TCAM

- Transfer of Care Around Medicines
- Those most at risk of medication errors may not be highlighted to Community Pharmacy e.g. those recently discharged from hospital.



PharmOutcomes[®]

Bridging the Gap – Integrated referrals



- Fax transfer of critical patient care information for vulnerable patients
- However, this doesn't bridge the gap for the majority of patients...for that, we need integration
- Network of AHSNs ratified hospital dataset

PharmOutcomes[®] - Supporting hospital referrals

Integration methodology – Business as usual model

- Utilises the current messaging functionality within the hospital
- Provides a secure N3 receiving service
- Uses web-based technology in community pharmacy to capture outcomes

PharmOutcomes[®] - Supporting hospital referrals

Integration methodology

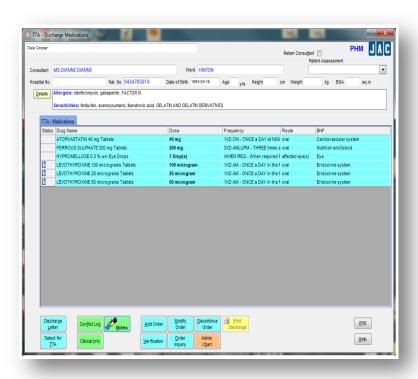
Step 1 – Agree and match fields to send to community pharmacy on discharge

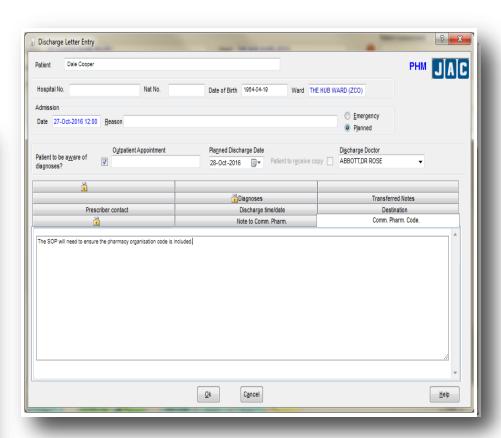




PharmOutcomes® - Supporting hospital referrals

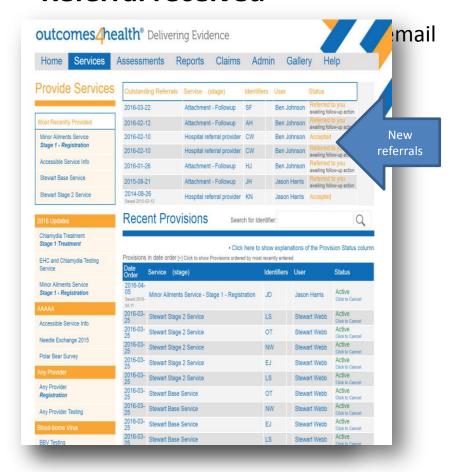
Integration methodology -Medicines list and free text



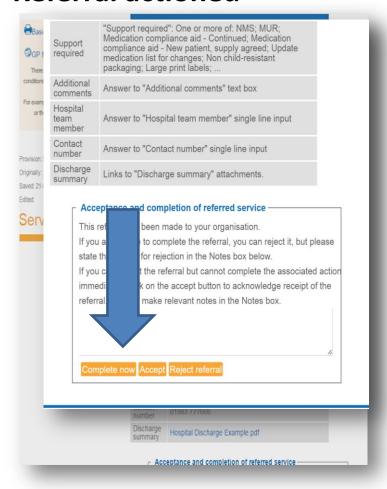


PharmOutcomes®- Community Pharmacy follow up

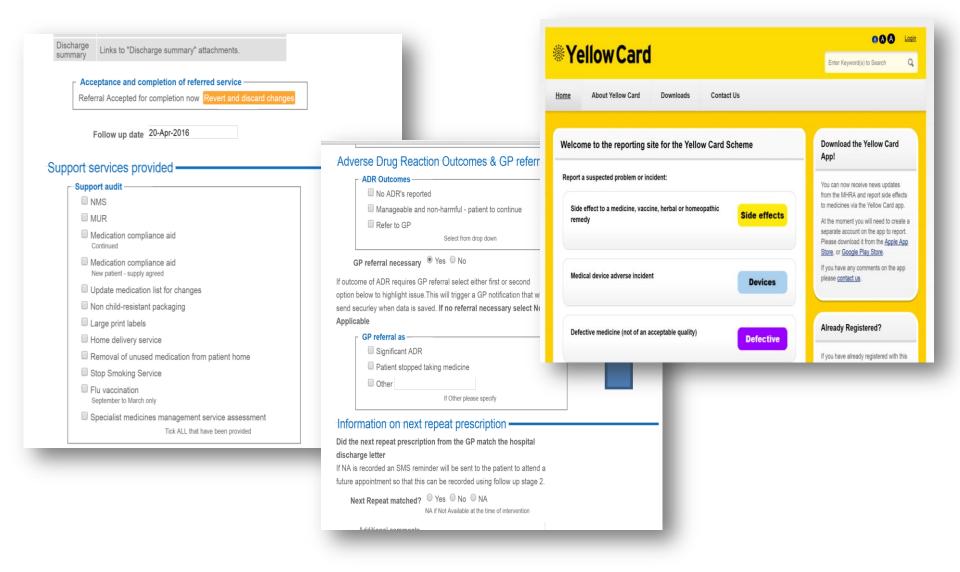
Referral received



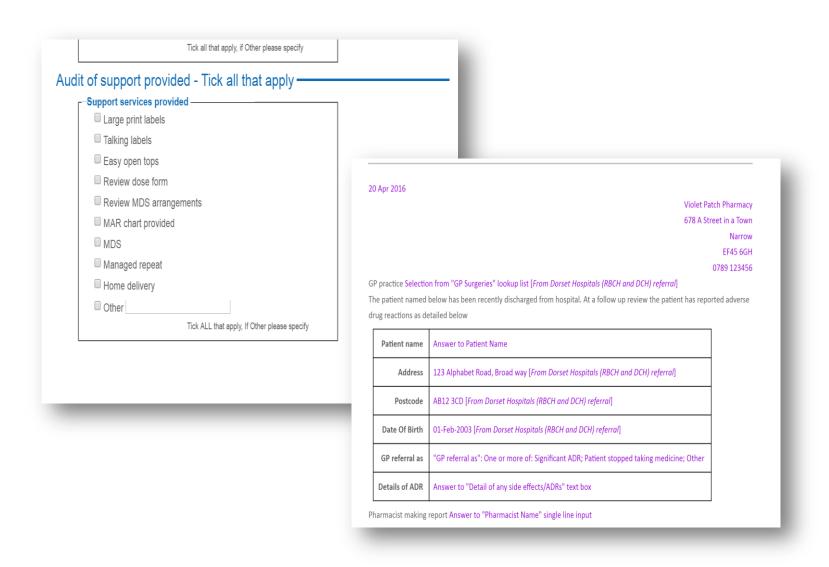
Referral actioned



PharmOutcomes® - Completing the loop



PharmOutcomes[®] - Notifying key stakeholders



PharmOutcomes[®] - Reflection on the evidence

- Supports the findings of the SPS Audit (June 2016) Medicines reconciliation on discharge?
- Behaviour change in hospital crucial to success Challenge is how to replicate across the country
- Community pharmacy responded to "push" patients Behaviour change management crucial to success
- IT System is an adjunct to the solution, not the solution itself

PharmOutcomes®

Newcastle Hospital Then

- Manual Data input
- Number of referrals=1386
- Referral follow up = 36%

Newcastle Hospital Now

- Fully integrated solution
- Number of referrals = 5214
- Referral follow up = 60%

PharmOutcomes® - Live sites

Site name	Solution adopted	Number of referrals	%age follow up	%age follow up last Qtr
Newcastle	Full integration	5214	61%	76%
Cornwall	Full integration	527	62%	70%
Dorset	Full integration	920	60%	73%

PharmOutcomes® - Further Support

 Visual alert that flashes when a referral is received into **PharmOutcomes**



Next steps

- Timescales
- Implementation
- Pharmacy Actions