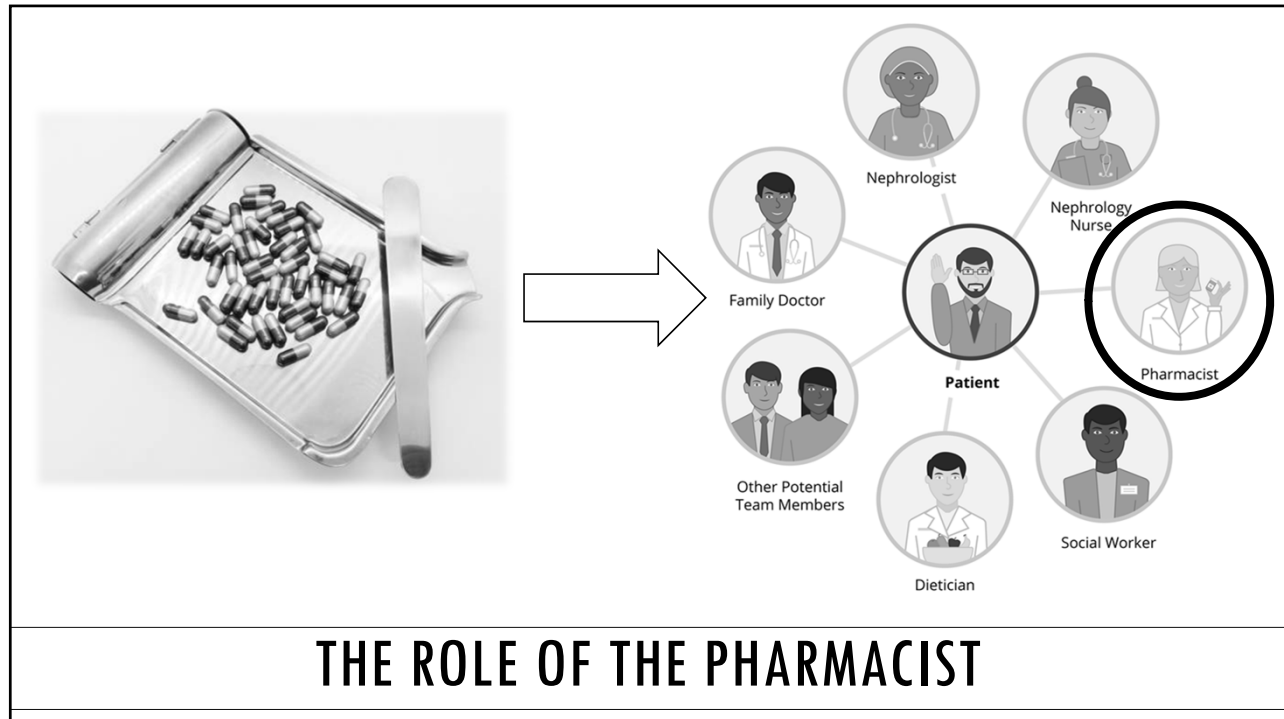




PHARMACEUTICAL CARE AND CLINICAL DECISION MAKING

OBJECTIVES

Define	Define pharmaceutical care, as well as practice and practitioner with respect to patient care
Identify	Identify the three essential elements of professional practice
Demonstrate	Demonstrate the five essential steps of the patient care process
Explain	Explain the importance of communication, collaboration, and documentation as the core elements of the pharmacist patient care process
Describe	Describe the importance of standardization of patient care



PHARMACEUTICAL CARE

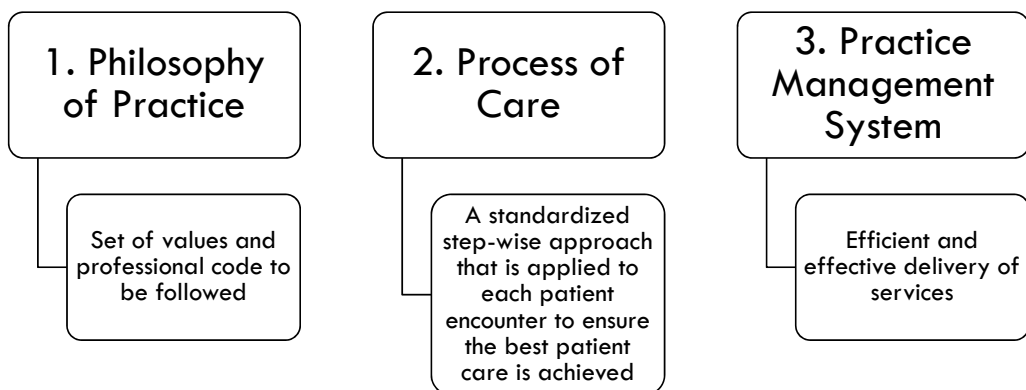
PATIENT-CENTERED, OUTCOMES ORIENTED PHARMACY PRACTICE THAT REQUIRES THE PHARMACIST TO WORK IN CONCERT WITH THE PATIENT AND THE PATIENT'S OTHER HEALTHCARE PROVIDERS TO PROMOTE HEALTH, TO PREVENT DISEASE, AND TO ASSESS, MONITOR, INITIATE, AND MODIFY MEDICATION USE TO ASSURE THAT DRUG THERAPY REGIMENS ARE SAFE AND EFFECTIVE.

THE GOAL OF PHARMACEUTICAL CARE IS TO OPTIMIZE THE PATIENT'S HEALTH-RELATED QUALITY OF LIFE, AND ACHIEVE POSITIVE CLINICAL OUTCOMES, WITHIN REALISTIC ECONOMIC EXPENDITURES.

PRACTICE VS. BEING A PRACTITIONER

- Practice: providing a unique knowledge set and skills to patient care
- Practitioner: health care professionals who provide direct patient care by engaging in their profession
- In some states, this is transitioning into a provider role
 - With provider status, pharmacists can receive financial benefits for the care service they provide from federal programs such as Medicare and Medicaid

ELEMENTS OF PRACTICE



PHILOSOPHY OF PRACTICE

PHILOSOPHY OF PRACTICE

- Establish and maintain a professional relationship
 - Based upon caring, trust, open communication, cooperation, and mutual decision making
- Professional code of ethics
- Responsibility for addressing drug-related needs of the patient
- Formal and informal expectations of practice

CODE OF ETHICS

Code of Ethics for Pharmacists

Pharmacists are health professionals who assist individuals in making the best use of medications. This Code, prepared and supported by pharmacists, is intended to state publicly the principles that form the fundamental basis of the roles and responsibilities of pharmacists. These principles, based on moral obligations and virtues, are established to guide pharmacists in relationships with patients, health professionals, and society.

I. A pharmacist respects the covenantal relationship between the patient and pharmacist.

Considering the patient-pharmacist relationship as a covenant means that a pharmacist has moral obligations in response to the gift of trust received from society. In return for this gift, a pharmacist promises to help individuals achieve optimum benefit from their medications, to be committed to their welfare, and to maintain their trust.

II. A pharmacist promotes the good of every patient in a caring, compassionate, and confidential manner.

A pharmacist places concern for the well-being of the patient at the center of professional practice. In doing so, a pharmacist considers needs stated by the patient as well as those defined by health science. A pharmacist is dedicated to protecting the dignity of the patient. With a caring attitude and a compassionate spirit, a pharmacist focuses on serving the patient in a private and confidential manner.

III. A pharmacist respects the autonomy and dignity of each patient.

A pharmacist promotes the right of self-determination and recognizes individual self-worth by encouraging patients to participate in decisions about their health. A pharmacist communicates with patients in terms that are understandable. In all cases, a pharmacist respects personal and cultural differences among patients.

IV. A pharmacist acts with honesty and integrity in professional relationships.

A pharmacist has a duty to tell the truth and to act with conviction of conscience. A pharmacist avoids discriminatory practices, behavior or work conditions that impair professional judgment, and actions that compromise dedication to the best interests of patients.

V. A pharmacist maintains professional competence.

A pharmacist has a duty to maintain knowledge and abilities as new medications, devices, and technologies become available and as health information advances.

VI. A pharmacist respects the values and abilities of colleagues and other health professionals.

When appropriate, a pharmacist asks for the consultation of colleagues or other health professionals or refers the patient. A pharmacist acknowledges that colleagues and other health professionals may differ in the beliefs and values they apply to the care of the patient.

VII. A pharmacist serves individual, community, and societal needs.

The primary obligation of a pharmacist is to individual patients. However, the obligations of a pharmacist may at times extend beyond the individual to the community and society. In these situations, the pharmacist recognizes the responsibilities that accompany these obligations and acts accordingly.

VIII. A pharmacist seeks justice in the distribution of health resources.

When health resources are allocated, a pharmacist is fair and equitable, balancing the needs of patients and society.

PROCESS OF CARE

PHARMACIST'S PATIENT CARE PROCESS

- Differs from other professions
 - Each profession has a unique set of knowledge, skills, attitudes, and values
- Focuses on drug related problems
 - Identify
 - Resolve
 - Prevent
- Contains 5 essential steps:
 - Collect, assess, plan, implement, and follow-up



COLLECT

- Subjective data
- Objective data
- Comprehensive medication review
- Review medical records
- Patient interviews
- Ensure all data is accurate



ASSESS

- Create a problem list
- Prioritize
- Assess each medication and disease state



ASSESSMENT FRAMEWORK

1

Indication

- Unnecessary medication
- Needs additional medication

2

Safety

- Adverse effects
- Dose too high

3

Effectiveness

- Ineffective
- Dose too low

4

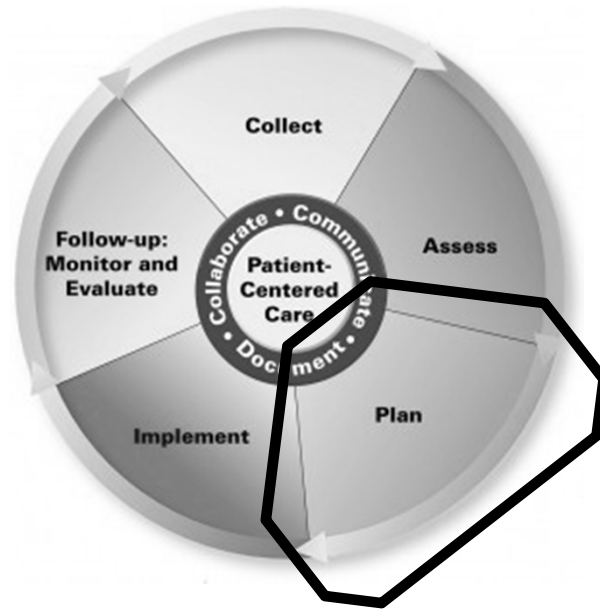
Convenience

- Adherence
- Cost

Need to be monitored

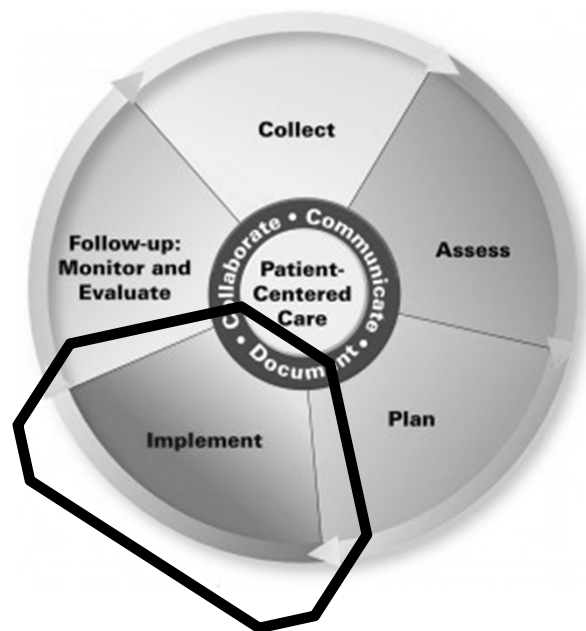
PLAN

- Individualize for each patient
 - SMART goals
 - Time frame
- Evidence-based
- Affordable/cost-effective
- Collaborate and coordinate with other health care professionals
- Identify monitoring and follow-up



IMPLEMENT

- Ensure each element of the plan is put in place in a reasonable and effective time frame
- Patient education
- Document the encounter
- SOAP notes and care plans



FOLLOW-UP

- Monitor and evaluate the effectiveness and safety of the plan
- Phone call, face-to-face, telehealth



THE CORE ELEMENTS OF PATIENT CENTERED CARE

- Collaboration
- Communication
- Documentation



PRACTICE MANAGEMENT SYSTEM

PRACTICE MANAGEMENT

- Policies and procedures
- Technology
- Quality metrics
- Workflow
- Communication
- Documentation
- Payment

STANDARDIZATION IN HEALTHCARE

STANDARDIZATION

- All health care communities should work to standardize care
- Reduces unnecessary variation and gaps in care
 - Can lead to sub-optimal patient care
- Need standard process to show pharmacists role and advocate for the pharmacy profession
- Can help integrate pharmacy into patient care

STANDARDIZATION

- Standardizing processes can help to reach the Triple Aim in Health Care



CASE EXAMPLE: AG

AG is an 65 year old female that presents at the primary care clinic. Her blood pressure is not currently controlled on her current medications.

You are providing management of HTN at your MTM clinic. What additional information would you need to collect in order to assess AG?

CASE EXAMPLE: AG

PMH: Dyslipidemia, HTN, GERD,
Type 2 DM

NKDA

BP: 140/91, 138/89, 142/92, 145/90

HR: 81, 79, 76, 78

Ht: 5'5; Wt: 125 lbs

A1c: 7.1 (2 weeks ago)

Lipid Panel: TC 192, LDL 102, HDL
54, TG 162

Electrolytes & LFTs: WNL

Medication

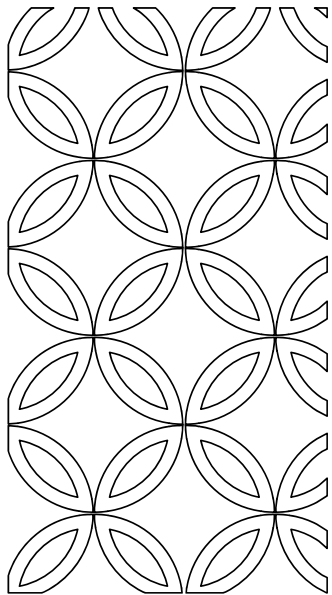
Directions	
Lisinopril 40 mg	1 po QD
Furosemide 20mg	1 po QD
Omeprazole 20m	1 po QD
Metformin 1000mg	1 po BID
Glipizide ER 10mg	1 po QD
Rosuvastatin 10mg	1 po QD

PPCP: AG

Collect	
Assess	
Plan	
Implement	
Follow-up: Monitor and Evaluate	

EXAMPLES OF PPCP

- Applying the Pharmacist's Patient Care Process to Immunization Services (APhA)
- Using the Pharmacists' Patient Care Process to Manage High Blood Pressure (CDC)



QUESTIONS ???
