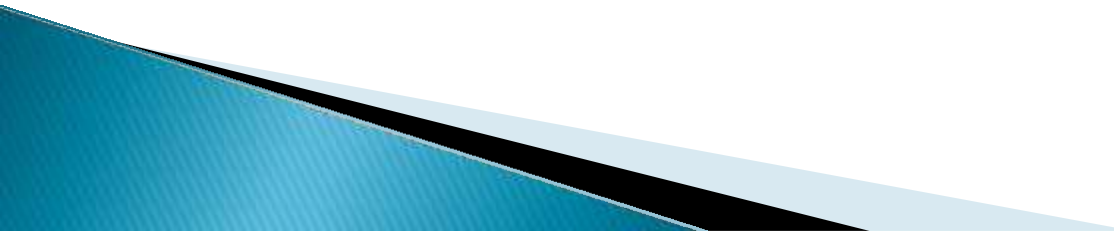


InPatient care

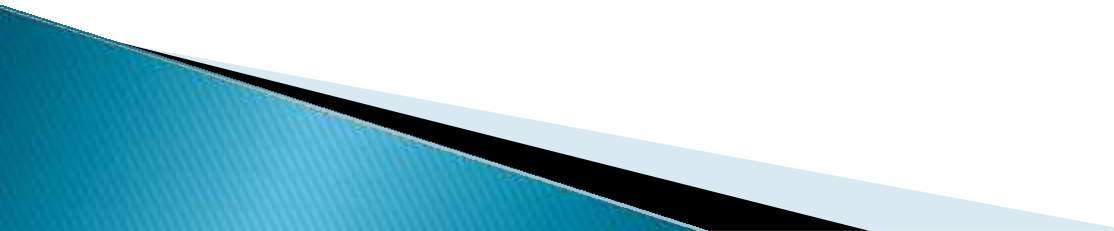


What is patient-centred care

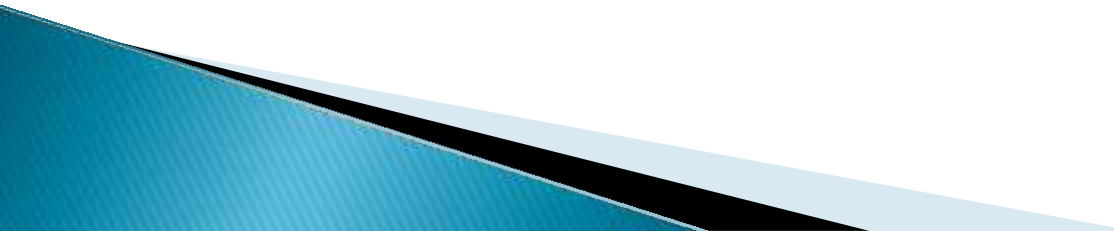
- Patient-centred care is an innovative approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families. Patient- and family-centered care applies to patients of all ages, and it may be practiced in any health care setting.'
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What is patient-centred care

core elements in these frameworks as:

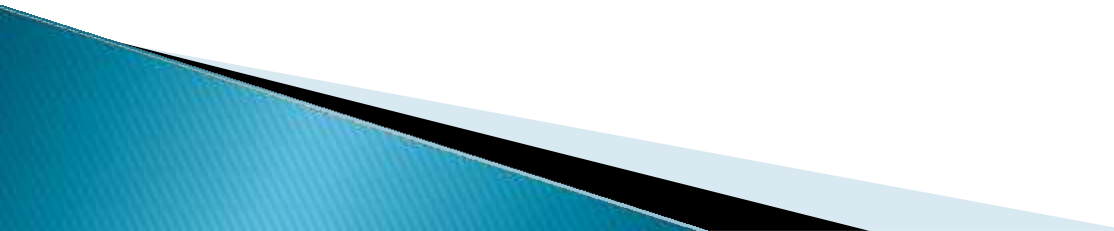
- education and shared knowledge
 - involvement of family and friends
 - collaboration and team management
 - sensitivity to nonmedical and spiritual dimensions of care
 - respect for patient needs and preferences
 - the free flow and accessibility of information.
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In Patient Care

- Inpatient care is the care of patients whose condition requires admission to a hospital. Progress in modern medicine and the advent of comprehensive out-patient clinics ensure that patients are only admitted to a hospital when they are extremely ill or are have severe physical trauma.
 - Patients enter inpatient care mainly from previous ambulatory care such as referral from a family doctor, or through emergency medicine departments. The patient formally becomes an "inpatient" at the writing of an admission note.
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In Patient Care

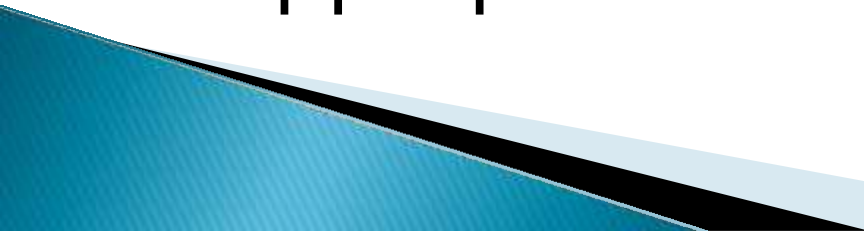
- The Inpatient Care Department allows to finish course of therapy in an intimate and caring environment.
- inpatient unit offers evaluation and treatment for a variety of medical conditions. Supported by in-house diagnostic imaging, pharmacy, physical therapy services, and 24-hour clinician supervision
- the Inpatient Care Department provides Health members with timely and responsive care for a variety of medical issues.
- services include:
 - Admission for continued care of patients transferred from the hospital after surgery or serious illness, allowing for smoother transition from hospital to home
 - Admission directly from any Yale Health clinical department or from the Acute Care Department for further evaluation, diagnosis or treatment for a range of common medical problems
 - Procedures which require skilled medical services but not an overnight stay

- services include:
 - Admission for continued care of patients transferred from the hospital after surgery or serious illness, allowing for smoother transition from hospital to home
 - Admission directly from any Health clinical department or from the Acute Care Department for further evaluation, diagnosis or treatment for a range of common medical problems
 - Procedures which require skilled medical services but not an overnight stay
 - Physical therapy for inpatients
 - Hospice and palliative care
- 

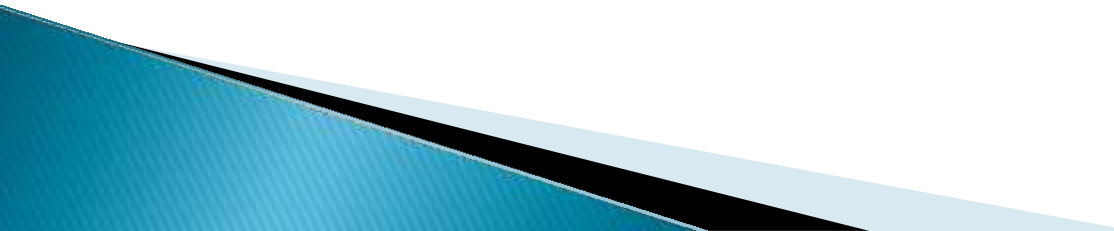
Role Of Pharmacist Inpatient care

- The well-being of the patient is the pharmacist's primary focus. Pharmacists offer their professional competence and skills to support patients with the safe and rational use of medicines. Pharmacists provide evidence based care. Pharmacists work collaboratively with other health care professionals to advance best practice and optimize treatment outcomes. Pharmacists contribute to health promotion and disease prevention including lifestyle counselling and supporting selfcare. Pharmacists guarantee and demonstrate quality in their services, using valid indicators. Following are different areas within the Hospital where pharmacist care work for better patient care
- Patient Safety
- Drug Distribution and Dispensing
- Clinical Program Development
- Communication with Patients, Prescribers and Pharmacists
- Drug Benefit Design
- Cost Management

Patient Safety

- **Drug Utilization Review (DUR) programs:**
 - This process can identify potential prescription-related problems such as drug/drug interactions, duplication of drugs, known allergies, under- or overdosing or inappropriate therapy.
 - **Fraud and Abuse programs:** Programs that review key drug classes, monitoring for patterns of inappropriate use.
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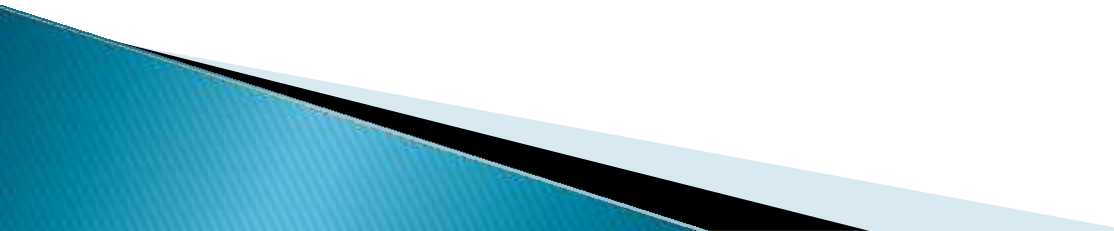
Patient Safety

- **Prior Authorization (PA or “Prior Auth”) programs:**
 - An approval process that encourages proper use of medications and discourages inappropriate prescribing of medications.
 - **Monitoring programs:**
 - Some medications require lab-based monitoring or genomic testing (i.e. personalized medicine) for product selection or dosing. Monitoring programs ensure that medications are prescribed safely and used appropriately. Programs also involve monitoring patient regimens for drug interactions and medication adherence. Monitoring programs ensure that medications are prescribed safely, used appropriately, and that patients receive the best possible outcome.
 - **Quality Assurance (QA) programs:**
 - Standard of care programs that enhance patient safety, improve the ways in which patients use medications and ensure delivery of high quality service.
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Clinical Program Development

- **Clinical Program Development**
- In order to enhance patient care, particularly for patients with chronic conditions whose quality of life depends on prescription drugs, managed care pharmacists design clinical programs that:
- **Evaluate scientific evidence** in order to select appropriate medications for a patient population. A thorough evaluation of the scientific and clinical data regarding new medications must be made by a panel of clinical experts within managed care organizations. Called pharmacy and therapeutic (P&T) committees, these panels generally include pharmacists, physicians and other medical professionals.
- **Assess the effectiveness** of new treatments for diseases compared to standards of care.

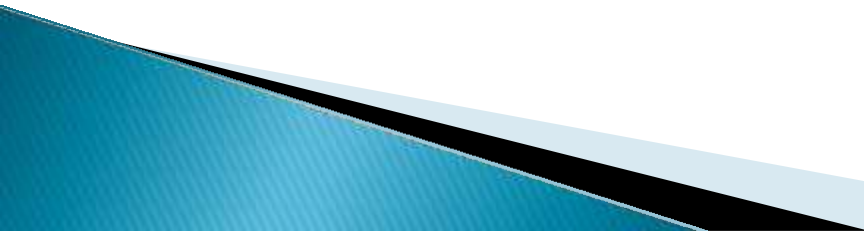
Clinical Program Development

- **Use evidence-based clinical and research data to create disease management and medication therapy management programs** that help patients live more successfully with their medical conditions and manage their drug therapies. Pharmacists support physicians in the management of chronic and complex diseases by monitoring regimens, assisting with cost saving strategies, and counseling patients to improve adherence and help minimize wastes and reduce costs.
 - **Increase understanding of the way in which clinical therapies affect quality of life**, and implement programs that help ensure such quality is achieved.
 - **Explore ways of managing patients** with chronic conditions who are dependent on comprehensive drug therapies.
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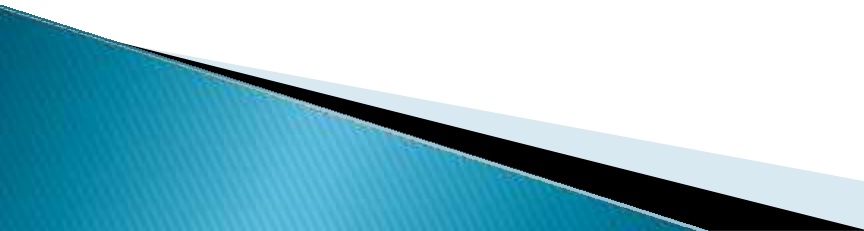
Communications with Patients, Prescribers and Pharmacists

- **Communications with Patients, Prescribers and Pharmacists**
- Managed care pharmacists design and use communication protocols, such as those used within a call center or medication therapy management program, to ensure that there is an exchange of necessary information between patients, their physicians and their pharmacists. Communications are required to:
 - **Notify physicians and other prescribers of drug safety alerts** and clinical updates to assist them in their evaluation of patients' therapies.
 - **Help physicians and other prescribers choose medications** that will meet patients' needs and be eligible for coverage.

Communications with Patients, Prescribers and Pharmacists

- **Design and conduct outcomes-based research** in order to help patients achieve the desired results from their drug therapy, and enhance their ability to make quality-of-life decisions.
 - **Encourage appropriate prescribing and proper use of medications** through utilization management (UM) programs such as prior authorization (PA or Prior Auth) and quantity limit (QL) programs
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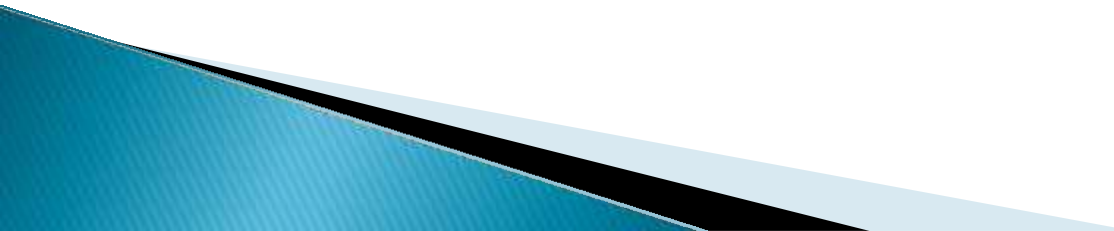
Communications with Patients, Prescribers and Pharmacists

- **Provide patients with information** on their individual prescription history through personalized reports.
 - **Educate patients** on their disease state and on the medications they are taking or those being suggested by their physicians. Provide the point of care pharmacist with a more complete patient profile and guidance on coverage issues to aid them in their delivery of patient care.
 - **Help patients** manage their health care and help physicians address complex medication therapy questions.
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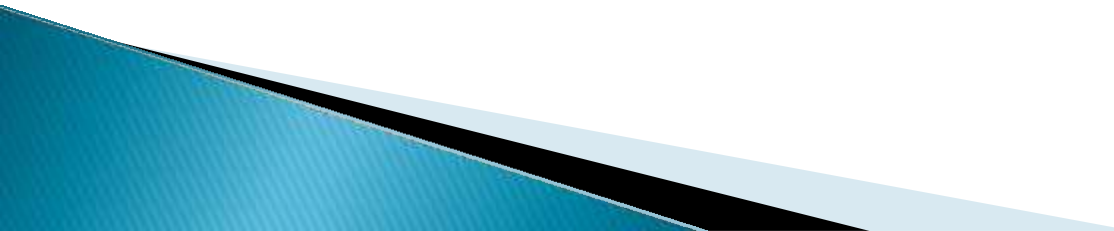
Plan Benefit Design

- Managed care pharmacists collaborate with other health care professionals to design effective benefit structures that will service a specific population's needs. The pharmacist uses clinical knowledge and practical experience to address such design matters as:
 - **How to structure a formulary** (the approved list of medications that a plan will cover) to encourage appropriate and cost-effective therapy. Must decide whether the formulary should be “restricted” or “open.” The level of patient cost-sharing for generic, preferred brand-name medications, and non-formulary medications must also be established.
 - **Whether a “participating” pharmacy network should be established** and, if so, how expansive should the network of community, mail order and online pharmacies be to service the population properly; what criteria for quality assurance should participating pharmacies be expected to meet.

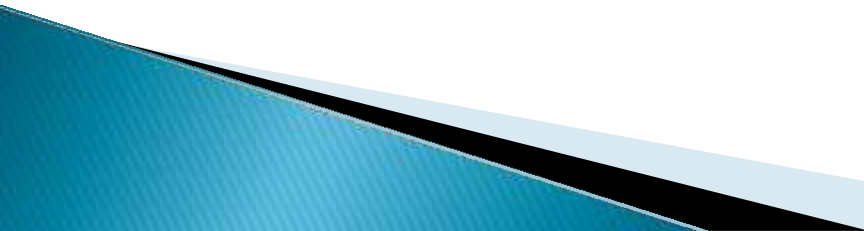
Plan Benefit Design

- **Establishment of criteria and procedures for drug utilization**
 - **A criteria** should be established to help safeguard that patient safety and best outcomes are maximized, and that patients receive the correct drug at the correct dosage, understand why they are being asked to take the drug and are compliant in taking the drug.
 - **Establishment of a specific plan design for specialty medications** (i.e. high-cost medications that may require special handling, administration or monitoring and are used to treat chronic, complex disease states). Plan designs may include limiting distribution, establishing specific patient cost-shares and implementing utilization management requirements
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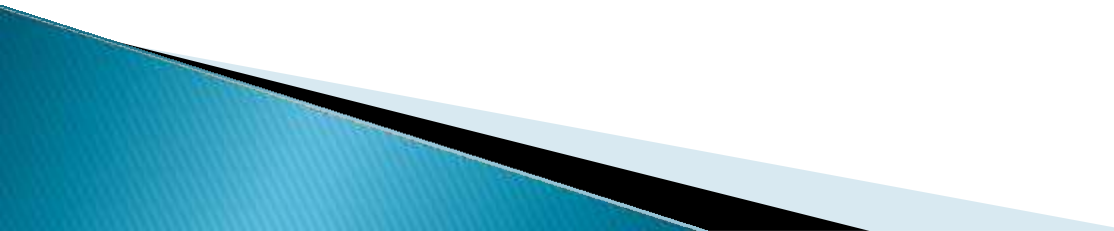
Business Management

- Managed care pharmacists contract with employer and health plan clients, pharmacies and manufacturers to structure business arrangements that:
 - **Allow their clients to customize clinical and reporting requirements** to meet their individual population needs.
 - **Negotiate with manufacturers for discounts on drug prices** for clients in exchange for moving market share when clinically appropriate.
 - **Assist clients** in assessing the appropriateness of new medications compared to existing therapeutic options.
 - **Establish networks of pharmacies** to provide accessibility for patient populations and assure participating pharmacy compliance with patient safety and quality programs and audit requirements.
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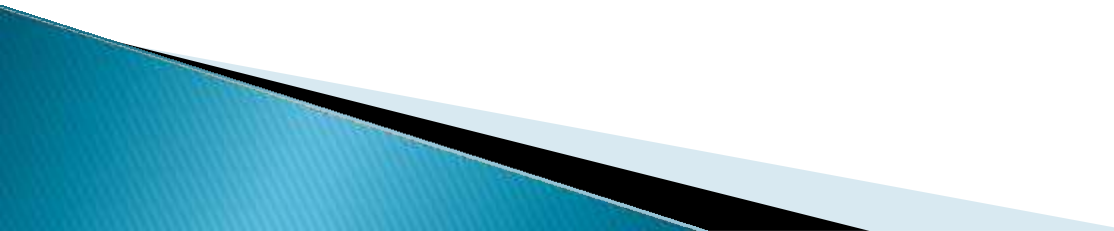
Business Management

- **Encouraging prescribers to make cost effective drug choices** that are clinically appropriate.
 - Integrating improvements so that costs are actually saved, not merely shifted.
 - Introducing system interventions that enhance the quality of patient care and save costs.
 - Using data to identify adherence and nonadherence with prescribing guide- lines, and, by creating measures for assessing physician performance, identifying prescribing patterns and determining opportunities for improvement.
 - Ensuring a scientific evaluation of cost for new medications by applying pharmacoeconomics.
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Cost Management

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Cost Management

- Ensuring a scientific evaluation of cost for new medications by applying pharmacoeconomics.
 - Managed care pharmacists contract with employer and health plan clients, pharmacies and manufacturers to structure business arrangements Business Management
 - Managed care pharmacists help their clients (employers, HMOs, trust funds, Medicaid, etc.) evaluate and improve their pharmacy benefit by: Cost Management
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Value of Pharmacist's Care.

- Methods for obtaining compensation or economic and professional credit for value-added services must continue to be addressed. Structures designed to measure the practitioner's effectiveness as part of an innovative team should be instituted. The pharmacy profession should embrace these activities in the form of well-structured research. Integrated health systems will need to receive adequate support to expand the availability of pharmacists to provide pharmaceutical care as an essential component of primary care
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