



European Directorate for the Quality of Medicines & HealthCare | Direction européenne de la qualité du médicament & soins de santé

Webinar

*Resolution on the implementation of pharmaceutical care:
Realising the benefit for patients and the health services*

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The Resolution



Document drafted by Working Party (16 countries; multidisciplinary), assessed by EDQM, reviewed by the Council of Europe and presented to the Committee of Ministers for adoption on March 11, 2020.

The document has a formal structure intended for Ministers, public officials and policy makers.

Consists of two parts;

- 1) Statement of the aims of the Council of Europe and listing the policies, resolutions and other relevant documents of the EDQM and other relevant bodies, such as the WHO and FIP
- 2) An Appendix sets out the description and explanation together with information and ideas that support the resolution.



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Strategy and Tone of the document



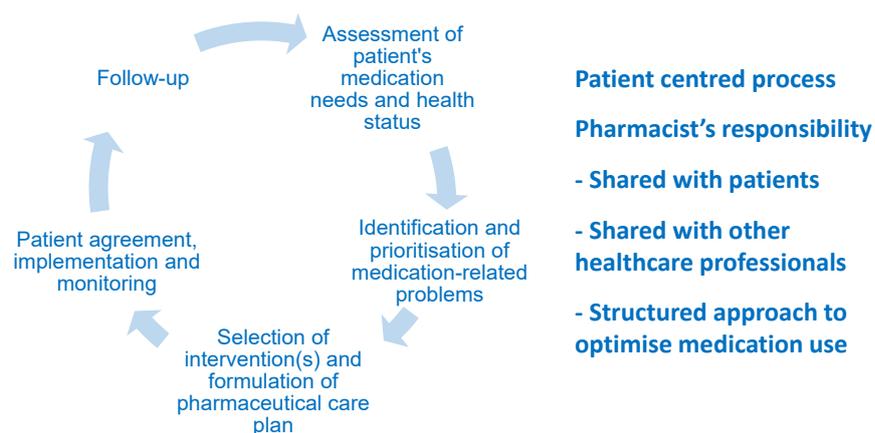
Puts **patient care**, front and centre and emphasises the **need for pharmaceutical care** to improve the use of medication, so as to **realise the benefits and minimise the risks of medicines**

Sets out not only **what pharmacists should do**, but also what other healthcare professionals, **managers and policy makers should do** to support pharmaceutical care

Combines description with explanation for an audience some of whom may be **unfamiliar with both pharmaceutical care** and with the wider contribution that pharmacists make to patient care

Pharmaceutical care emphasises the need for **interprofessional collaboration** and the Resolution recommends **policies to support its implementation**

The Pharmaceutical Care Process



Appendix to Resolution CM/Res(2020)3



1. Definition of pharmaceutical care
2. Patient care and the pharmaceutical care process
3. Pharmaceutical care and related pharmacy services
4. Services provided in the hospital setting
5. Services specific to public health and population health
6. Implementation of pharmaceutical care within the health system
7. Promotion of pharmaceutical care

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Sections 1-4 – The Heart of it



Describes and explains about pharmaceutical care in order to clarify how it adds to the pharmacist's role and why it is important for patient care.

Elements discussed

- Identification of medication-related problems
- Development of a therapeutic plan
- Therapeutic relationship, patient counselling and advice
- Process of follow up

Illustrates these aspects in both the practice settings of community and hospital pharmacy.

Examples of **Community Pharmacy Practice**

- New medicines services
- Minor illness services

Examples of **Hospital Pharmacy Practice**

- Medication reconciliation
- Discharge medication counselling
- Antimicrobial stewardship.

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Care for individuals

Pharmaceutical Care is about **individuals** and helping them to get the best out of their medicines

Problems with medicines use are prevalent because of the **dysfunctional medicines use process**

The consequences are; poor **selection** of medicines, poor **use** of medicines by patients, poor **monitoring** of the effects of medicines and **delayed intensification** of treatment with medicines

Pharmacists need to work with patients to identify these problems and to address them, because **patients, not health care professionals, determine how** and when **they use their medicines**

And, pharmacists need to **collaborate with prescribers**, and with other carers when appropriate, to ensure that **care is co-ordinated, safe and that continuity** is maintained

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Section 5 – Public and Population Health



It is important to appreciate how the network of pharmacies and pharmacists can contribute to the provision

- Of medicines information
- Of health promotion and awareness
- And of screening and monitoring services

Pharmacists providing pharmaceutical care take a holistic approach to the patient

- They aim to optimise medication use
- To support the appropriate use of non-pharmacological interventions
- To ensure that patients use the health services regularly

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Responsible care for the whole population

A **reliable, expert, easily accessible source of information** is key to **dispelling patient's concerns** and to **countering misinformation** and therefore to better use of medicines

A **holistic** approach means that **lifestyle advice and support for behavioural change**, such as smoking cessation, must **go hand-in-hand with optimising medicines use**

People who use health services **infrequently** because of barriers, or because of **reluctance**, present for treatment later, when their condition is **more advanced and difficult to treat**.

For these people, a **community pharmacy** provides a **convenient contact point** with the health service

The **offer** of a discussion with the **possibility of screening** and risk assessment **means people can be engaged**

Pharmacists can then **direct them** to the most appropriate **service for their circumstances**

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Section 6 and 7 – Implementation



Implementing pharmaceutical care requires it to be integrated into the health system through

- A suitable policy framework
- Interprofessional collaboration
- Amending the structures and tools used by the health services
- And by the allocation of resources

Promotion of pharmaceutical care programmes also requires

- Education of pharmacists, other healthcare professionals and health service managers
- Quality assurance
- Evaluation

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Supporting the development of implementation, collaboration and co-ordination throughout the health service

Health services are **complex, inter-dependent networks** in which each health care professional operates

Introducing a new practice without considering **how to implement** it in this network is bound to result in failure

The **public, prescribers**, other health care **professionals and health service managers** all **need to be engaged** in order for pharmaceutical care to be accepted and supported

Interprofessional collaboration is crucial to pharmaceutical care and to **patient safety**

Pharmacists need **support for training** and to **re-orientate their practice**

Evaluation is needed to identify the problems that **hinder implementation** and for **quality assurance**

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Final remarks



Pharmaceutical Care

- A patient-centred process that should be available to all patients
- Essential for optimising medication use in the care of patients
- A responsibility that pharmacists should accept
- A collaborative process that will benefit all healthcare professionals and improve the delivery of health services
- A key policy to enable effective and efficient use of medications and of the resources deployed for that purpose



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Thank you - Go Raibh maith agaibh.



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