Successful Integration of Pharmacy Technicians

Welcome
We will begin shortly.

Please ensure your computer speakers are turned on.

Pharmacy Practice Webinar Series Sponsored by:

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Before we begin…

- Welcome!
- Housekeeping Notes
- Polls
- Speaker Introductions
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Evolution of Pharmacy

• Integrating and maximizing the RPhT’s scope is crucial for pharmacy in 2014 and beyond.

• We can no longer continue to do things the way we did 5 years ago, and expect to be both profitable and sustainable.

• The key is examining your business to look for opportunities in your workflow.
Evolution of Pharmacy:

Introduction of Registered Pharmacy Technicians (RPhT) in Ontario

- Pharmacists are time challenged for many reasons including but not limited to:
  - Drug reform-multi-faceted effects.
  - An expanded role in clinical services.
  - Patients are more knowledgeable and have a greater appetite to be involved in their care plans

- **The Regulation of Pharmacy Technicians** allows for support of pharmacists in the provision of more comprehensive patient care services and promotion of optimal pharmacy services for the public. (OCP)

- Of paramount importance is understanding and defining the role and responsibilities of each professional.
Evolution of Pharmacy: Defining Registered Technician Accountability and Responsibility (OCP)

- In general terms the division of responsibilities can be defined as:

- **TECHNICIANS** are accountable and responsible for the technical aspects of both new and refill prescriptions, (i.e. the correct patient, drug dosage form/route, dose, doctor) and;

- **PHARMACISTS** remain accountable and responsible for the therapeutic/clinical appropriateness of all new and refill prescriptions and all therapeutic consultation.
The Classic Care Story:
Defining the Registered Technician Role in Long Term Care

• A natural fit - we send short days’ supply; resulting in a high refill to new Rx ratio.

• Multi-Dose Strip checking - an obvious task easily transferred from PhC to RPhTs.

• RPhTs eventually took over all weekly strip checking.

• LTC Pharmacy under pressure to implement eMAR.
Strip Checking in the “Old Days”
eMAR Implementation and Workflow Assessment

• eMAR challenges magnified by a non-integrated model
  • Required double entry of each Rx.
• We critically evaluated and reworked our workflow.
  • Underpinning our thought process was the following notion: Pharmacists needed more time to thoroughly check new Rxs in both Rx and eMAR softwares
How we tackled implementation…

• Transferred experience concept to LTC

• Pharmacist then signs off the Rx - includes but is not limited to:
  • The 8 rights (√ Right client √ Right reason √ Right frequency √ Right site √ Right medication √ Right dose √ Right route √ Right time)

• Once all issues resolved, PhC gives paperwork back to the Assistants for Rx assembly.
What we leveraged…

• Past Retail Experience – Handling a late night ER Discharge script with skeleton staff at a 24 hour store overnight shift!
  • Almost every patient was “new” requiring all demographic information to be entered as well as the Rx.

• We recognized that our process needed to separate the therapeutics and the assembly.

• A therapeutically checked prescription can then flow through the process within the scope of the RPhT
Our Strategy for Change

Traditional Model

1. New Rx
2. Rx Entry - Dispensing
3. Rx Entry - eMAR
4. Rx Assembly
5. Rx Therapeutic Check
6. Rx Technical Check
7. Delivery

New Model

1. New Rx
2. Rx Entry - Integrated eMAR
3. Rx Therapeutic Check
4. Rx Assembly
5. Rx Technical Check
6. Delivery

PhC

PhC

RPhT

Centric Health

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The Batching Station
What we leveraged…

• **MedsCheck for Long-Term Care Home residents**

• Our clinical pharmacists objectives include:
  • Promoting healthier patient outcomes and better resident-focused care through interdisciplinary collaboration.
  
• To enhance the efficiencies, the technical process was further improved with technology.

• Improved the productivity of RPhTs immensely by freeing up RPhTs from manually checking strips.
Automated Medication Pouch Inspection Device
• InspectRx is an innovative system of imaging and medication pouch verification for use with TCGRx ATP Automated Tablet Pouch Packaging machine.
• Manual checking of pouches is greatly reduced through electronic sorting and verification to ensure that the **right pill** is in the **right pouch** for the **right patient**.

The InspectRx will:

- **Increases**
  - Customer retention by ensuring pouch accuracy
  - Peace of mind for pharmacy staff and facility
  - Ability to bill for “missing meds”
  - Tracking of erroneous pouches

- **Decreases**
  - STAT deliveries
  - Medication errors
  - Missing medication requests from the facility
InspectRxPro-The Technology
RPhT- The Inspection
**ELECTRONIC INSPECTION**

The InspectRx technology photographs the front and back of each pouch. The images are analyzed using a self-maintained database to distinguish the physical characteristics of medications using 12 different parameters, including:

- Surface
- Distance to Center
- Length
- Width
- Contour
- Roundness
- Color (R, G, B)
- Color: Standard Deviation (R, G, B)

Visual inspection documents medications in each pouch:

- How many
- What color
- What shape
- In which pouch

**VISUAL CONFIRMATION**

Visual sorting enhances workflow by:

- Easily identifying patterns
- Flagging suspect pouches with color indicators
- Providing a fast electronic view of each pouch

**Colors Indicators:**

- Dark Green = Correct
- Light Green = Checked, Correct
- Yellow = Suspect
- Red = Checked, Incorrect
- Blue = Pouch Selected for Inspection
RPhTs in Action- “Corrections”
RPhTs in Action- “Pull and Rerun”
Next Steps…

- We are shifting our staffing complement-initially we had 1 RPhT shared between two pharmacists
- As our experience with non-integrated eMAR improved, we started to gain some efficiencies.
- In December, we piloted 1 pharmacist shared between two RPhTs.
- The integration of the InspectRx technology makes the RPhTs effective “troubleshooters” and not just “strip checkers”
- We are seeing very positive and encouraging results thus far.
- We are eager for an integrated eMAR to see what is possible.
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PhC

RPhT

PhC

RPhT

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The “Motley Crew”
Questions?
Questions

- Please type your questions into the Q&A pod on the right-side of your screen.
- Further questions may be sent to: Kristina Allsopp at cpd@pharmacists.ca
Upcoming Webinars

- Minor Ailments

  Presented by: TBA
  Date: TBA
  Time: 11am and 7pm ET

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