



MINISTRY OF HEALTH  
SINGAPORE



# National Pharmacy Strategy

Overview

# A Message from the Chief Pharmacist

The baton to continue the journey of pharmacy transformation has been passed to me from A/Prof Lita Chew from 1 January 2020. I would like to express my heartfelt thanks to A/Prof Chew for her many contributions to the pharmacy profession as Chief Pharmacist.

Like many other developed countries, Singapore faces multiple challenges in healthcare. Evolving and increasing healthcare needs due to an ageing population, prevalence of chronic diseases and a shrinking workforce spurs the need for transformation of pharmaceutical care. As pharmacy professionals, we are poised in timely and critical position to seize the many opportunities and help to evolve healthcare in Singapore.

Through the National Pharmacy Landscape study conducted in 2014, various pain points, challenges and opportunities were identified and this motivated the conceptualisation and development of the National Pharmacy Strategy (NPS) in 2015 by the Chief Pharmacist's Office at MOH. The NPS is a 10-year plan that is closely aligned with MOH's key strategic healthcare shifts of *Beyond Hospital to Community*, *Beyond Quality to Value* and *Beyond Healthcare to Health*.

The NPS envisions a pharmacy patient centric model whereby pharmaceutical care and medication management services focus on providing quality care, advancing preventive care in the community, promoting safe and effective medication use, and care integration of a patient's journey across different healthcare settings.

Five key strategic thrusts are formulated to support the NPS in its vision – pharmaceutical care excellence, building a confident pharmacy workforce, re-designing the supply chain, information and technology enablement. Visit the NPS webpage for information on the 5 key strategic thrusts and details how people, process, information and technology can enable and empower the pharmacy profession to contribute to pharmaceutical care excellence.

Your participation in the NPS is invaluable so, together, let us press forward in this journey to transform the delivery of pharmaceutical care to provide optimal and sustainable healthcare for our nation. For queries and feedback, please connect with the National Pharmacy Programme Management Office (NPPMO) at [nps@moh.gov.sg](mailto:nps@moh.gov.sg).



**Dr Camilla Wong**  
Chief Pharmacist,  
Ministry of Health, Singapore

# National Pharmacy Strategy Advisory Committee



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**A/Prof Lita Chew**  
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Founder & President, Crohn's  
& Colitis Society of Singapore



**Member**  
**Prof Lee Chien Earn**  
Deputy Group Chief  
Executive Officer  
Regional Health System,  
SingHealth, Singapore

## TERMS OF REFERENCE

To provide independent & objective advice to MOH on National Pharmacy Strategy, which includes:

- Overseeing the vision, mission and objectives for the National Pharmacy Strategy (NPS)
- Ensuring that NPS projects are aligned with other national policies and current healthcare needs
- Advising and providing support on other pharmacy or medication related initiatives to achieve synergies
- Providing any other related advice to the Chief Pharmacist's Office



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# National Pharmacy Strategy

The NPS is closely aligned with MOH's key strategic healthcare shifts of *Beyond Hospital to Community*, *Beyond Quality to Value* and *Beyond Healthcare to Health*.

## Background

Singapore healthcare system faces several long-term trends. With an ageing population, rising chronic disease incidence, healthcare needs will increase in demand and complexity. Coupled with a shrinking workforce and rising healthcare cost, there is a need for transformation of pharmaceutical care.



<https://www.mti.gov.sg/ITMs/Essential-Domestic-Services/Healthcare>



Through the National Pharmacy Landscape study conducted in 2014, various pain points, challenges and opportunities were identified and this motivated the conceptualisation and development of the National Pharmacy Strategy (NPS) in 2015.

## Vision

- Necessary medications and services are **affordable** for all patients / consumers who require them.
- Patients / consumers have **timely, accessible** medications and pharmacy expertise, at each point of care.
- Pharmacy services focus on **quality** by promoting **health** and **preventive care** within the community, ensuring **safe and effective** medication use and delivering **integrated care** across all settings.

# National Pharmacy Strategy



The five gears in the NPS logo represent the five key strategic thrusts working together to support the NPS vision.

The National Pharmacy Strategy (NPS) is a  
**10-year plan**  
comprising of  
**5** key strategic thrusts &  
**19** initiatives

## NPS five key thrusts:

### 1. Pharmaceutical Care Excellence

Enhancing pharmacy services that bring health and value for everyone in our community

### 2. Confident Pharmacy Workforce

Providing a skilled, future ready and innovative pharmacy workforce

### 3. Re-design Supply Chain

Delivering seamless, convenient, accessible, affordable & safe medications at every point of care.

### 4. Information Enablement

Empowering people to get the best out of their medications and achieve care goals.

### 5. Technology Enablement

Delivering seamless and effective transition of care across all care settings through technology as an enabler.



# National Pharmacy Strategy

## Pharmaceutical Care Excellence

### 1.1 Establish the role of pharmacy in the community care setting

Patients and consumers have increased access to trusted pharmacy services within community care, from receiving guidance and support on preventive health through to managing long term conditions.

### 1.2 Improve drug stewardship in non-acute care settings

Community pharmacy services will ensure that medication interventions are coordinated so that patients / consumers receive safe and effective use of medications to improve their health outcomes.

### 1.3 Establish collaborative models of care for medication reconciliation

Healthcare teams work in partnership with patients, empowering them to actively manage their medication list to get the best health outcomes.

### 1.4 Implement a clinical governance framework for medication management

A clinical governance framework supports medication management services to deliver care that is patient-focused, standards driven and consistent.

### 1.5 Promote pharmacists as part of the multidisciplinary healthcare team

Patients receive holistic care delivered by coordinated, integrated teams, which include pharmacy professionals, to deliver a seamless experience and engage patients and families along the care journey.

## Confident Pharmacy Workforce

### 2.1 Implement Development Framework for Pharmacists

Competency continuum for pharmacists to progress from early career to advanced practice

### 2.2 Establish pharmacy residency programmes

Training for development of pharmacy specialists to provide specialized pharmaceutical care services to complex patients.

### 2.3 Enhance pre-registration -pharmacist training programme

A holistic programme that integrates experiential learning across settings for development of pharmacists at entry-level.

### 2.4 Develop and train pharmacy technicians

Developmental pathway to strengthen the core competencies of pharmacy technicians from entry to advanced levels.

### 2.5 Build up manpower capabilities for community care setting

Manpower capabilities will be developed to support community care practices.

### 2.6 Build capability in collaborative prescribing

Enhance the role of pharmacists as part of multi-disciplinary team-based care.

## Re-design Supply Chain

### 3.1 Centralise procurement, packaging, compounding and distribution

Consolidating operational functions to drive efficiencies and economies of scale, giving patients and consumers affordable and readily available medications.

### 3.2 Deliver medications when patients need it, where patients need it

Patients / consumers have timely, convenient access to medications supported by expertise and advice from pharmacy services.

## Information Enablement

### 4.1 Deliver a common platform to stimulate and share clinical, practice-based research and innovation

Sharing research, innovations and new ways of working will stimulate Pharmacy to address challenges in the healthcare landscape and transform practice to deliver better standards of care.

### 4.2 Increase consumer and patient access to contextualised health information and education

Access to personalised health information resources will empower patients and consumers to proactively manage their medications and health.

### 4.3 Establish a National Drug Formulary (NDF)

A national comprehensive resource to establish standardised and safe use of medications supported by best clinical practices.

## Technology Enablement

### 5.1 Standardise drug terminology and code structures for seamless communication and accurate transfer of information

Standardised terminology and code structures will enable care providers to communicate more easily, ensuring a safe and seamless transition between care settings for patients.

### 5.2 Provide a common pharmacy system for harmonised medication dispensing and implement a national charging engine to streamline the medication-related billing process – NHIPS (National Harmonised Integrated Pharmacy System)

A common pharmacy system will harmonise dispensing and billing, enabling pharmacists to deliver a seamless, more cost-effective service.

### 5.3 Enhance telepharmacy services

Telepharmacy will deliver quality pharmaceutical care to patients in a manner that is convenient for them, at their point of need.



Contact the National Pharmacy Programme Management Office at [nps@moh.gov.sg](mailto:nps@moh.gov.sg)



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