

Maximizing Engagement on the Frontline: *A Pharmacist's Perspective*

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Outline

- The role of the pharmacist in patient care
- Potential motivating factors for pharmacist involvement in patient care initiatives
- Potential strategies to increase pharmacist engagement
- Opportunities for pharmacist involvement in VTE prophylaxis initiatives

Successful VTE Prevention Initiatives

- Multifaceted quality improvement strategy
 - Local policies and protocols
 - Education
 - VTE risk assessment and reminders
 - Collecting local adherence rates
 - Feedback to health care team
- Incorporate VTE prevention into routine care

Successful VTE Prevention Initiatives

- Translating evidence into practice requires
 - Collaboration

- Commitment from
 - Frontline health care workers including
 - Physicians, pharmacists, nurses
 - Hospital administrators
 - Quality improvement specialists

Successful VTE Prevention Initiatives

- Given role in patient care
 - Pharmacists are well positioned to contribute to VTE prevention initiatives
- Clinical pharmacist-led VTE initiatives
 - Hospital-wide education program
 - Protocol development
- Demonstrated to
 - Improve VTE prophylaxis rates

Maximizing Pharmacist Engagement

How do *we* maximize pharmacist engagement in VTE prevention initiatives?

Questions to Ponder...

- What is the role of the pharmacist in patient care?
- What motivates pharmacists to get involved?

What Do Pharmacists Do?

- Pharmacists' role as a member of health care team
 - Continues to evolve
 - Shifted from providing pharmaceuticals to providing pharmaceutical care
- Historically, pharmacists have primarily
 - Interpreted, assessed, implemented medication orders
 - Dispensed medications

Role of Hospital Pharmacists

- Clinical pharmacists
 - Work directly with health care team
 - Contribute to patient care rounds
 - Promote safe and effective medication use
- Responsible for
 - Providing evidence-based, patient-specific medication information
 - Identifying, preventing, resolving medication-related issues
 - Monitoring therapy for efficacy and safety

Role of Hospital Pharmacists

- Participate in patient care initiatives
 - Specific clinical area (eg. critical care, general medicine)
 - Hospital-based
 - Regional and provincial
- Initiatives include
 - Protocols
 - Pre-printed orders
 - Patient care collaboratives

Patient Care Initiatives

*What motivates pharmacists
to get involved?*

Important Qualities

- Pharmacists, like other health professionals, value
 - High quality patient care
 - Responsible resource utilization
- Pharmacists are likely to be involved in initiatives
 - Align with these values

Potential Motivating Factors

1. Demonstrated need for the initiative in their practice area
2. Initiative incorporates evidence-based principles of patient care
3. Initiative is feasible as part of routine patient care

Potential Motivating Factors

4. By being involved, the pharmacist will be able to use his/her knowledge, skills, expertise to contribute to improved patient care
5. Routine feedback is incorporated into initiative to allow for regular reflection, assessment and improvement
6. Resource utilization is appropriate for the intended benefit to patient care

Maximizing Pharmacist Engagement

How do *we* maximize pharmacist engagement in VTE prevention initiatives?

Maximizing Pharmacist Engagement

- To increase engagement in VTE prevention, the initiative should be
 - Relevant
 - Patient-focused
 - Evidence-based
 - Resource-friendly
- Pharmacist contributions should
 - Align with scope of practice, skills and abilities

Relevant and Patient-Focused

- Demonstrate need for the initiative in practice area
- Inform frontline pharmacists
 - Impact of lack of action on patients they care for
 - Morbidity, mortality associated with VTE in practice area
- Perform baseline audit
 - Current state of need
 - Identify areas to focus intervention
 - Use as benchmark from which to measure success

Evidence-Based

- Incorporate evidence-based principles of patient care
- Evidence of
 - Impact of VTE prophylaxis on patient outcomes
 - Impact of multifaceted strategy on VTE prevention adherence rates
- Highlight the importance of
 - Translating the evidence into practice

Resource-Friendly

- Incorporate initiative into routine patient care
 - Resource non-intensive
 - Maximize gain without too much strain
- This could be accomplished through use of
 - Simplified risk assessment tools
 - Protocols specific to clinical area
 - Pre-printed orders, when appropriate

Use Pharmacist Expertise

- Pharmacists can provide valuable information and insight
 - Protocol, pre-printed order, policy development
 - Risk assessment tools
- Ensure that medications and therapies used are
 - Appropriate and evidence-based
 - Safe and effective regimens
 - Therapies are monitored appropriately
- Advocate for use of VTE prevention in their patient care area

Provide Routine Feedback

- Routine feedback to frontline staff
 - Adherence rates, incidence of VTE, adverse events
- Allows for continual
 - Reflection
 - Assessment
 - Improvement

Opportunities for Pharmacist Involvement

- Pharmacists can provide insight and contribute to
 - Strategy development and planning
 - Implementation
 - Evaluation
- Pharmacist “VTE champion”
 - Clinical pharmacist who practices in area of intended intervention
 - Act as pharmacist representative
 - Inform, educate and motivate other pharmacists

Conclusions

- As frontline health care professionals
 - Pharmacists are well positioned to contribute to VTE prevention
- Engaging pharmacists in VTE prophylaxis
 - Making initiative relevant and patient-focused
 - Maximize our ability to contribute to our full scope