



Introduction

The National Pharmacy Strategy (NPS) is a 10-year plan to transform the delivery of pharmaceutical care and medication management in Singapore. Establishing the model of person-centric pharmaceutical care in the community care setting is an approved initiative that will support MOH's Beyond Hospital to Community.

A proof-of-concept study involving community pharmacists delivering Pharmaceutical Care Services (PCS) to seniors in different community-based care service facilities within the central region was conducted.

The National Pharmacy Strategy



Objectives

The key objectives of the study were to identify medication-related issues in the community and to establish PCS workflow in empowering seniors and caregivers to manage their medications independently and safely.

Method

1 to 1

Pharmacist consultation with seniors and/or caregivers

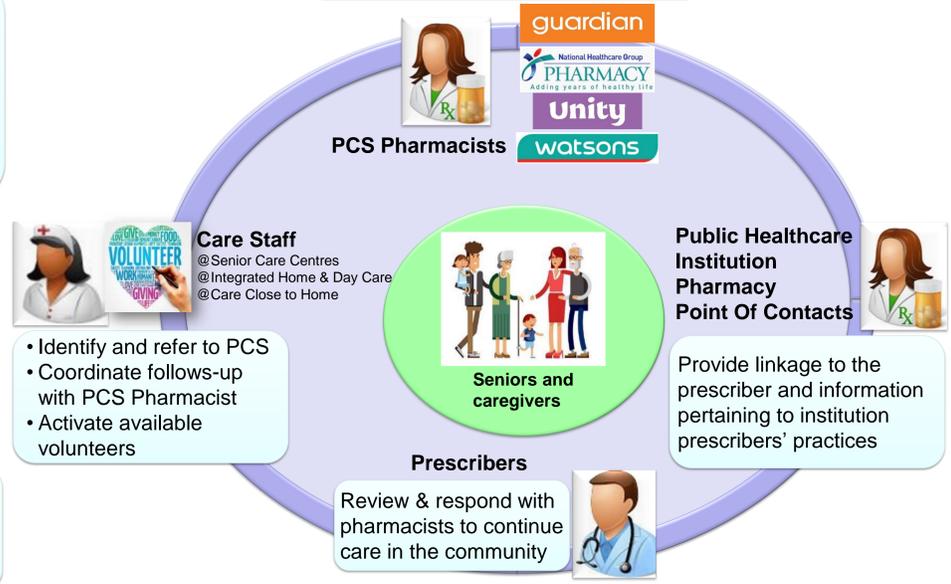


- Understand the challenges faced by seniors and caregivers with medications given by various prescribers when they are at home
Engage seniors and caregivers to develop a personalised plan to take their medications
Coordinate with multi-disciplinary care team across care settings
Follow-up with seniors and caregivers until all medication-related problems were resolved.



- Leverage National Electronic Health Records (NEHR) to securely communicate seniors' medication list and plan with healthcare professionals across care continuum
Empower seniors and caregivers with information about their own medications (both hardcopy printout and electronic HealthHub medication list were shared)

Person-Centred PCS Model



Results

Summary of results: 155 seniors in 8 locations benefited, average age 76, 61% medication-related problems, 227 MRPs, 43% resolved by education/counseling, 17% referred to center staff, 14% referred to prescriber.

Clients' Stories

Three client stories: Uncle K (81 yr old male) with hand stretching issues, Mdm Y (72 yr old female) with eye drops, and Uncle A (82 yr old male) with high blood pressure.

Feedback

Feedback from Seniors & caregivers, Centre doctor, Centre staff, and PCS Pharmacist.

Conclusion

The study showed that seniors and caregivers experienced challenges in handling medications which could impact medication safety. These challenges could be addressed by empowering them with tailored solutions to meet their medical-social needs and communicating with their prescribers.

Next step: A 3-year island-wide study will commence from 2020 to establish sustainable solutions in empowering seniors and caregivers to manage their medications independently and safely within the community.

Beyond Hospital to Community

Ensuring that Singaporeans receive good healthcare closer to home and support to age well in the community