A Catalyst for Pharmacist Practice Change

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Disclosure

• No conflicts of interest
• Employee of UBC
Agenda

- The UBC Pharmacists Clinic
  - What, why & how
- Progress to date
- Plans for the future
UBC Faculty of Pharmaceutical Sciences

- Established in 1946
- Entry to practice degree, graduate studies, post-graduate studies
- Investment in pharmacy
  - Practice Innovation portfolio (2011)
  - New building (2012)
  - First graduating class of 224 (2015)
  - E2P Pharm D first intake (2015)
Canada’s first university-owned, licensed, pharmacist-led patient care clinic
Why

• Models of pharmacist best-practice
  – Inter-professional collaboration in primary care
  – Proof statement of pharmacist contributions

• Site for learning and innovation in experiential education
  – Undergraduate, resident, graduate, practicing pharmacists and others

• Site for practice innovation and research
  – Living laboratory
The future of pharmacy arrives early at UBC
Patients book hour-long sessions, receive advice not drugs

BY PAMELA FAYERMAN, VANCOUVER SUN  APRIL 28, 2014

Director of the new UBC Pharmacists Clinic Barbara Gobis, right, demonstrates the ability to monitor consultations from a control room to students Nina Bredenkamp, left, and Erika Jensen. (Ric Ernst / PNG) (Story by Pamela Frayerman) TRAX #: 00028836A
Photograph by: Ric Ernst , VANCOUVER SUN

VANCOUVER -- It's touted as the best and future model of pharmacy care — not to mention it's the first clinic in Canada where you can get an hour's worth of free advice on all your medications.

Just don't expect to fill a prescription there, since there aren't any drugs for sale on site.
Question
Current Resources

• Five technology-enabled consultation rooms

• Staff
  – 2.8 FTE pharmacists (3 part-time, 1 full time)
  – Patient support and reception (full time)
  – Clinic manager (full time)
  – Director (full time)
Service Models

• Pharmacist located at UBC Pharmacists Clinic
  – Pharmacist as off-site consultant
  – Virtual collaboration
  – In-person, telephone and telehealth service

• Pharmacist co-located in physician’s clinic
  – Scheduled 1:1 patient appointments
  – Joint consultations with patients and physicians
  – In-person and telephone service
During the Visit

• Comprehensive medication management
  – Rx, OTC, NHP

• Patient education
  – Health conditions, medications, devices

• High quality recommendations for the patient and physician

• Follow-up with patient and care team to implement plan and monitor progress
Approach

• Relationships, trust, respectful collaboration
• Value proposition
  – Standardized service, expertise, time
  – Focus on outcomes, unmet patient needs
• Existing relationships preserved
• Funding
Approach

• Service provided in-person, by telephone or by telehealth
• 1-hour initial appointment, 30-60 minute follow-ups
• Collaboration with care team (including community pharmacy)
  – Existing relationships are maintained and often enhanced
Integrated Care

Source: Office of the Associate Dean, Practice Innovation Faculty of Pharmaceutical Sciences, UBC 2015
Patients

- Older and younger
- Multiple health conditions and medications
- Mental health concerns
- Waiting to see a specialist
- With questions and concerns
- Need more time and more help
- Want to be part of their health care process
Question
# Metrics

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Count *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients</td>
<td>2957</td>
</tr>
<tr>
<td>Physician Referral</td>
<td>64% (est)</td>
</tr>
<tr>
<td></td>
<td>Family Physicians = 81</td>
</tr>
<tr>
<td></td>
<td>Specialists = 8</td>
</tr>
<tr>
<td>Other Referral Sources</td>
<td>Self-referral</td>
</tr>
<tr>
<td></td>
<td>Hospital</td>
</tr>
<tr>
<td></td>
<td>Relative</td>
</tr>
<tr>
<td>Location of Care</td>
<td>60% Pharmacists Clinic</td>
</tr>
<tr>
<td></td>
<td>40% Co-located with Physician</td>
</tr>
</tbody>
</table>

* Nov/13 – Oct/15 (24 months)
Examples

• Family physicians
  – Vancouver, Fraser NW, Richmond prototypes
• First Nations communities
• UBC Headache Clinic
• Change Pain Clinic
# Fraser Northwest Prototype

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model</td>
<td>Pharmacist co-location</td>
</tr>
<tr>
<td>Timeframe</td>
<td>Oct/14 – Apr/15 (6 months)</td>
</tr>
<tr>
<td>Participating physicians</td>
<td>16</td>
</tr>
<tr>
<td>Patients receiving care</td>
<td>70 (average 6-8 per clinic visit)</td>
</tr>
<tr>
<td>Appointments</td>
<td>70 initial 18 follow-up</td>
</tr>
</tbody>
</table>
# Physician Feedback - FNW

<table>
<thead>
<tr>
<th>How would you rate your overall satisfaction with</th>
<th>Satisfied or Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>The pharmacist services provided in your office?</td>
<td>10/10 (100%)</td>
</tr>
<tr>
<td>The opportunity to be included in discussions about your patients?</td>
<td>9/9 (100%)</td>
</tr>
<tr>
<td>The way your patients were included in discussions about their medications?</td>
<td>10/10 (100%) *</td>
</tr>
<tr>
<td>The timeliness with which you received information from the pharmacist?</td>
<td>10/10 (100%)</td>
</tr>
</tbody>
</table>

Using a 5-point Scale - very satisfied (5), satisfied (4), neutral (3), unsatisfied (2), very unsatisfied (1)

*one respondent did not participate in the discussions involving the patient and pharmacist.
Patient Feedback - FNW

• Impact of the co-located pharmacist on your health
  “I’m on better medication for my condition”
  “My treatment is more tailored to my needs”
  “I’m more confident with my medications and taking them”

• What you like best
  “Personalization of my care”
  “Doctor able to understand my needs better”

• Suggestions for improvement
  “Make service available to anyone with chronic pain”
  “Educate others on how this service helps patients”
Building Capacity
For Culturally Competent Care in First Nation Communities

by Barbara Gobis and Larry Leung

The Pharmacists Clinic at the Faculty of Pharmaceutical Sciences is exploring innovative models for delivery of pharmacist-led Comprehensive Medication Management (CMM) services to patients. One initiative has pharmacists from the Clinic collaborating with First Nation communities to provide culturally competent outreach care to patients on and off the reserve. The initiative builds on the UBC Place and Promise commitment to Aboriginal engagement, and the Faculty’s goal of increasing learning opportunities about Aboriginal issues and perspectives.

Challenges in providing care as identified by First Nation community members and local health care practitioners include the need for cultural sensitivity, the importance of investing time to build relationships and trust, and the remote location of some communities.

This initiative demonstrates how pharmacists providing a culturally competent model of CMM can overcome these challenges, increase the capacity of local health care teams to meet patient needs and improve the health outcomes of patients.
Taking the pain out of waiting

Media Release | January 14, 2015

The UBC Pharmacists Clinic is helping ease headache sufferers' pain.

UBC Pharmacists Clinic helps headache sufferers find relief before their first specialist appointment

For patients dealing with chronic, debilitating headaches, the wait to be seen by the UBC Headache Clinic can seem like an eternity. But a new partnership with the Faculty of Pharmaceutical Sciences is helping patients before they even step foot inside the clinic.
# Learner Engagement

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Count *</th>
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<tbody>
<tr>
<td>Students on rotation 4th year students, community residents, hospital residents, graduate Pharm D students</td>
<td>21</td>
</tr>
<tr>
<td>Student volunteers for patient care interactions (all undergraduate years)</td>
<td>210 +</td>
</tr>
<tr>
<td>Other students 4th year DMD, summer students, shadow opportunities, translation services</td>
<td>70 +</td>
</tr>
<tr>
<td>Practicing pharmacists Certificate Program (on-site, hands-on), sharing resources, shadow sessions, strategy discussions</td>
<td>40+</td>
</tr>
</tbody>
</table>

* Nov/13-Nov/15
Pharmacist Engagement

- Collaboration on patient care
- Case discussions qualify as CE
- Service models/resources shared
- Investment in clinical EMR for team
- Pharmacist skill development (MMCP)
- Site tours/discussions
- Shadow a clinician
New: Medication Management Certificate Program

The Division of Continuing Pharmacy Professional Development and the Pharmacists Clinic at the Faculty of Pharmaceutical Sciences at UBC proudly present the Medication Management Certificate Program (MMCP), an exciting new hands-on learning opportunity for practising pharmacists.

This program is a fast-track immersion where pharmacist learners work along side experienced pharmacists in the care of patients at the Pharmacists Clinic.

The MMCP is ideal for pharmacists who:
- want to take their patient care practice to the next level,
- learn best by doing, or
- have completed the ADAPT program and want confidence-building experience.

Unique benefits to learners:
- 1:1 mentoring from expert pharmacists
- Experience in a state-of-the-art clinic setting
- Hands-on practice in a safe, supported environment
- Focus on key skill areas of critical thinking, communication and documentation
- On-line, self-paced preparatory module
- Accredited by the Canadian Council for Continuing Education in Pharmacy (CCCEP) for 32.5 CEUs.

Learn more and register at:
http://cpd.pharmacy.ubc.ca/content/medication-management-certificate-program
Question
Outreach

• Collaborations within the UBC community
  – HR, Health & Wellness, Building Operations, Student Housing & Hospitality Services, Risk Management, Student Services

• High school – GVRSF, UBC Summer Science

• Home visits for seniors in Assisted Living

• Presentations to patient groups

• CAMMPUS
Are You Heart Healthy?

Say YES with CAMMPUS and take a free cardiovascular risk assessment!
CAMMPUS

• 323 faculty and staff Feb/14 - June/15.
  – 22% intermediate or high risk
  – 54% of > age 55 intermediate or high risk

• CAMMPUS and CAMMPUS-EVAL
  – Baseline screening, standard service, data collection
  – Benefit within UBC Extended Health Plan/Sun Life
  – Evaluation by UBC CORE
Operational Effectiveness

- Information and sharing
  - Secure e-mail and file transfer
  - Excelleris and point-of-care equipment

- Telehealth optimization

- A/V training tools

- Oscar EMR
  - Pharmacist logic and IP collaboration

- Data Dashboard
UBC Faculty of Pharmaceutical Sciences and the Department of Family Medicine at McMaster University partner to create new OSCAR module for pharmacists in collaborative care teams

Media Release: November 12, 2014

The University of British Columbia (UBC) Faculty of Pharmaceutical Sciences and the Department of Family Medicine at McMaster University have recently partnered to create a new module within the open-source OSCAR Electronic Medical Record (EMR). The new module will support pharmacists working in care teams and will mark the first time that both pharmacist and physician functionality is located in the same made-in-Canada EMR.

Health care professionals rely on EMRs to manage patient information, test results, care plans and progress notes. The majority of EMR systems currently available meet the specific needs of family physicians only. It is now recognized that patients have better health outcomes when they receive care from collaborative teams of doctors, nurses, pharmacists and other health professionals.
Dashboards

- Clinic Operations
- Patient info and outcomes
- Learner info and outcomes
- Pharmacist Activities

Business Intelligence & Analytical Tools

Continuous analysis and generation of reports that are viewed from the dashboard.

Data Mart

Storage of data in pivot tables, star schema and data models ready for analysis.

Extract Transform Load (ETL)

Connects and aggregates data from multiple sources.

Data Sources

- Oscar EMR
- Kroll
- Fluid Survey and others
- Research data
- PharmaNet
Quality Assurance

• Advisory group
  – Representing Pharm Sci, Students, College Pharmacy practice (hospital and community), Medicine, Nursing, Dentistry

• Continuous Quality Care (CQC) program
  – Self-reflection, self-assessment, peer assessment, group case review
  – For new and established clinicians
  – Peer mentoring
Plans for 2016

• More patients
• More learners
• More collaborations
• More data
• More innovation
• More change