

A Reflection Our Journey in 2020



Apr 2020...

Singapore announced it's Circuit Breaker period Many countries supplying drugs & medical supplies to Singapore are in lockdown



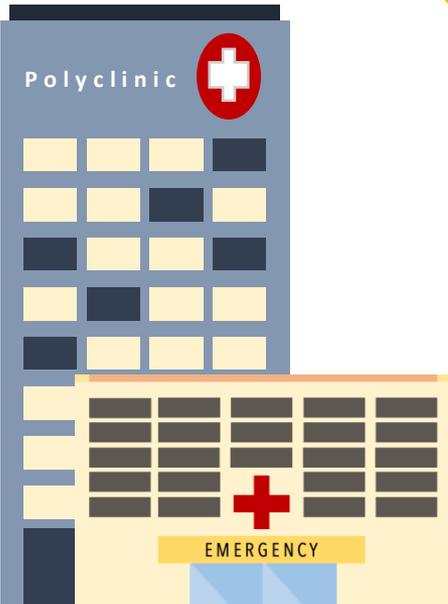
#passionatePM

We need to ramp up medication delivery services quickly so that our patients can continue to have access to their medications safely at home

There are long queues at my pharmacy! We are running out of masks and hand sanitizers.

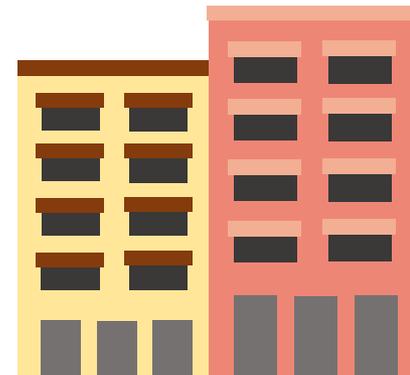


#commpharm



#pharmnewbie

How can we cope?
When will this situation end? What if we run out of drugs for patients?



During COVID-19, together with our partners, Pharmacists, Pharmacy Technicians and Pharmacy Staff helped to ensure that all Singapore residents continued to receive the drugs and care that they needed



Patient Care



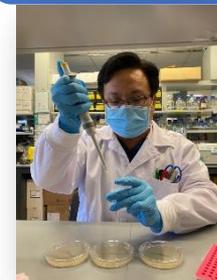
Regulatory



Educators



Research-Innovation

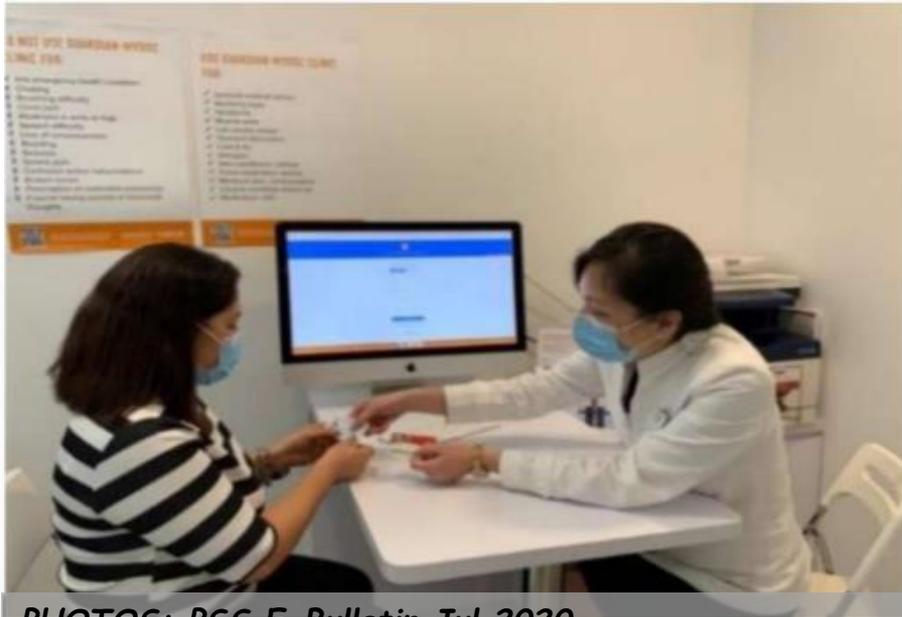
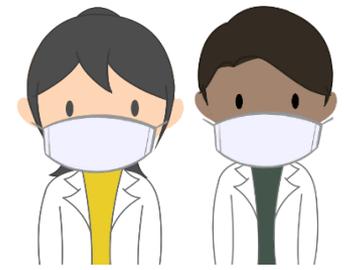


Industry



Public resources

At the frontline: Patient Care



PHOTOS: PSS E-Bulletin Jul 2020



Pharmacy staff (pharmacists and pharmacy technicians)

- *Responded promptly to medication queries from patients, clinicians and nurses*
- *Development of treatment protocol for COVID-19 with emerging data*
- *Serve as a reliable resource of drug information and support for the medical teams*
- *As part of the mobile medical teams at the dormitories and community care facilities*

During COVID-19, together with our partners, Pharmacists, Pharmacy Technicians and Pharmacy Staff helped to ensure that all Singapore residents continued to receive the drugs and care that they needed



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Behind the scenes: Drug Supply Resiliency



PHOTO: MOH CPO



PHOTO: PSS Newsletter Apr 2020

MOH CPO, PHI pharmacies and ALPS have been working closely with HSA and pharmaceutical companies to mitigate potential shortages and ensure continuity in ICU and BAU drug supply via building buffer supply, implementing dispensing restrictions for drugs

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Patient Care



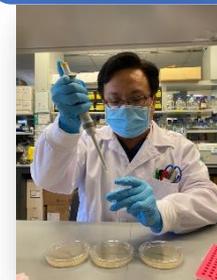
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Resources to Support the Community

COVID-19 Practise Good Personal Hygiene
Keeping our Hands & Environment Clean!

8 STEPS TO CLEAN YOUR HANDS

2019 新型冠状病毒 保持良好个人卫生
维持手部, 环境清洁!

HOW TO ORDER MEDICINES FOR HOME DELIVERY!
- A GUIDE BY THE PHARMACEUTICAL SOCIETY OF SINGAPORE -

HealthHub HEALTHHUB APP / WEBSITE

PHONE CALL

PHARMACY'S WEBSITE

SCAN THIS QR CODE TO FIND OUT MORE!

E-MAIL

MOBILE APPS

Important Points To Note

- Only patients who have active follow-up visits at a healthcare institution are eligible.
- Only patients who have a valid prescription issued by the healthcare institution are eligible.
- For top-up of medicines due to postponed medical appointments, call/email your healthcare institutions for enquiries.
- Keep track of your medicines at home & order at least 1-2 weeks before supply runs out. Pharmacies need time to process your order and deliver your medicines.
- Do not doctor hop as your regular doctor understands your condition better.
- Ordering your medicines from your regular healthcare institution can ensure continuity of care and quality of medicines supplied.

It is important to continue taking your medicines for chronic diseases - do not stop them without advice from healthcare professionals.

使用有酒精成分的免洗手液

取适量的洗手液滴在手掌，轻轻在手的表面揉搓，重复第一到第七个步骤，直到洗手液完全吸收，双手变干。

贴士

- > 打开窗户保持空气流通。
- > 避免将常接触的地方用卫生纸让它们自动风干。
- > 如果漂白水不适合，请用酒精代替。
- > 当一起使用时，请使用公用。
- > 运动时，建议准备多余的毛巾来擦拭健身器材保持器材干净。

Educate and empower the consumer through publications on

- *COVID-19 prevention and treatment*
- *Frequently Asked Questions related to COVID-19 - addressing myths*
- *Ordering medications for home delivery*



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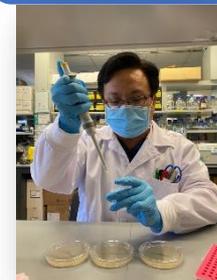
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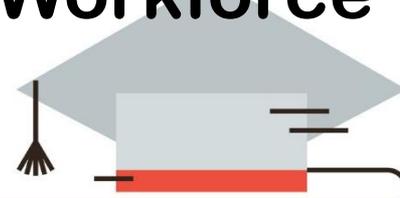


Public resources



PHOTO: SPConnect August 2020

Nurturing Future Pharmacy Workforce



Schools rallied to ensure graduation of students:

- **173 NUS graduates**
- **383 polytechnic graduates**

169 pharmacy students and 232 pharmaceutical science students safely resumed clinical training either in alternative training sites or via e-learning modules



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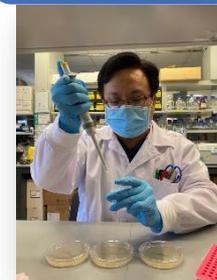
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Hope for the Future: Research – Innovation



PHOTO: Singapore General Hospital

Research on the treatment of COVID-19 is ongoing and pharmacists have a multifaceted role ranging from logistic planning, research to providing pharmacotherapy



Accelerated adoption of Medication Delivery Services

“Close to 395,000 medication deliveries were made from Feb 1 to Aug 19. Currently an average of 3,200 deliveries are made daily. This is a tenfold increase from the 320 daily deliveries before the start of the Covid-19 pandemic.”

Medication delivery services available to patients

We thank Mr Lim Choo Beng for his feedback (Set up centralised pharmacies to send medication to patients' homes, Aug 20).

Our public healthcare institutions have been providing medication delivery services for a few years now.

Partnering with the Agency for Logistics Procurement and Supply (Alps) set up by the Ministry of Health, our public hospitals and polyclinics have worked with various providers to enhance the service quality and affordability of medication delivery services.

With the ongoing Covid-19 situation, we have also increased the delivery capacity.

Close to 395,000 medication deliveries were made from Feb 1 to Aug 19. Currently, an average of 3,200 deliveries are made daily. This is a tenfold increase

from the 320 daily deliveries before the start of the Covid-19 pandemic.

In addition to this delivery service, selected polyclinics also provide patients the option to collect their medicine at their convenience from Pilbox lockers or certain Guardian outlets.

Patients may approach the pharmacy staff at public healthcare institutions to arrange for medication delivery or collection.

The Ministry of Health will continue to ensure convenient access to medication for patients to meet their medical needs.

Mr Lim can contact us at 1800-225-4122 and we can work on his medication delivery options.

Camilla Wong (Dr)
Chief Pharmacist
Ministry of Health

The Straits Times, 26 Aug 2020

COVID happened, and we stepped up..

Medication delivery service - time is of the essence!

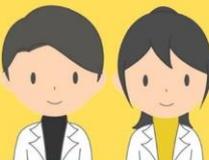
Many patients had non-urgent clinic appointments rescheduled to comply with Circuit Breaker measures. To ensure that patients have sufficient medications until their rescheduled appointments, Singapore General Hospital (SGH) Pharmacy will deliver the medications to them. This led to a surge in the demand for medication delivery service (MDS). SGH MDS team shares what it takes to step up to the challenge.



PSS covid-19_newsletter_29_apr- Pharmacists in COVID-19 Pandemic:

<https://safe.menlosecurity.com/https://www.pss.org.sg/know-your-medicines/covid-19-advice-general-public/pharmacists-covid-19-pandemic#.X7sA6GgRXb3>

STAY HOME
WE DELIVER



Racing against time to secure essential drugs

In March, when countries started to implement lockdowns due to the surging pandemic, the procurement team at Tan Tock Seng Hospital's (TTSH) pharmacy scrambled to secure medicines before exports were disrupted.

Thus began their race against time to avoid medicine shortages and ensure sufficient Covid-19 drugs – not just for TTSH, but for other hospitals as well.

“Even as we placed orders with the vendors, there was no certainty that the drugs would come in, until they reached our doorstep,” said Ms Chong Yi Mei, 35, senior pharmacist from healthcare logistics firm Alps who is based in TTSH's pharmacy procurement and supply chain unit.

During the peak of the pandemic, the team had to order four to five times more medicines for symptomatic treatment, such as cough syrup and lozenges, said Ms Chong.

The usage of hand rubs in the hospital also increased by 50 per cent.

TTSH and the National Centre for Infectious Diseases also procured drugs used in Covid-19 treatment for national use at the start of the pandemic.

When hospitals were ramping up intensive care unit (ICU) capacities in April, a neuromuscular blocking drug used during intubation was running low. The procurement team and the authorities consulted ICU clinicians to bring in an alternative drug in time.



Principal pharmacist Chong Yi San, 41, getting the medications for outpatients at TTSH's pharmacy. ST PHOTO: GIN TAY

The team also had to ensure the hospitals did not run out of surgical-grade hand rub and handwash when the go-to vendor stopped exports. Diversifying the sources and maximising the vendor network were integral in preventing supply disruption, said Ms Chong.

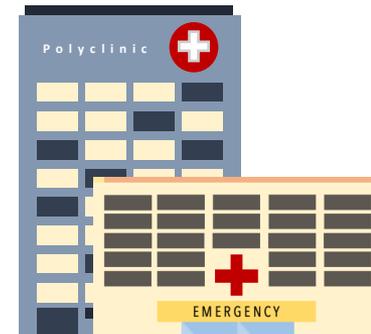
Internally, handwash was prioritised for front liners, while others switched to ordinary soap.

Procurement pharmacists send medicines to patients, but they rarely see the outcomes.

Ms Chong's sister, Ms Chong Yi San, 41, who is a principal pharmacist at TTSH's outpatient pharmacy, said: “(Yi Mei) spent a lot of effort trying to procure Covid-19 medicines. When we read in the papers that an ICU patient recovered and was discharged, it was heartwarming.”

Shabana Begum

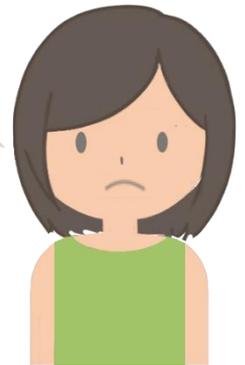
The Straits Times, 24 Aug 2020



Accelerated adoption of Medication Delivery Services

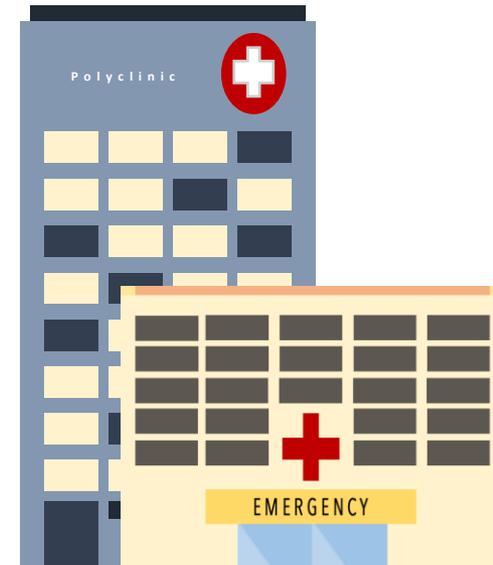
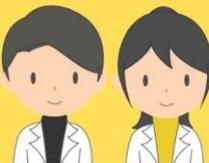
“Close to 395,000 medication deliveries were made from Feb 1 to Aug 19. Currently an average of 3,200 deliveries are made daily. This is a tenfold increase from the 320 daily deliveries before the start of the Covid-19 pandemic.”

My staff are getting burnout from the heavy workload



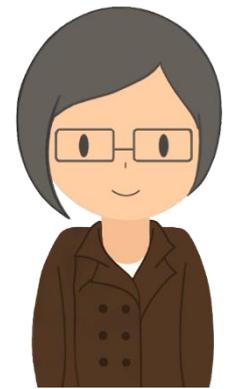
#passionatePM

**STAY HOME
WE DELIVER**



Listening to the voices of Pharmacy

- ✓ StraightTalk with CP (*Ongoing*)
- ✓ CP-PharmTech Leader Meeting (*Ongoing*)
- ✓ Community Pharmacy Engagements (*Dec 2020 to Mar 2021*)



#caringCP

What is the future of pharmacy?
How can I contribute?

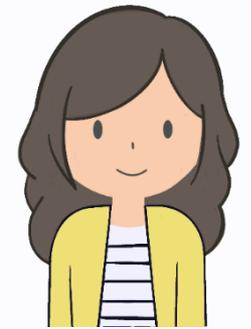
Is telehealth & medication delivery here to stay?

How do I prepare for the future?

How do we recognize the contributions of our pharmacy workforce?



Let me share with you the progress of NPS initiatives to future proof pharmacy...



#dynamicDyCP

National Pharmacy Strategy

**1. Pharmaceutical
Care Excellence**



**2. Confident
Pharmacy
Workforce**



**4. Information
Enablement**



**3. Redesign
Supply Chain**

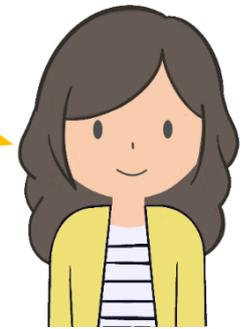


**5. Technology
Enablement**

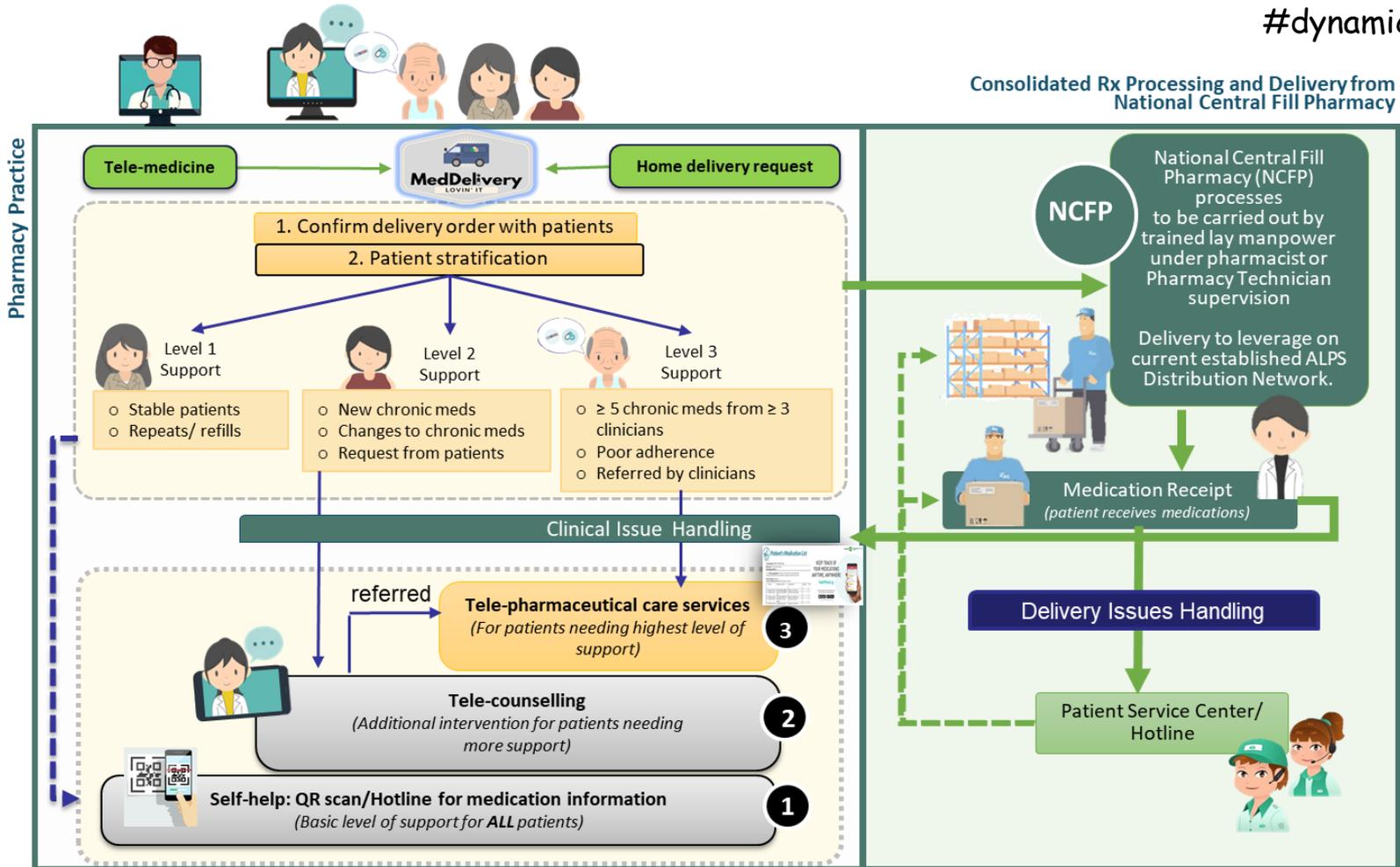


We must adapt by transforming the medicine delivery model and redesigning our roles to provide seamless patient-centric care to meet evolving healthcare needs.

#FutureProofingPharmacy

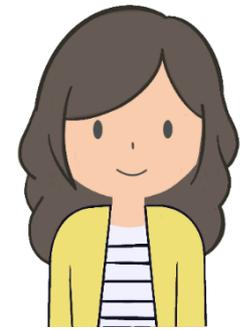


#dynamicDyCP



To meet the growing demand of our healthcare system, pharmacy must evolve by transforming the way we deliver medications to patients.

#FutureProofingPharmacy

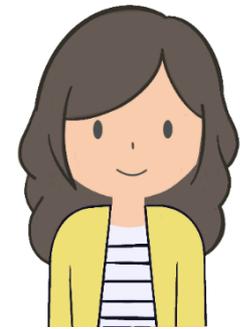


#dynamicDyCP



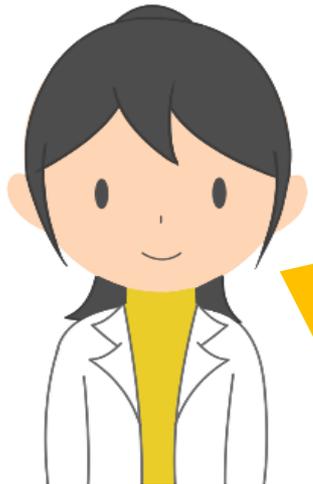
The **Development Framework for Pharmacists** was launched in May 2020 to prepare pharmacists for healthcare transformation towards better care for patients.

#FutureProofingPharmacy
#LifelongLearning



#dynamicDyCP

At the SPC Pharmacist's Pledge Affirmation Ceremony 2020...

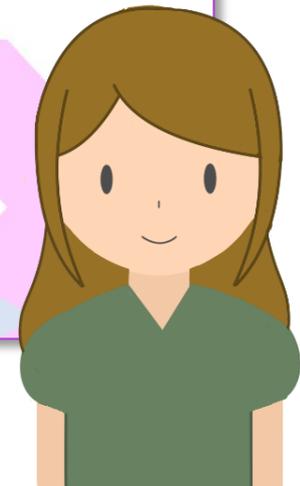


#pharmnewbie

As a Year 1 pharmacist who aspires to provide better care for my patients, I can use DFP to identify areas for growth and plan for development.

Development Framework Continuum of Competency For Pharmacists

Chief Pharmacist's Office
Version 1.0: May 2020



#LifelongLearner

DFP serves as a guide for me to self-reflect and improve. It also helps me to give better feedback for developing my juniors.

SPCCONNECT
An e-newsletter from The Singapore Pharmacy Council

Updating your particulars with SPC
Please inform SPC of any changes in your status:

- Employment;
- Residential address;
- Contact details; or

Development Framework for Pharmacists (DFP)

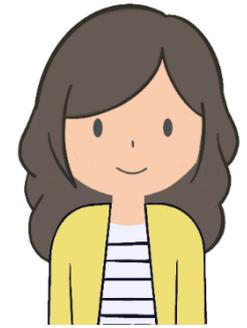
"To enable a seamless transition, foundation level competencies have been articulated alongside the advanced practice competencies to form the Development Framework for Pharmacists. This framework aims to facilitate a systematic and harmonized progression for pharmacists regardless of practice setting."
- Mr Wu Tuck Seng, President, Singapore Pharmacy Council at the SPC Pharmacist's Pledge Affirmation Ceremony 2020

[Clear link between foundation and advance practice](#)

On 29 May 2020, the Development Framework for Pharmacists (DFP) was published by the Ministry of Health in conjunction with the Singapore Pharmacy

The 2nd edition of **Pharmacy Technicians Entry-to-Practice (ETP) Competency Standards** was introduced in September 2020. The **ETP Competency Assessment Framework** helps to ensure graduates who are planning to join the healthcare sector are equipped with the minimum competency requirements at recruitment.

#FutureProofingPharmacy



#dynamicDyCP

6.1 ETP Competency Standards for Pharmacy Technicians

Click on the tabs below to access the relevant competency domain

Domain 1: Support optimal use of drugs

Domain 2: Dispense medications

Domain 3: Compound pharmaceutical products

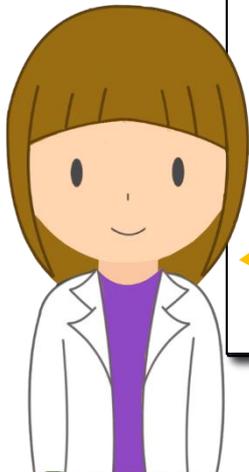
Domain 4: Drug distribution and supply

Domain 5: Workplace safety and health

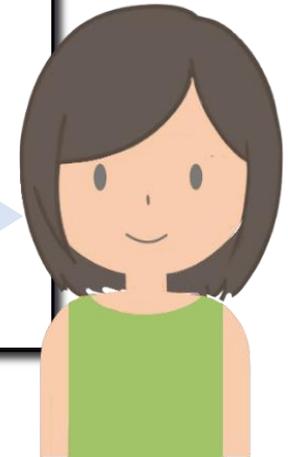
Domain 6: Professionalism, ethics and team work

The implementation guide for competency assessment comes with handy assessment checklists for training my juniors.

The competency assessment helps us develop job-ready pharmacy technicians to better support our busy pharmacy operations.



#pharmtech

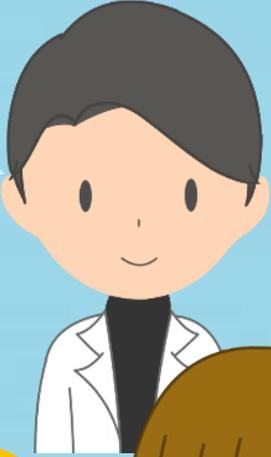


#passionatePM

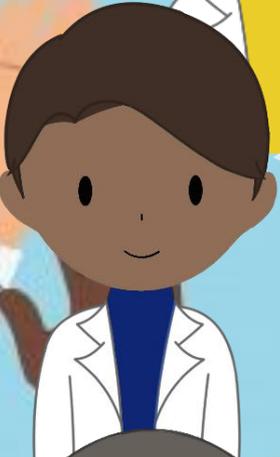
Our future is in our hands....



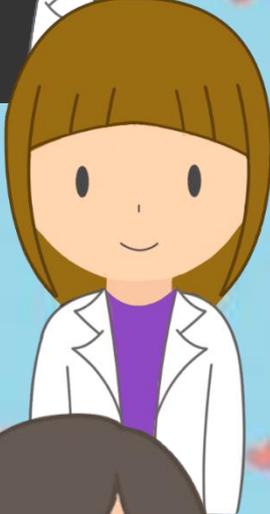
I want to develop myself so that I can provide better care for my patients.



I want to take every opportunity to transform the way we deliver care & medications.



I hope to develop and lead new services to improve patient outcome and ensure continuity of care in community.



I want to upskill myself to take up expanded roles to better support my pharmacy team.



Every step counts towards better health and better care for our future.



I want to improve teamwork and build resilience within my team.

How would you like this story to continue?

Share your thoughts with us:

NPS@moh.gov.sg



To be continued...