

MORE THAN JUST TRANSCRIBING – 2 YEARS EXPERIENCE OF PRESCRIBING PHARMACISTS AT PENINSULA HEALTH (PH)



Hy Lim, Jan deClifford, Skip Lam, Ben Leung



Aim

- To review and describe the role of the Pharmacist-initiated E-prescription Transcription Service (PETS) pharmacist during discharge and to assess current user satisfaction since implementation in Aug 2008

Method

- Data collected between Nov 2008 and Aug 2010, and a staff satisfaction survey (Sep 2010) were used.

Background

- Started 2008
- Collaborative approach to non-medical prescribing
- Discharge prescribing
 - Generation of an unsigned prescription
 - Reviewed and signed by the doctor.



Background

- deClifford J, Lam S, Leung B. Evaluation of a Pharmacist-Initiated E-Script Transcription Service for Discharged Patients. J Pharm Pract Res 2009; 39: 39-42
- DHS funded pilot study done by senior pharmacist showed PETS:
 - Reduced prescribing errors
 - Reduced time taken for doctors to prepare discharge prescriptions
 - Hastened the discharge process
- Survey during pilot study revealed 91% of respondents "agreed" or "strongly agreed" to being very satisfied with PETS. (95/165 responses)

Background

- Banakh I. Experience and Outcomes of a Junior Pharmacist in a Prescribing Role. Poster presented at: SHPA 35th National Conference; 2009 Nov 5-8 Perth
- Compared PETS data between senior and non-senior pharmacist
- Showed PETS position can be filled by a non-senior pharmacist
- 7 non-senior pharmacists trained ever since.


PETS now (Nov 08 – Aug 10)

- Stages of PETS
 1. Receiving referrals
 2. Initial review
 3. Preparing prescription
 4. PETS communication sheet
 5. Prescription complete
- High level of satisfaction maintained
 - 100% of 2010 survey respondents (n=37) either "agreed" or "strongly agreed" that they were very satisfied with PETS.

1. Receiving referrals

1. Receiving referrals
2. Initial review
3. Preparing prescription
4. PETS communication sheet
5. Prescription complete

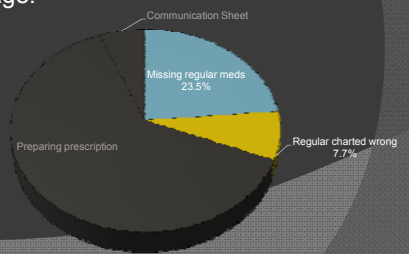
- Who makes them?
 - Pharmacists (38.4%), doctors (29.6%), ward clerks (26.4%), nurses (5.7%) (n=2895)
 - Most helpful when there is a discharge plan in place (e.g. antibiotic duration, rationale for ceasing meds etc)
- 81.4% of referrals were for same-day discharges
- Due to high demand only 61.7% of referrals could be accepted.



2. Initial review

1. Receiving referrals
2. Initial review
3. Preparing prescription
4. PETS communication sheet
5. Prescription complete


- Can look at details that the doctor/ward pharmacist may not have time to sift through
 - E.g. Long admissions, multiple med charts
- 31.2% of all interventions (n=6821) occurred during this stage.



2. Initial review

1. Receiving referrals
2. Initial review
3. Preparing prescription
4. PETS communication sheet
5. Prescription complete

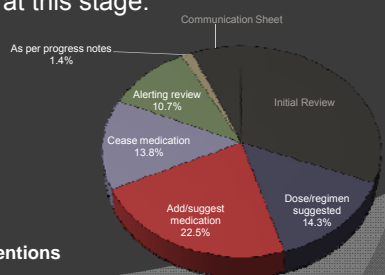
- Medication reconciliation form (MRF)
 - Ward pharmacists prioritise MRFs for pt's referred to PETS
 - 29.3% of all PETS prescriptions (n=2261) have MRFs completed by PETS
 - PETS pharmacist can leave important/useful notes for ward pharmacist.



3. Preparing prescription

1. Receiving referrals
2. Initial review
3. Preparing prescription
4. PETS communication sheet
5. Prescription complete


- 62.7% of all interventions (n=6821) occurred at this stage.



3. Preparing prescription

1. Receiving referrals
2. Initial review
3. Preparing prescription
4. PETS communication sheet
5. Prescription complete


- 2010 survey reveals:
 - 100% of doctors and pharmacists (n=23) were happy for PETS to make dosage suggestions on the prescription
 - e.g. Prednisolone weaning dose, warfarin dose & repeat INR
 - 92.9% of doctors (n=14) were happy for PETS to change medications on prescriptions (e.g. As per TG).



4. PETS communication sheet

1. Receiving referrals
2. Initial review
3. Preparing prescription
4. PETS communication sheet
5. Prescription complete

- All prescriptions are complete with a communication sheet
 - All clinical interventions listed for review by the doctor
 - All intentional changes during the admission are formally documented with their corresponding rationales
 - This information is automatically copied to the electronic discharge summary and forwarded to the GP.
 - Information relating to continuity of care is included
 - E.g. Asking the GP to repeat phenytoin levels one week after discharge
 - 11.3% of PETS prescriptions contained clinical issues for the GP to follow up. (Last 6.1% of interventions)
- 100% of doctors and pharmacists (n=23) in the 2010 survey found the PETS communication sheet useful.



5. Prescription complete

1. Receiving referrals
2. Initial review
3. Preparing prescription
4. PETS communication sheet
5. Prescription complete

- PETS prescription reviewed by doctor before being signed and pass onto ward pharmacists for dispensing
- Median time for writing prescriptions is 30 minutes



	% prescriptions requiring amendments by ward pharmacist	n =
Doctors Rx (Pilot study)	37.0%	454
PETS Rx (Pilot study)	3.5%	200
PETS Rx (Nov 08-Aug10)	4.9%	3693

The PETS role



- Enjoyable role
- Greatly appreciated by all staff involved in the discharge process
- Rapidly appreciate the difficulties encountered by junior medical staff when it comes to writing prescriptions and formal documentation of changes
- Opportunity to greatly affect the post discharge care of a patient
- Get to work closely with all units in the hospital
- Mentally challenging
 - Number of scripts generated = number of in-depth patient reviews.

Comments from the survey

- "Valuable service – however providers need running shoes – would be work for more than 1"
- "Very handy" 
- "Need more than 1 PETS pharmacist on duty"
- "At times when high volume of discharges within the hospital it is difficult to get PETS pharmacist in a timely manner"
- "Find PETS service very helpful – always obliging – helpful to assist in the progress of D/C"
- "Having somebody who is focused on medication of pt at the time of discharge can save time, reduce mistakes and increase pt care"
- "PETS – very good job" 
- "Intern's best friend"
- "Definitely benefits Doctors and pharmacists"
- "Speeds up discharges and less errors on scripts"
- "For pharmacists – easier to communicate with community pharmacy for webster packs".