

Evaluation of a pharmacist-led medication counselling clinic at Ipswich Hospital

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Background

Greater than 50% of medication errors occur at transitions of care¹. Miscommunicated or incomplete medicines information may lead to these errors. The accurate provision of discharge medicines information is a vital component of patient care.

Until recently a standard pharmacy service has been provided to the general surgical wards at Ipswich Hospital. In April 2019, a new service model including a medication and pharmacist engagement clinic (MAPEC) was initiated that provides a model of care identifying patients at high risk of medication misadventure. Patients are triaged based on defined criteria and referred to the clinic after discharge. MAPEC facilitates robust and engaging discussions with a pharmacist who is trained in motivational interviewing. Collaboration with nursing and support staff and their acceptance of new workflows are crucial for the new service model.

Aim

To qualitatively assess the impact of the MAPEC on nursing and support staff workflows and staff acceptance of new processes

Method

Qualitative surveys were completed by nursing and administration officers on the two general surgical wards three months after implementation of the clinic. The survey was voluntary and completed anonymously.

Results

Administration officers reported that the workload was manageable; pharmacists communicated well; and the new process was clear and efficient. Nursing staff reported that the supply of inpatient medications and the discharge process was more efficient. Nursing staff also reported that this clinic improved patient satisfaction and contributed positively to patient care

Conclusion

Nursing and support staff have identified that the MAPEC is beneficial for patients without impacting on their workflow. Further quantitative studies will be performed in the future to determine the impact of this clinic for patients.

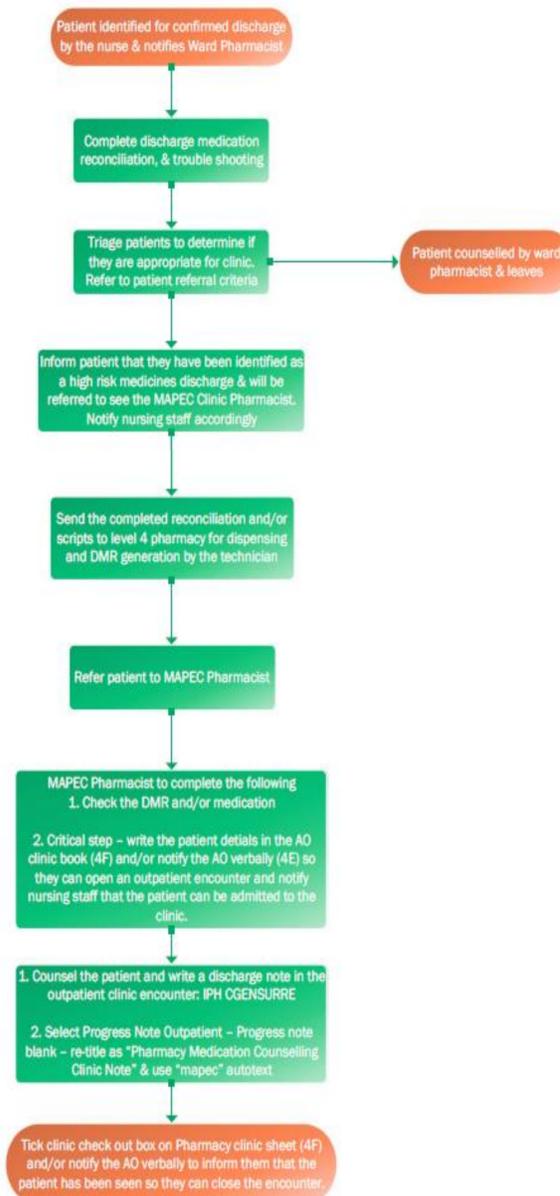


Figure 2: MAPEC workflow

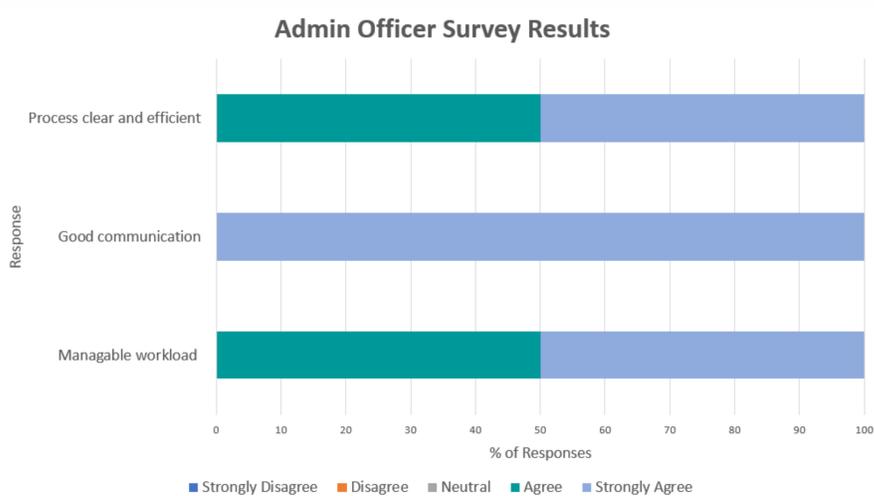


Figure 1: Administration officer survey results

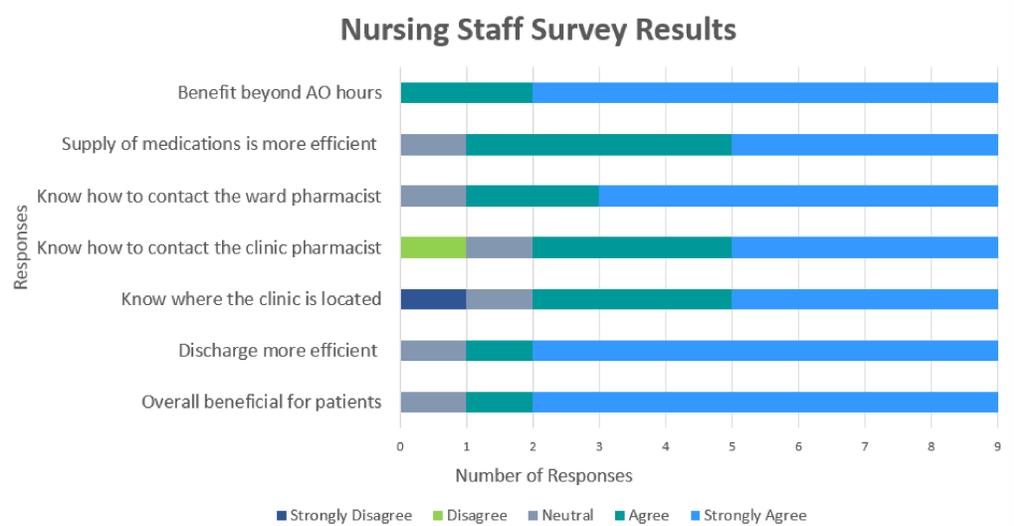


Figure 3: Nursing staff survey results

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References:
1. Standards of Practice for Clinical Pharmacy Services, Society of Hospital Pharmacists of Australia, Chapter 6, 2016