

Customer Case Study

East End Family Health Team

“e-Therapeutics⁺ is an essential resource that has added significant value to the service we are able to provide to our patients. I can’t imagine working without it.”

-- Tom Dolanjski, Pharmacist
East End Family Health Team

Customer Profile

- East End Family Health Team
- Timmins, Ontario, Canada
- Core service providers include pharmacist, registered nurse, nurse practitioner, social worker and dietician
- 1200 registered patients
- Planned expansion to 5000 patients

Why e-Therapeutics⁺?

- Desire for consistent Canadian drug information available to all collaborative practitioners at all times
- Requirement for comprehensive resources to aid in research and patient care
- Need for frequently updated drug and therapeutic resources to meet provincial requirements

Benefits of e-Therapeutics⁺

- Single source of trusted information allows all practitioners to confidently contribute to daily patient care
- Access to detailed, disease-specific data saves time and energy
- Frequently updated resources meet provincial library requirements

Situation

The East End Family Health Team (EEFHT), located in Timmins, Ontario, is a community-based collaborative care practice serving 1200 patients. While the need for reliable resources is vital for all health care practitioners, this need is intensified in a setting where practitioners are often working part-time. As members of a innovative practice model, EEFHT practitioners were seeking technologically advanced yet practical and easy-to-use solutions to support day-to-day patient care.

Solution

When Tom Dolanjski joined the EEFHT as a part-time pharmacist, he took on responsibility for the clinic’s pharmacy reference requirements. Resources had to meet provincial requirements, be available to all practitioners at all times and provide reliable, evidence-based, drug and therapeutic information. An early adopter of electronic technology, Tom was a faithful user of CPS on CD-ROM, and later e-CPS. “I loved that it was updated regularly,” he says. The addition of *Therapeutic Choices* content in the form of e-Therapeutics⁺ made the purchase decision an easy one for Tom. Knowing that his colleagues made frequent use of both *TC* and *CPS*, the electronic combination became an “essential” resource in his mind. “To have them both together, accessed from one portal where you can seamlessly flip back and forth is ideal. For me that’s a huge thing. It’s all right there at your fingertips.”

Results

Tom and his colleagues are so pleased with e-Therapeutics⁺ that it’s virtually replaced the usage of print resources at the EEFHT. From a teaching and patient interaction point of view, Tom finds e-Therapeutics⁺ invaluable. “When I’m speaking to a patient, it often helps to show them evidence to support recommendations,” Tom explains. “I can show them, for example, that they are within the recommended dosage range and it makes them feel better.” In addition, Tom finds that he is able to deal with other practitioners’ questions much more promptly. “The speed and accessibility of the product lets me respond right away, rather than spending time logging the call, searching through a number of texts or websites and responding later,” he says. Perhaps most important is the confidence Tom has knowing that reliable information is available to his colleagues when he himself is not. As the medication expert at EEFHT, Tom fields most medication issues; when he isn’t in the office, his team members have a dependable resource they can use to support decision making.

One of the core philosophies of care at the East End Family Health Team is preventative intervention. Recently the team undertook a large screening project for osteoporosis and e-Therapeutics⁺ played a major role in setting up the parameters. “Most of the information I required, such as when to screen, major and minor risk factors and various targets, was available in e-Therapeutics⁺,” Tom explains. Information not contained directly within e-Therapeutics⁺ was usually linked from the product and available within just a few clicks. “It was a very tangible example of the value of e-Therapeutics⁺ and really demonstrated the quality of information available,” he says.



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