Transitioning your career to residential and long-term care practice

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Conflict of interest

• Presenter’s name: Barbara De Angelis

• I have the following relationships with commercial interests:
  • Current employee of Rexall
Conflict of interest

• Presenter’s name: Angeline Ng

• I have the following relationships with commercial interests:
  • Current employee of Pulse Rx LTC Pharmacy
Learning objectives

• Understand the differences between a community pharmacy and a long-term care pharmacy
• Identify different career opportunities for pharmacists within a long-term care environment
• Become familiar with available practice tools to enhance participants’ geriatric knowledge
• Learn about steps you may take to become a long-term care pharmacist
Comparing and contrasting

• Relationship with a patient vs. a “client”
• Physical environment in a LTC pharmacy
• Workflow of a LTC pharmacy
• Members of a LTC pharmacy
Community pharmacy vs. LTC pharmacy: Physical environment

• Closed shop
• Warehouse-style space
• Multiple computer terminals
• Automated packaging
• Optical verification technology
• Shipping area
• Billing/office area
Packaging technology
Other technologies

- eMAR – electronic Medication Administration Records
- Digital pen
- Mobile applications
- Website
Dispensing in a LTC pharmacy

- Receiving prescriptions
- Billing (ODB and ODP number, frequency, timing)
- Quantity to dispense (weekly, PRN, topical, pre-packaged)
- Government stock medications
- Over-the-counter medications
- Delivery requirements
- Equipment and technical support
Pharmacy workflow

- Confirm payment

Receive orders by fax

- Technician sort and enter order

- RPh to check accuracy and appropriateness

Order to Automated

Weekly Billing

Refills go to “Packaging area”

- RPhT or RPh for final check

Shipping

Pill count

Weekly strip

Daily strip

Weekly Billing

Order to Automated

Technician sort and enter order

Confirm payment

Receive orders by fax
Relationship with a facility

- Submit a request for proposal to “bid” on being selected as the pharmacy service provider
- Must follow the mutually agreed upon terms set in your contract for clinical and fulfilment services
- Relationship with management in the facility (“client”)
- Relationship with staff in the facility (healthcare providers)
- Relationship with residents (“the patient”) and their families/powers of attorney
Human resources

- Dispensary pharmacists
- Clinical consultant pharmacists
- Registered pharmacy technicians
- Pharmacy assistants
- Front office personnel
- Delivery personnel
- IT support
Career opportunities in LTC pharmacy

• Dispensary pharmacist
• Clinical consultant pharmacist
• Pharmacy manager
• Sales and business development
• Regional and corporate positions
Dispensary pharmacist

• Receive, triage and check prescription orders
  – Appropriate dose, duration, no known allergies or noted drug interactions, etc.

• Provide drug information/client support
  – Typically done over the phone – answer questions from nurses and physicians
  – Troubleshoot technical issues and/or problem solving for unique/challenging situations
Dispensary pharmacist

- Manage staff (assistants responsible for various functions, regulated pharmacy technicians, etc.)
- Inventory management
- Ensure administrative requirements are completed
  - Narcotic authorization requests
  - LU code requests
  - Quarterly reviews received
- On call requirements (24/7 service required)
A day in the life of a clinical consultant

• Care plans
• Medication reviews
• Education
• Audits
• Care conferences
• Committees
• Policy and procedure development
Medication reviews

- Therapeutic effectiveness
- Compression
- Drug interactions
- Adverse reactions
- Swallowing ability-crushing medications
- Pain control
- Behaviour management
Education

• Processes
  – Orientation, administration, storage, destruction
• Specific drug information
• Disease state management
  – Dementia, diabetes, incontinence, infections (influenza, UTIs, pneumonia)
• Quality and safety
  – Accreditation, drug recalls, medication incidents
Audits

- Ensuring
  - Compliance to regulations and established policies and procedures
  - Safe practices are being followed
My career path

- Hospital pharmacy residency
- Hospital pharmacist
- Dispensary pharmacist in LTC pharmacy
- Clinical pharmacist
- Certified Geriatric Pharmacist
- Director of Clinical Pharmacy and Quality
My career path

• Pharmaceutical industry/community pharmacy
• Clinical co-ordinator (corporate office)
• Operations/clinical consultant pharmacist
• Manager of Clinical Services
  – Pharmacy services/programs
  – Clinical team
  – Business development
• Certified Geriatric Pharmacist
Becoming a LTC pharmacist

• Geriatric knowledge
• Common tools and resources referenced in long-term care
• Understanding legislation and regulatory requirements
• Certified Geriatric Pharmacist designation
• Other suggestions
Increasing your geriatric knowledge

- American Society of Consultant Pharmacists (ASCP)
- Polypharmacy
  - Deprescribing
  - Beers List
  - START/STOPP criteria
- Institute for Safe Medication Practices
- Accreditation
- Legislation
- College practice standards
American Society of Consultant Pharmacists

- [www.ascp.com](http://www.ascp.com)
- *The Consultant Pharmacist* Journal
- Conferences in the U.S. twice yearly
- Canadian Chapter
Polypharmacy

• OPEN (Ontario Pharmacy Research Collaboration) – Deprescribing guidelines for the elderly

• Beers Criteria

• START/STOPT criteria
Institute for Safe Medication Practices

• www.ismp-canada.org

• Bulletins

• Information sheets

• Safe Medication Use in Seniors Information Page
Accreditation

- Accreditation Canada (www.accreditation.ca)
- CARF (www.carf.org)
Legislation and standards of practice

- Ontario College of Pharmacists
  “Standards for Pharmacists Providing Services to Licensed Long-Term Care Facilities”
- Ontario Long-term Care Homes Act, 2007 and Reg 79/10
- Retirement Homes Act, 2010 and Reg 166/11
Certified Geriatric Pharmacist (CGP)

- Commission for Certification in Geriatric Pharmacy
- CGP Exam/Exam Preparation
  - OPA Course
  - Online modules from ASCP
  - Practice tests
- CGP maintenance requirements
  - Every five years
  - Retake exam OR professional development program
Additional suggestions

• Complete the OPA long-term care orientation course
• Attend a long-term care conference to learn more and network
• Find a mentor currently working in a long-term care environment