



SOCIETÀ ITALIANA DI FARMACIA
OSPEDALIERA E DEI SERVIZI FARMACEUTICI
DELLE AZIENDE SANITARIE

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.

The American Society of Consultant Pharmacists (ASCP) is the international professional association representing consultant and senior care pharmacists, providing leadership, education, advocacy, and resources to advance the practice of senior care pharmacy.

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 medication properly by labeling, packaging, and organizing prescription drugs better
- 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.

KEEP CALM AND ASK YOUR PHARMACIST

Drivers for Integration



58%

Of people over 60 suffer from at least one LTC

Healthcare spend associated with LTCs

70%

increase in No. people with 3 or more LTCs in next 10 years



60%

People die prematurely in England

170,000

Drivers for Integration



70%

Hospital beds occupied by Frail Older People

Total NHS expenditure contributed to FOP

46%



55%

Total social care spend contributed to FOP

Demographic projections , rise in people over 65 by 2050

252%

Drivers for Integration- Person centred coordinated care

My goals & outcomes

Care Planning

Communication

“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”.

Information

Transitions

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

Now or Never: Shaping Pharmacy for the Future. Royal Pharmaceutical Society, Nov 2013.



THE FUTURE
OF PHARMACY
enhancing
patient
care

KEEP
CALM
AND
ASK YOUR
PHARMACIST



Evidence of Integrated Working

- Anti-coagulation service for patients taking warfarin. <http://www.rpharms.com/models-of-care/models-of-care-in-action.asp>
- Caseload Management within a GP Practice. <http://www.rpharms.com/models-of-care/models-of-care-in-action.asp>
- MDT approach to early supported discharge <http://www.rpharms.com/models-of-care/models-of-care-in-action.asp>
- Sam's Story <http://www.kingsfund.org.uk/audio-video/joined-care-sams-story>

'One Team, One Vision.'



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

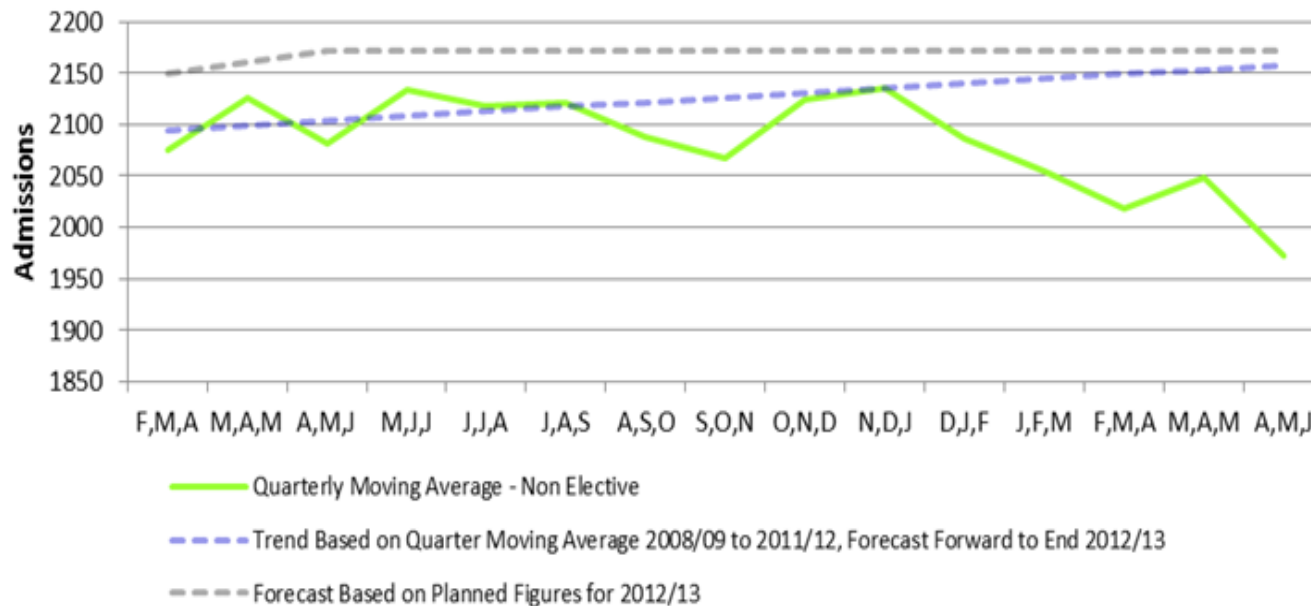
Unscheduled Care Admissions - DOWN by 8%



The Medicines Management Projects have delivered **£1,963,768** of identifiable savings

Quarterly Moving Average Non Elective Activity from February 2012 v Forecasts to May 2013

Source: UNIFY MAR Return





HOW



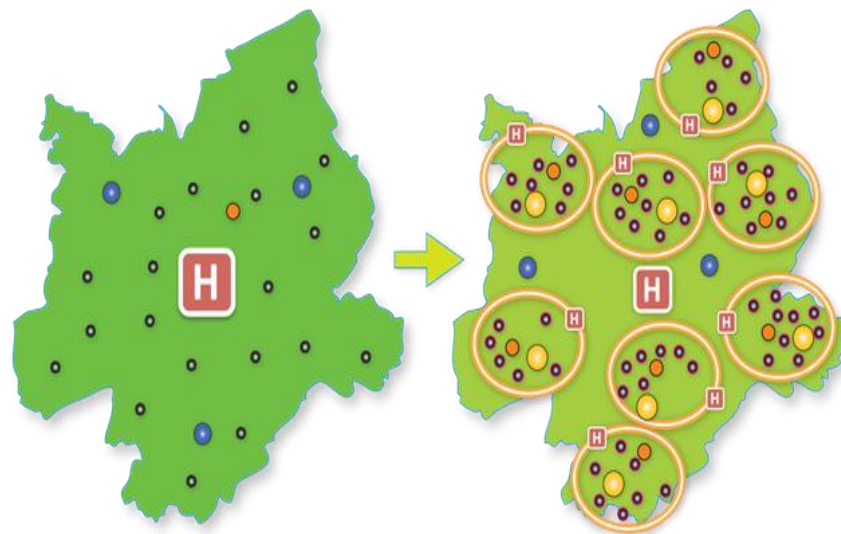


Complicated vs Complex

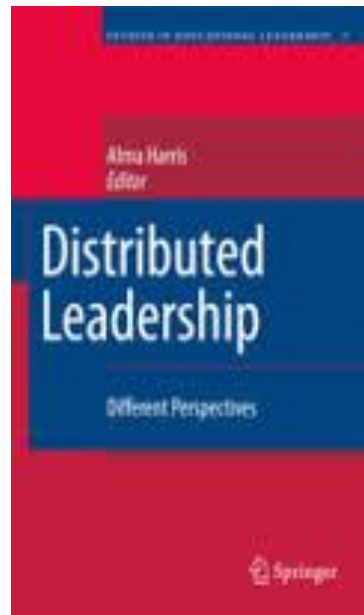




SHARED PURPOSE



Physicians, nurses, midwives, and dieticians are rightfully considered health care providers.
What about pharmacists?
IT'S OUR TURN.



Create a Social Movement

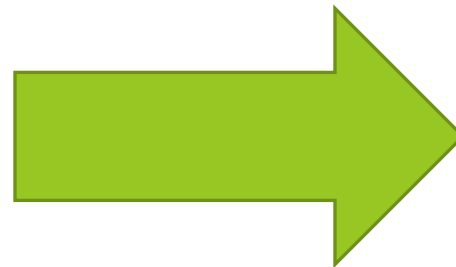
Communication & Engagement

Communication & Engagement

Communication & Engagement

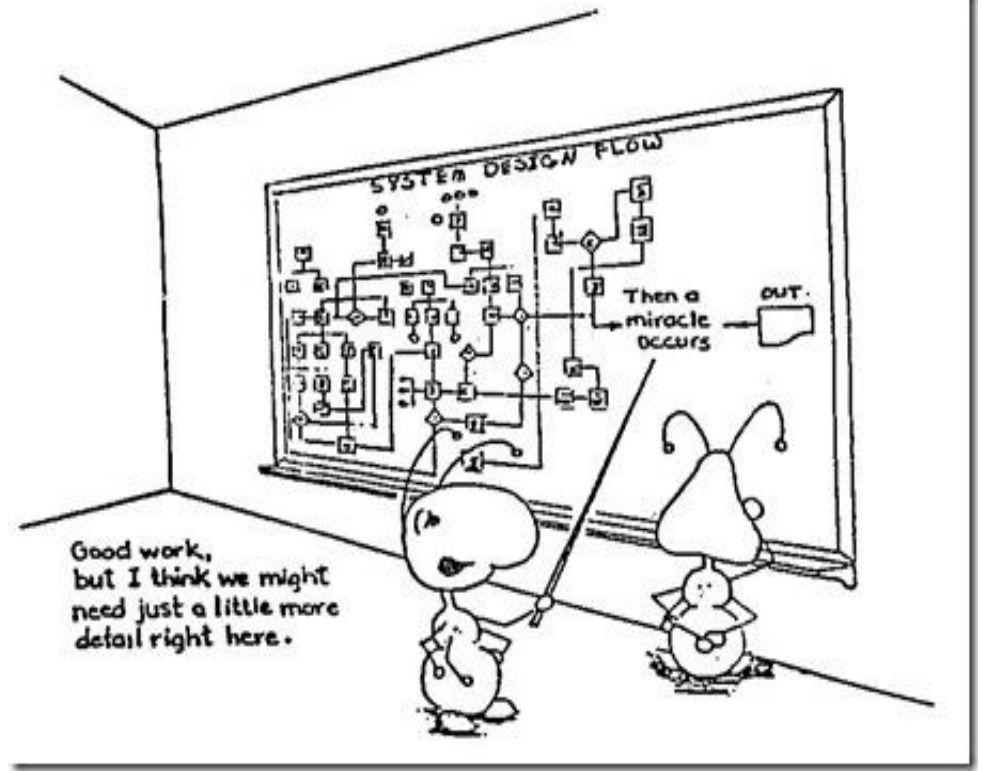
Communication & Engagement

Communication & Engagement



“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





Shared Purpose & Goals



Distributed Leadership



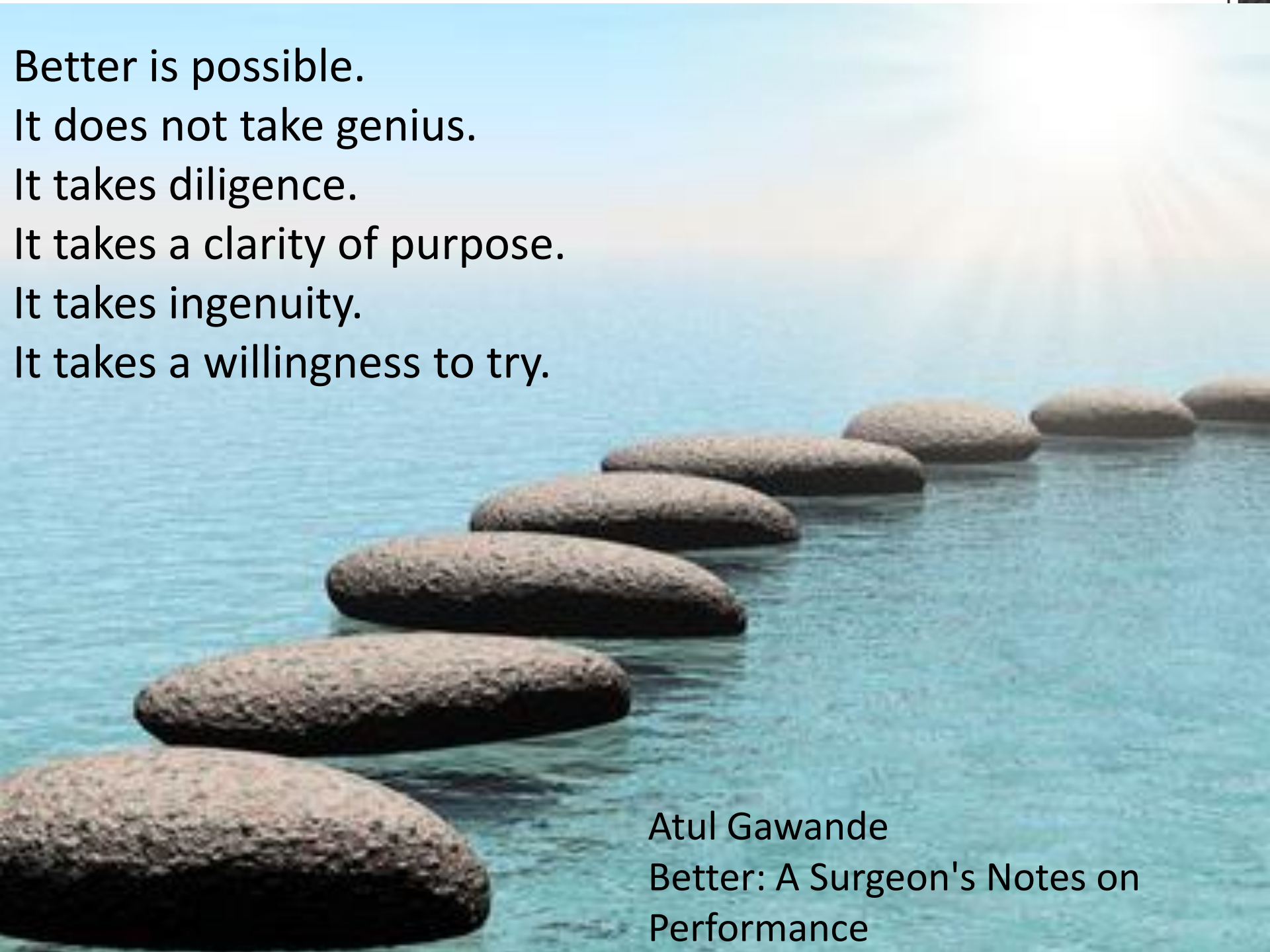
Belonging &
team norms



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

Cheryl McKay

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