPs were identified and resolved with 7176 interventions. The clinical problems most frequently encountered were cardiovascular (20%), and mental (15.7%). The most frequently identified DTP was "needs additional therapy" (61.8%). The most frequently performed interventions were education (43.4%), and "change therapy" (21.6%).

Compliance issues were mostly resolved by education. Change in therapy was the most commonly employed intervention to resolve too low/high dosage, need for additional/different therapy, adverse drug reaction and compliance issues.

The method of point of care testing was a key feature in identifying and resolving the DTPs. A machine which collected BP, diabetic readings, BMI and O2 levels and put them in the cloud where the doctors could access data was key to this project. Other point of care testing was done with simple tests and techniques using head to toe assessments, various risk assessment tools and temperature readings.

Conclusion: By use of real-world data, we showed that patients benefit from identification and resolution of DTPs as well as education, through pharmacists-driven MM programs. Also point of care testing can be done very easily in many different settings.