XXXV CONGRESSO NAZIONALE SIFO

IL FARMACISTA: UNA Risorsa per la Salute. Responsabilità, Appropriatezza, Sostenibilità.
The Integrated Team – the UK experience

Cheryl McKay
Managing Director- KayHill Consulting & Associate NHS Right Care
- The case for change in the UK
- Pharmacists developing role within integrated MDTs
- The outcomes for the patient, organisation & system
- How to make the change
- Characteristics of effective integrated teams
What if?

What is a Consultant Pharmacist?

A “consultant” or “senior care” pharmacist is a medication therapy management expert who provides advice on the use of medications by older adults, whether they live in the community or in long-term care facilities.

- The elderly consume approximately 34% of total prescriptions.
- On average, individuals 65-69 years old take nearly 14 prescriptions per year, individuals aged 80-84 take an average of 18 prescriptions per year.

How can a consultant pharmacist help?

A consultant pharmacist can:
- Identify medication-related problems that can cause, aggravate, or contribute to common geriatric problems
- Make it easier for seniors to take their medications properly by labeling, packaging, and organizing prescription drugs better
- Reduce the number of drugs a patient takes by identifying unnecessary prescribing
- Understand the role of the caregiver, the financial challenges that seniors can face, and the importance of choosing appropriate care
- Advocate healthy living and disease prevention for seniors

Adverse drug events (ADEs) contribute approximately $3.5 billion additional dollars to US healthcare costs. Older adults have the highest rate of ADEs.

28% of hospitalizations among seniors are due to adverse drug reactions.

Learn more at www.ascp.com.
Drivers for Integration

- 58% of people over 60 suffer from at least one LTC
- 70% increase in No. people with 3 or more LTCs in next 10 years
- 60% Healthcare spend associated with LTCs
- 170,000 People die prematurely in England
Drivers for Integration

- **70%** Hospital beds occupied by Frail Older People
- **46%** Total social care spend contributed to FOP
- **55%** Total NHS expenditure contributed to FOP
- **252%** Demographic projections, rise in people over 65 by 2050
Drivers for Integration- Person centred coordinated care

My goals & outcomes

Care Planning

Communication

“\text{I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me.}”

Transitions

Information

Shared decision making

National Voices
People shaping health and social care
Drivers for Integration

- Current training professional workforce
- Location of the healthcare workforce
- Predictive gaps in nursing & medical workforce
- Need for different skill set—more specialist skills in primary & community care & more generalist skills in hospitals
INTEGRATED TEAMS
Plan my care with **people who work together** to understand me and my carer(s), allow me control, and **bring together services to achieve** the outcomes important to me”.

**Right person, right place, right time.**

Provide **better access to medication**, but enable pharmacists to become **more active members** of the MDT - **to make them care givers rather than just medicine givers**. – Simon O’Neill, Director of Health and Professional Liaison at Diabetes UK
The Pharmacist within an Integrated Team

Provide **direct patient care** in the **location** that is most **convenient** for the patient.

Part of Integrated Teams managing people with complex, chronic conditions- managing the increasing burden of LTCs and Frail Older People.

Continued extension of pharmacist roles in community & hospital.

The first point of call for the public.

- Triage, treat, refer or signpost as appropriate to help patients access the right service at the right time.

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Evidence of Integrated Working


**Patients**
- Accessibility
- Convenience
- Increased choice
- Right person, right time
- Continuity
- Seamless care

**Organisation**
- Better use of workforce
- More efficient use of resources
- More efficient use of medicines

**System**
- Reduce duplication
- Reduced health & social care spend
Unscheduled Care Admissions - DOWN by 8%
Complicated vs Complex
SHARED PURPOSE
Physicians, nurses, midwives, and dieticians are rightfully considered health care providers. What about pharmacists? IT’S OUR TURN.

Create a Social Movement
Communication & Engagement

Communication & Engagement

Communication & Engagement

Communication & Engagement

CLARITY
“Change occurs when something starts or stops, transition on the other hand is psychological process; it cannot be planned or managed by the same rational formulae.”

Bridges 1986
Good work, but I think we might need just a little more detail right here.
Shared Purpose & Goals
Distributed Leadership
Belonging &
team norms
Trust
Communication
Better is possible.
It does not take genius.
It takes diligence.
It takes a clarity of purpose.
It takes ingenuity.
It takes a willingness to try.

Atul Gawande
Better: A Surgeon's Notes on Performance
Thank you for listening

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RESPONSABILITA', APPROPRIATEZZA, SOSTENIBILITA'