

## Doing More - Strengthening and Growing the Statewide Primary Health Clinical Pharmacy Service

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### Are face to face meetings worth the effort? - We think so.

#### Background:

The Tasmanian Health Service has 131 remote inpatient beds, spread across 13 sites.

- During 2016 the Primary Health Clinical Pharmacy Service (PHCPS), providing Admission Inpatient Reviews and Counselling Sheets for Discharge, was rolled out across all sites.
- These clinical pharmacy activities are conducted by electronic correspondence and use direct phone conversations for dealing with time sensitive issues.
- Sites are located from 20 minutes to over 3 hours away from their pharmacist so this model relies on information gathered by nursing staff and having it provided in a timely manner.
- Not all sites are engaging with the PHCPS at the desired level so strategies are being developed to improve uptake.

#### Method:

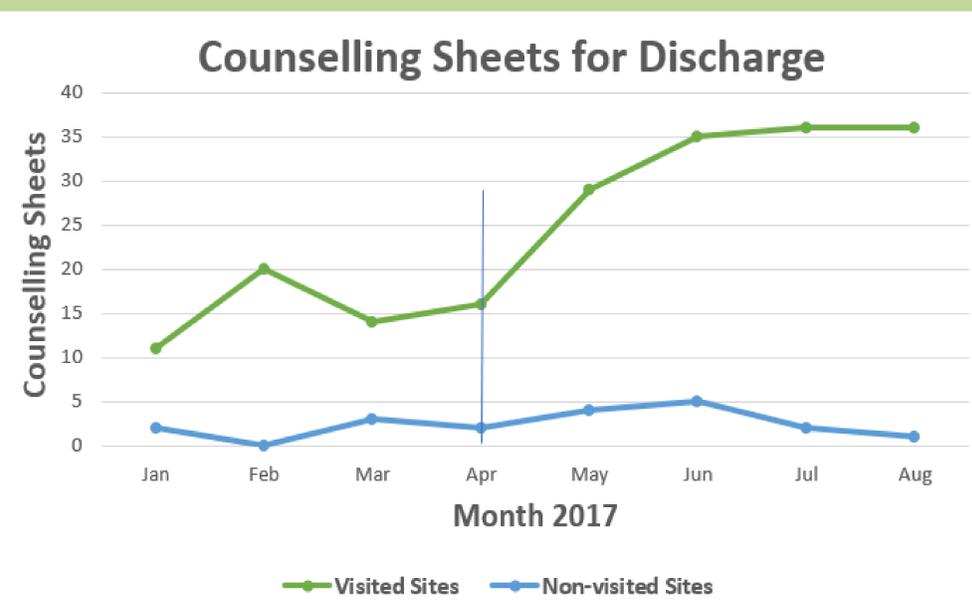
Clinical pharmacists visited rural medical practitioners, in their rooms, and nursing staff at the Rural Inpatient Facilities consecutively.

- Sites with a higher level of engagement were visited first to gain insight into successful integration of the service.
- Subsequent sites were targeted to engage with Counselling Sheets, to improve communication with patients, carers and other health professionals.
- Pre-visit reports directed proposed discussions and shared current activity levels.
- An informal discussion based forum was used to build relationships, foster confidence, and solve problems.
- Solutions and innovations from previous sites visited were shared between sites.
- Post-visit reports summarised outcomes.
- Clinical activities before and after visits were recorded in an Excel database.
- Two sites were excluded due to no clinical activity, sites visited represent 48% of actively participating beds.

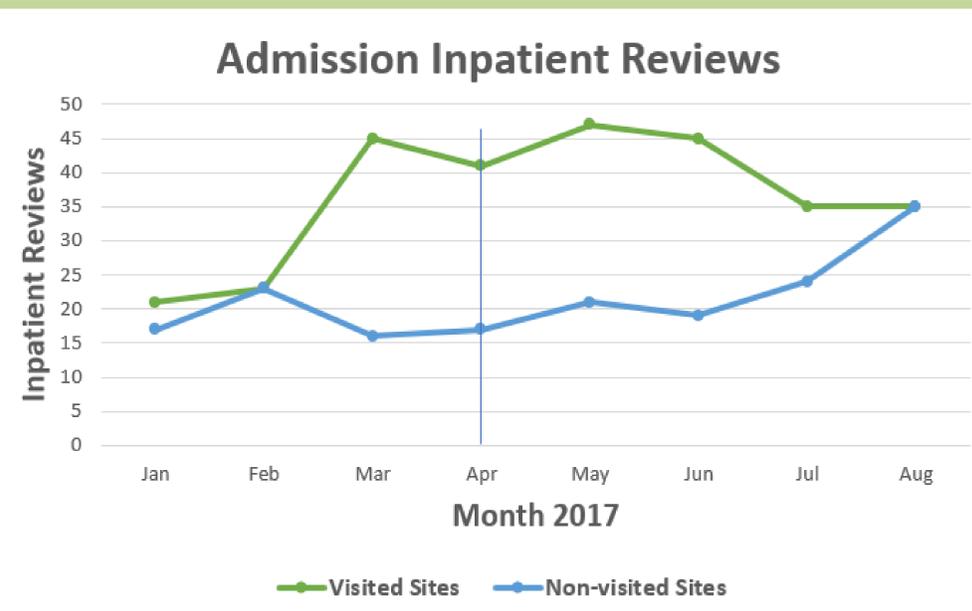
#### Discussion:

This study does not take into consideration any seasonal variation which may contribute to activity patterns. Twelve months ago the service was still in set up phase. The increase in Inpatient Reviews in the non-visited arm is primarily due to one busier site and is attributed to a slower start up and change of doctors. Face to face, individualised site visits provide an excellent opportunity to empower and educate nurses, as well as motivate doctors, to embrace and utilise our remote clinical pharmacy service; providing greater opportunity for improved patient outcomes.

#### Results:



Site visits began at the end of April



Visited sites showed a collective increase of 123.0% for Counselling Sheets and 24.6% for Inpatient reviews over the previous four month period, while non-visited sites showed a collective increase of 71.4% for Counselling Sheets and 35.6% for inpatient reviews.