

Summary document for consultation: Community Pharmacist Services in Northland 2019-2026 Strategic Plan

This document provides a summary of the draft Community Pharmacist Services in Northland 2019-2026 Strategic Plan. Please see the full document for more details and evidence.

Having a deliberate and strategic approach to working in partnership with health providers is central to improving the health and wellbeing outcomes of all Northlanders.

Northlanders are being served by an ever increasingly complicated health system. They face multiple prescribers, increasing levels of polypharmacy and complicated care. The need for medicines experts to support adherence and enhance patients' therapeutic outcomes is growing year on year. We have a number of challenges facing our region; we need to act now to ensure that we can continue to deliver the health care that our population needs.

Northland DHB is committed to improving the health of all Northlanders, with a significant push to eliminate the health and wellbeing inequities that exist for Māori, older people, those with mental ill health, those in highly deprived communities; and people living with chronic, long term conditions.

Each time a pharmacist dispenses a prescription is a valuable opportunity to discuss care with a patient, carer or other healthcare professional to promote enhancement or improvement.

With support from the DHB and health sector, pharmacists could do more to improve the health and wellbeing of our communities. As accessible and potentially low cost advice hubs, community pharmacies could be vital to reducing inequities in Northland.

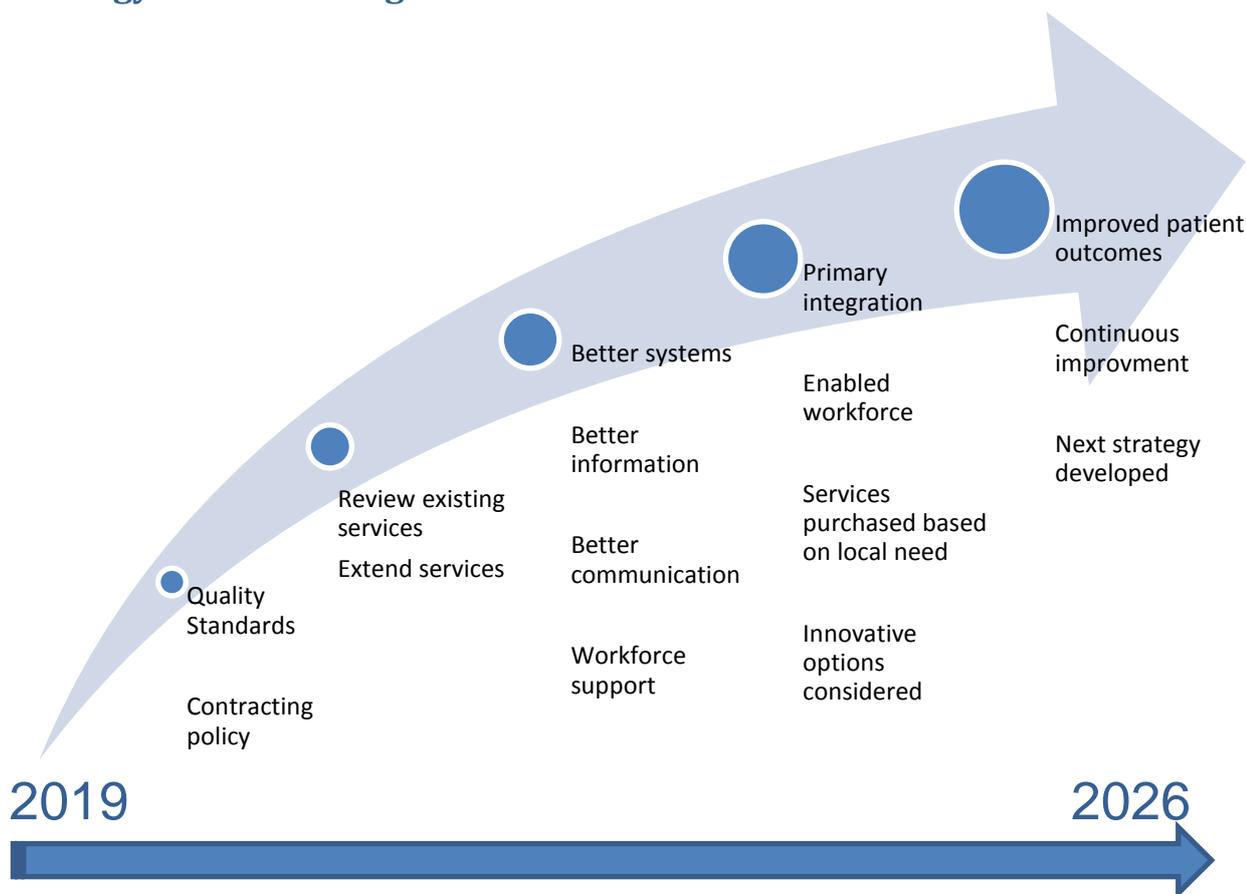
Vision – where do we want to be?

Vision is a destination - A fixed point to which we focus all effort. Strategy is a route - An adaptable path to get us where we want to go. - Simon Sinek

VISION			
Northlanders achieve better and more equitable health and wellbeing, supported by trusted and enabled pharmacists and community pharmacies			
P I L L A R S	1. Every Northlander is empowered to manage their own health and wellbeing, and can do so their way, in their community, with professional people they trust	2. Every pharmacist is enabled and supported to act innovatively as medicine management experts in their community	3. Each community pharmacy is an important health and wellbeing destination, as part of a comprehensive integrated professional health system



Strategy: how will we get there?



Pillar 1: Empowered patients

To drive the changes needed to ensure every Northlander is empowered to manage their own health and wellbeing, and can do so their way, in their community, with professional people they trust, we will agree on system wide directions, and move towards them over time.

Agree on Community Pharmacy Quality Standards

We aim to achieve a fully integrated model of care for people accessing community pharmacy services, recognising that users often have physical, emotional, social and environmental needs that can be complex and involve multiple supports and services. We are committed to providing high quality health care that meets the health care needs and aspirations of Māori.

The quality standards have been developed to outline what a high quality community pharmacy would look like to a patient. The standards are aligned to the NZ Health Strategy and support the Pharmacy Action Plan focus areas. We will use these standards to guide decision making about community pharmacy.

A summary of the standards is:

Quality Standard	Outcomes for patients
People Powered	Access to the right services in the right place at the right time
	Services that target addressing inequities
	An environment that is inviting with good access regardless of my level of mobility, or cognitive or other abilities
Closer to home	To have a pharmacy close to home where I have a good relationship and where all my medicines and pharmacy-related needs can be met
	Access to pharmacy services regardless of where I live
Value and high performance	A pharmacy that provides expertise and leadership in medicines/pharmacy related services
	To know that I am getting current, evidence based expert advice on pharmacy and medicine related services
One team	To receive a high quality professional service as part of a multidisciplinary programme of care
Smart system	Access to my medication list online that is current
	A safe and efficient system for prescriptions and dispensing

Contribute to System Level Measures

Pharmacists and community pharmacies could provide significant contribution to improvement in health outcomes in the current target System Level Measures (SLMs). In all planning, we will look for opportunities to support pharmacists and community pharmacies to contribute to patient outcomes.

SLM code	System Level Measure (SLM)	How community pharmacy can contribute
ASH	Reduce Ambulatory Sensitive Hospitalisation (ASH) rates	Improving preventive and community care for young tamariki so they can avoid the types of illnesses that need treatment in hospital
ABD	Reduce acute hospital bed days per capita	Improving preventive and community care for adults so they can avoid the types of illnesses that need treatment in hospital
PXC	Improve patient experience of care	Improving people's experience of health care in the community through enquiry and responsiveness to feedback
AM	Reduce Amenable Mortality	Focusing on preventing and better treating illnesses that can result in premature death
BLSH	Reduce the number of babies who live in a smoke-free household at 6 weeks postnatal	Encouraging smoking cessation at every opportunity
Youth	Improve youth access to and utilisation of youth appropriate health services	Creating health services that meet the needs of teenagers and young adults

Pillar 2: Enable pharmacists

To enable pharmacists to work innovatively as medicine management experts in their community, we will support changes to the sector.

Understand and support the workforce

- Survey Northland pharmacists and pharmacy staff, to understand the sector better. At minimum, we will ask about roles, qualifications, age and ethnicity
- Set up systems to support, mentor and guide young pharmacists, journeying alongside them and sharing in their visions of pharmacy
- Develop, promote and mentor pharmacist leaders – and include them in clinical governance structures
- Work with the sector to increase the number of Māori working in community pharmacy, with an end goal of ensuring the proportion of Māori pharmacists matches the proportion of Māori in Northland (34%)
- Support continuous professional development for pharmacists, including training to increase the pharmacy workforce's knowledge base about ways to effectively deliver and monitor high quality health care for Māori.
- Support the advancement of pharmacist's skill-sets (e.g. triage) using a workplace credentialing process, supported by clinical governance
- Support the extension of clinical pharmacist roles, by supporting the national pharmacist service framework being implemented in Northland
- Encourage and support the use of Pharmacy Accuracy Technicians (PACTs)
- Promote career path options for pharmacists in Northland.

Improve primary integration

The DHB will work with Mahitahi Hauora, the Primary Health Organisation (PHO) for Northland from 1 July 2019, to enable:

- Development of a pharmacy clinical leadership role in the PHO
- Pharmacist representation on the PHO's multidisciplinary teams
- Integrated general practitioner/pharmacist peer groups. This would be arranged based on demand, and would not be expected to replace existing peer groups
- Continuous professional development for pharmacists being delivered by the PHO as a shared service for nurse practitioners, general practitioners, and clinical pharmacists.
- Integration of up-scoped pharmacist services into the primary care sector (clinical pharmacist facilitators, advanced generalist pharmacist practitioners)
 - E.g. dedicated general practitioner / pharmacy nurse liaison
- Development of teams for rural and ambulatory services that are comprised of a nurse practitioner and an advanced clinical pharmacist.

Improve communications

We will work with the PHO, the hospitals, and pharmacy to:

- Better integrate general practice and pharmacy workflow systems (electronic, verbal, etc) for efficiency and patient experience, including
 - Allowing pharmacists real time access to Practice Management Systems (PMS)
 - Increasing NZePS uptake in general practice
 - Encouraging wider use of Whanau Tahī
- Encourage development of memoranda of understanding (MOU) between general practitioners and pharmacists
- Improve the speed and quality of communications between hospitals and pharmacists, and consider:

- alerts when patients are admitted
- how to improve information sharing at discharge.

Encourage nationwide change

When nationwide strategies, legislation, regulation, codes of practice, guidance or processes could impact how we achieve our strategic direction, we will lobby for change. This will likely include:

- Working with the Ministry of Health to:
 - improve claiming processes for community pharmacies
 - change the mix of funds in each of the ICPSA schedules
- Working with the Pharmacy Council to ensure codes of practice allow all practicing pharmacists to act as medicine management experts
- Encouraging recognition of established and highly valued international credentials in New Zealand
- Providing feedback on consultation documents pertinent to pharmacy.

Pillar 3: Community pharmacy as health destination

To support community pharmacies to be important health and wellbeing destinations, as part of a comprehensive integrated professional health system, we will lead change through how we purchase services. As accessible and potentially low cost advice hubs, community pharmacies can be key to the reduction of inequities in Northland.

Get better information

- Ask consumers what they want and need from community pharmacy
- Engage more with the Māori health directorate, and Māori iwi and health organisations to better understand ways to effectively deliver and monitor high quality health care for Māori in each community
- Develop real-time, digital data collection for services purchased from pharmacists, so we can make clinical investment decisions in real time
- Seek clinical guidance to support investment decisions, to move community pharmacy from 'count and pour' to 'clinical and care'.

Commission effectively

Northland DHB wants a deliberate approach to buying pharmacy services to ensure it can sustainably fund high-quality medicines expert services, as and where they are required by communities. We also want to reduce the burden on general practitioners, and ensure incentives always encourage pharmacists to act in best clinical way for patients (e.g. support rationalising polypharmacy).

Implement a contracting policy

A pharmacy services contracting policy, stemming from this strategy, will specify how and under which conditions NDHB will purchase pharmacy services, particularly via the Integrated Community Pharmacy Services Agreements (ICPSA). Northland DHB will use the Community Pharmacy Quality Standards for Northland to assess applications.

Initially this policy will focus on screening new pharmacies, premises and providers. In future, it may be used to direct local sector change.

Review and improve existing services

We will look at the existing services we purchase, and improve these.

- This will include reviewing how we purchase:
 - Community pharmacy waste removal services
 - Long Term Conditions (LTC) services
 - The Community Pharmacy Anticoagulation Monitoring Service (CPAMS)
- Develop smarter, simpler systems to fund, monitor and report on contracted services
- Work with the Northland Community Service Development Group (NCPSDG) when commissioning for local services.

Extend services

Identify and implement 'quick wins' to extend services provided by community pharmacies, which could include:

- More influenza vaccinations for Māori, Pacific and Asian people aged over 65 years
- Extended provision of contraceptives
- Extended provision of throat swabs
- Provision of nicotine replacement therapy (NRT) to support smoking cessation
- Medicines reconciliations
- Medicines Use Reviews (MURs)
- Minor ailment services.

Plan for the future

Plan more extended services for the future

- Work with Mahitahi Hauora to plan locality-based pharmacy services which will address the needs of Māori and reduce health inequities
- Develop more pharmacy services that address inequities, and target remote populations
- Purchase and support appropriate funding of a full range of medicines management services provided by pharmacists
- Extend community pharmacy services in collaboration with general practices.

Consider other ways to optimise pharmacy systems

Work with the community pharmacy sector to plan for a clinical care focussed future of community pharmacy. One option proposed is to split community pharmacy dispensing and advice services across Northland – with 'count and pour' hubs servicing a number of community pharmacies – allowing pharmacists to focus on advice, care and clinical leadership.

For more detail and background information, please see the *Draft for consultation: Community Pharmacist Services in Northland 2019-2026 Strategic Plan*