



Identification and Classification of Drug Related Problems by Remote Pharmacists in a Community Hospital

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Background

- Experienced hospital pharmacists are often difficult to recruit in remote community hospitals
- Due to the limited number of onsite pharmacists, maintaining the provision of essential pharmacy services can be difficult
- On site pharmacist replacement is not always feasible due to the difficulty to recruit at short notice
- Furthermore, costs related to on site pharmacist replacement are high due to travel costs and lodging fees amongst other expenses
- Other solutions are required in order to maintain essential pharmacist services and to optimize pharmaceutical care

Description

- A remote community hospital with 40 acute care beds and 100 long term beds had an unplanned shortage of hospital pharmacists
 - One of two full time pharmacists had an unplanned leave of absence
- Current technology including secure scanning solutions, electronic pharmacy records and laboratory results enables pharmacists to validate prescriber medication orders remotely

Action

- Remote pharmacist services were utilized on an as-needed basis to avoid service interruption and excessive work burden to the remaining onsite pharmacist
- The remote pharmacists identified and resolved drug-related problems (DRP) as a part of the pharmacist's standard of care
 - Complex DRPs requiring extensive chart review and overall management were handed over to the onsite pharmacist
- Identified DRPs were classified and documented prospectively by the remote pharmacist as part of usual policy and procedure
- An adapted Pharmaceutical Care Network Europe (PCNE) Classification V 8.02. was used to classify DRPs to:
 - Help health care professionals document DRP-information in the pharmaceutical care process
 - Research into the nature, prevalence and incidence of DRPs
- A retrospective quality control study was completed to describe drug related problems (DRPs) identified and resolved by remote pharmacists between June 26th, 2018 and January 8th, 2019

Results

Figure 1: Orders validated by pharmacists (n=32,739)

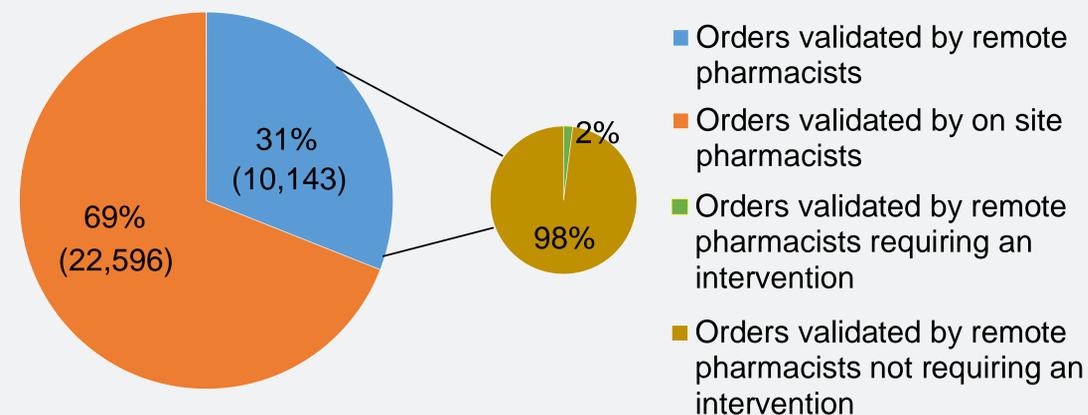


Figure 2: Drug therapy problem category (n=209)

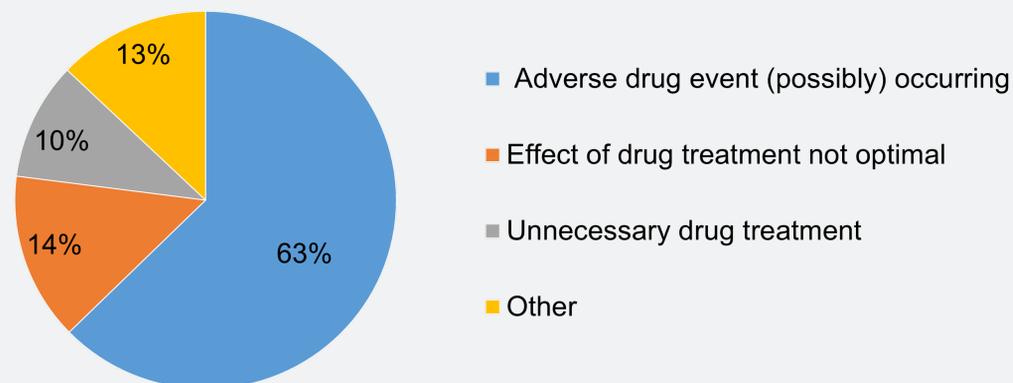
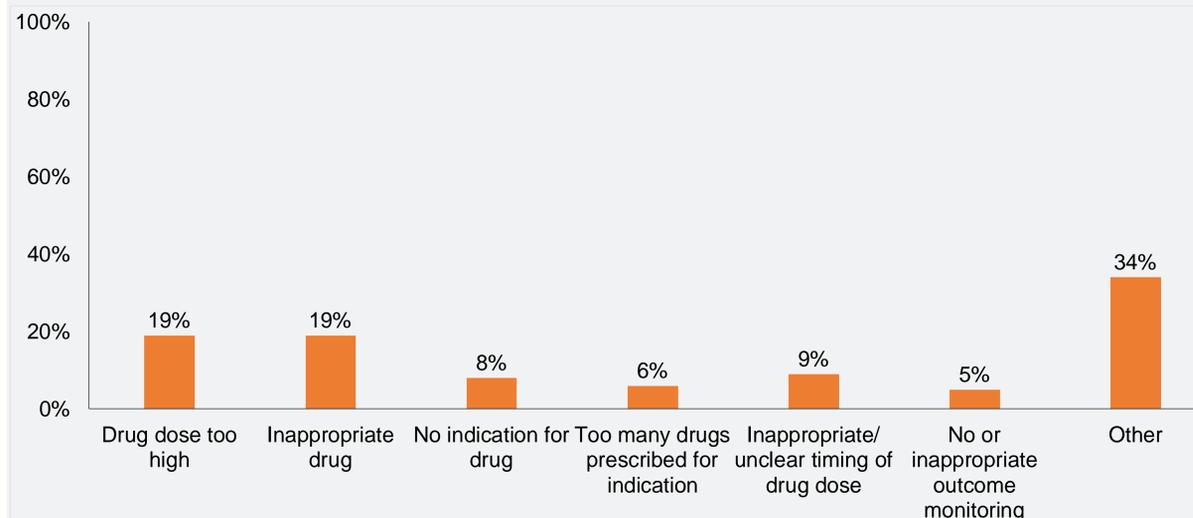


Figure 3: Causes of drug therapy problems (n=227)



Results

Figure 4: Interventions done (n=241)

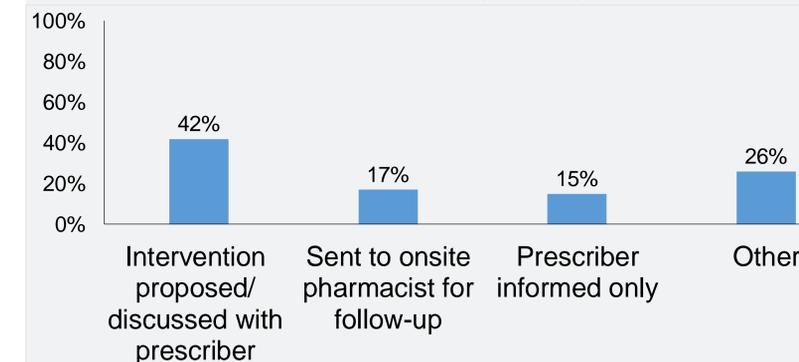


Figure 5: Intervention acceptance rates (n=204)

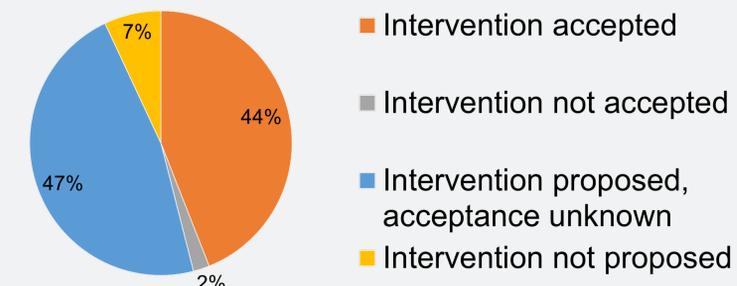
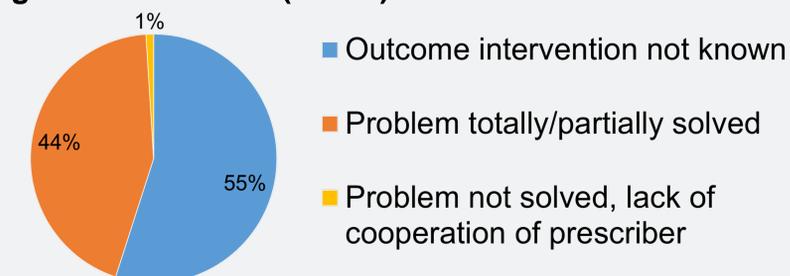


Figure 6: Outcomes (n=206)



Conclusions

- Remote pharmacists effectively support onsite pharmacists by identifying, resolving and ensuring follow-up of DRPs.
- Further research is required to assess clinical services provided by both onsite and remote pharmacists.

Disclosure Summary

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