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**

Registered Pharmacy Technicians
Unlocking the Value
Classic Care Pharmacy
January 2014

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- Accountability and Responsibility

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    - Funding for Clinical Services

- Next steps?

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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.

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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.

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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.

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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

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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.

RPhTs in Action

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

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Our Strategy for Change

Traditional Model

New Model

New Rx

Rx Entry - Dispensing

Rx Entry- eMAR

Rx Assembly

PhC

PhC

Rx Therapeutic Check

Rx Technical Check

Delivery

New Rx

Rx Entry- Integrated eMAR

Rx Therapeutic Check

PhC

Rx Assembly

Rx Technical Check

RPhT

Delivery
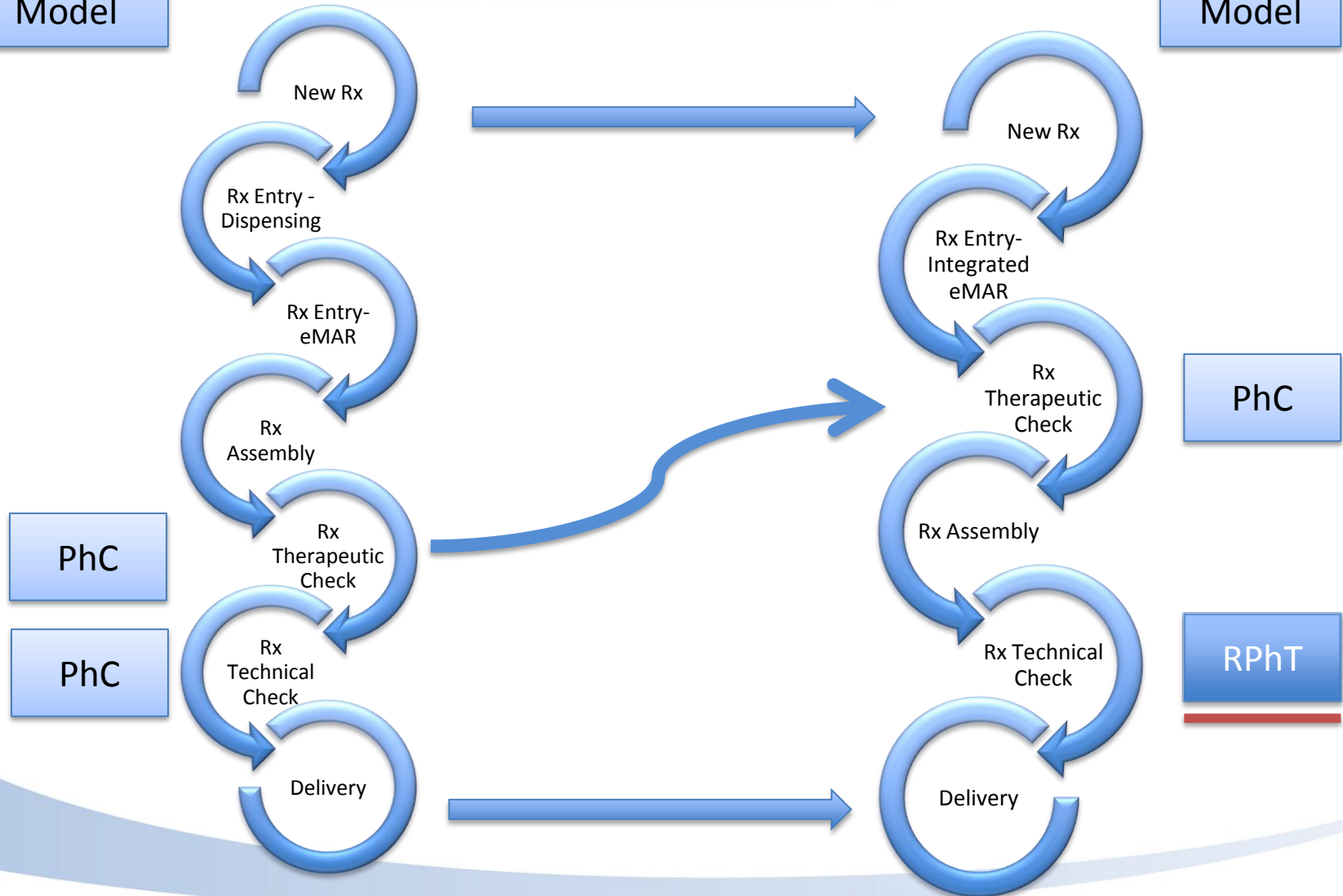
The Batching Station

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.

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Automated Medication Pouch Inspection Device

- InspectRx[TM] 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"
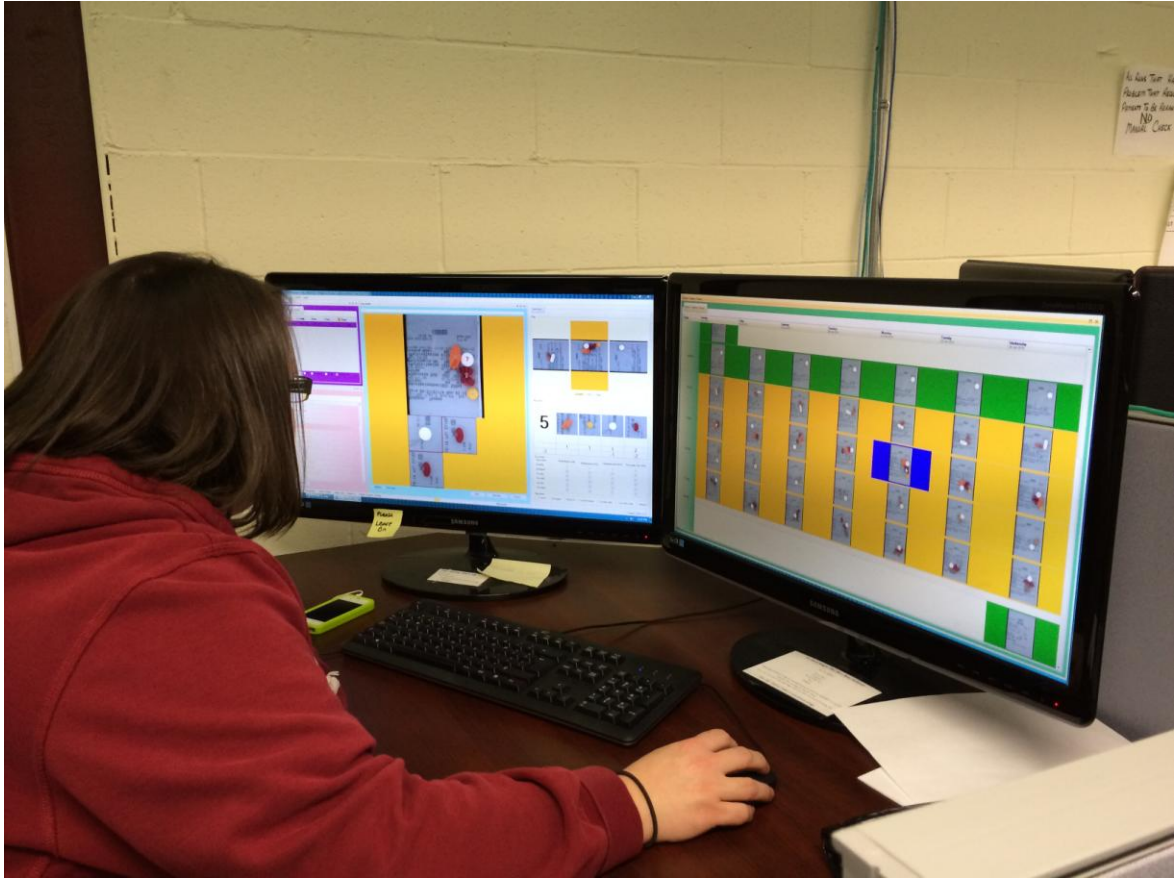- Tracking of erroneous pouches

Decreases
- STAT deliveries
- Medication errors
- Missing medication requests from the facility
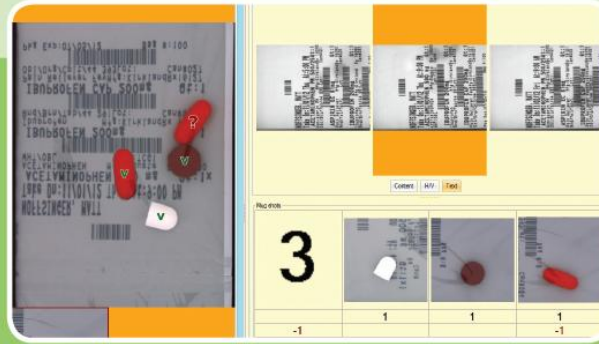
InspectRxPro-The Technology

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

SORTS BY DAY

SORTS BY PASS TIME

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

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# RPhTs in Action- "Corrections"
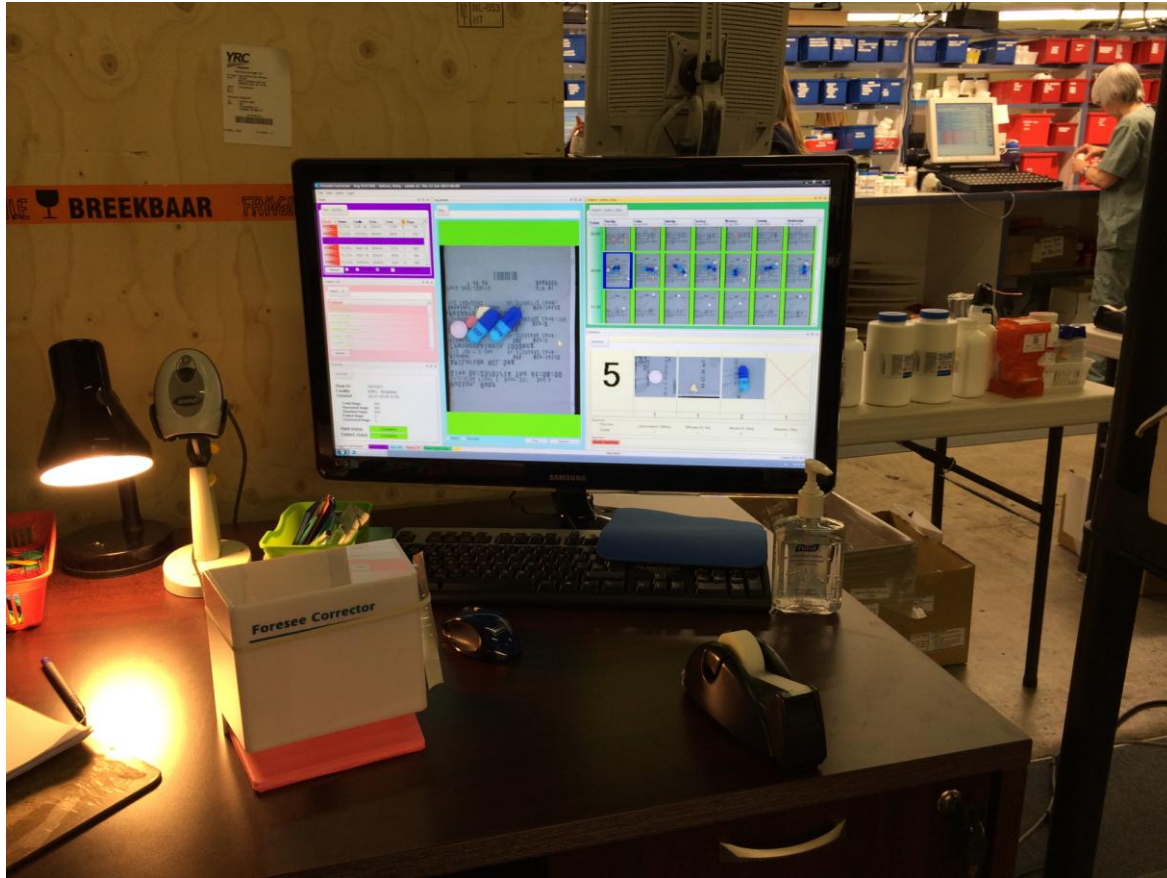
RPhTs in Action- "Pull and Rerun"

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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Our Strategy for Change
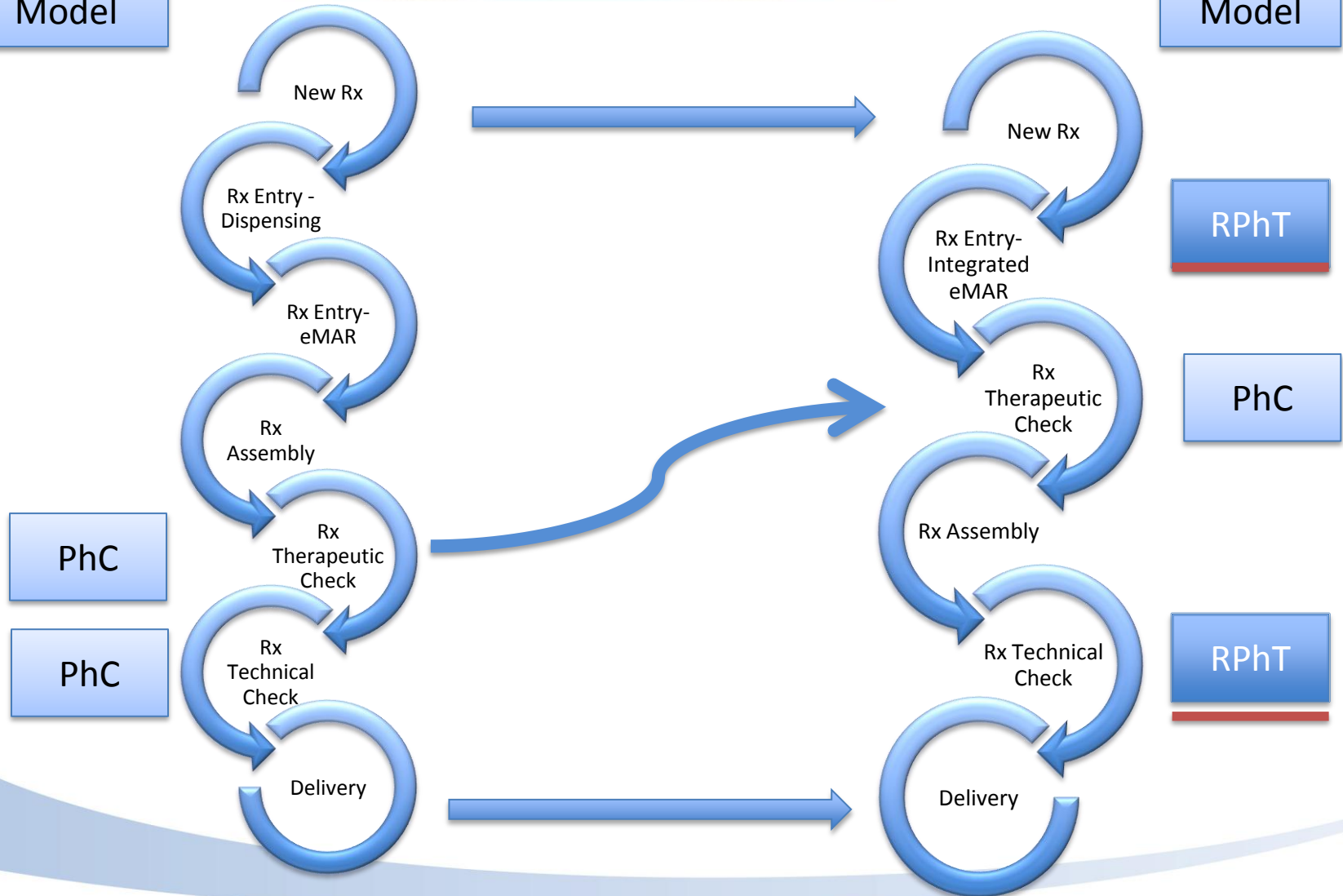
The "Motley Crew"

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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