



Extending the role of pharmacy technicians to deliver medicine reconciliation

Pharmacy Services,
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Today's presentation

- Background
- Pharmacy technician work initially
- SMMP pilot
- Pharmacy technician work now
- Discussion

Background

- Cardio-thoracic and vascular ward
 - Discharge error causing re-admission
- Pilot of “comprehensive pharmacist service”
 - Medicine reconciliation at admission and discharge
 - Patient education and medication cards
 - Patient and staff surveys
- Results presented to Board of Clinical Governance
- Funding for two pharmacy technicians

Pharmacy technicians

- Role
 - Medicine reconciliation at admission
 - Medication cards at discharge
 - Discharge checks/reconciliation
 - Warfarin counselling
 - Raise issues with pharmacist
 - Some medicine supply input

Liaison with ward pharmacist

- Admission reconciliation
 - Check history with patient, pharmacy etc
 - Complete medicine reconciliation forms
 - All reconciliation paperwork to pharmacist
 - Pharmacist relayed any discrepancies to prescriber (verbally or notes)
- Discharge reconciliation
 - All medication cards checked by pharmacist
 - Discrepancies discussed with prescriber by pharmacist

Problems?

- Discrepancies being highlighted and corrected

But...

- Medicine reconciliation not part of pharmacists' routine
- Discharge medication cards not routine for all patients
- Extra work for pharmacists
- Pharmacists not always on same ward as technician

SMMP pilot

- One technician, one ward
- Prescriber reconciling on admission medicine reconciliation form
- Completion of medicine reconciliation form by technician

No discrepancies	MR form signed by technician and left with medicine chart for information and filing
Intentional discrepancies	MR form signed by technician and left with medicine chart for information and filing
Unintentional discrepancies	Prescriber informed when possible. MR form left with medicine chart for review and signing
Unclear from history	Discussed with pharmacist

SMMP pilot

- Process
 - Many of discussions same as if pilot with pharmacists
 - Clear about role of technician with prescribers
 - Technician clear about boundaries
 - Extra steps

SMMP pilot

- Results
 - Great relationships on ward
 - Not just a pharmacy issue
 - Consultant and charge nurse keen for SMMP process to continue
 - No issues with technician rather than pharmacist
 - Able to achieve more on the ward
- Difference noted between the two technicians
 - Workload for pharmacist
 - Data

Current MR work

- Both pharmacy technicians
 - Medicine reconciliation on admission (SMMP)
 - Medication cards / discharge checks
- Liaise with ward pharmacists as required, at least daily
- Extent of direct contact with prescribers varies

Advantages

- More medicine reconciliation
- Defined role with specific focus
- Job satisfaction for technicians
- New training opportunities
- Additional career option
- Cheaper than pharmacists



Considerations

- Suitable technicians
- Baseline work and training
 - Education / competency standards
 - SOP
 - Training and assessment
 - Ward orientation
 - Guidelines for role of technician
 - Peer review
- Relationship with pharmacist
- Reporting lines

The future?

- Project role vs career progression for more technicians in the pharmacy
- Enough suitably qualified technicians in NZ?
- UK techs can get frustrated
- Experienced technician vs young pharmacist?
 - Work ethic / culture
 - Length of stay
 - Pay scales
- Department and pharmacists - supervision and accountability