

IMPLEMENTATION OF A NEW MODEL OF MEDICATION DELIVERY AND CLINICAL PHARMACY FOLLOW-UP IN A TERTIARY HOSPITAL

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What was done?

In 2020/03 we started to approach hospital medication (mainly onco-haematology oral treatments, subcutaneous monoclonal antibodies and clotting factors) to patient's home.

We developed an **alternative model of medication supply** through the collaboration with community pharmacies (CPs) and a logistic partner.

Why was it done?

Due to COVID-19 lockdown, many patients could not attend to hospital pharmacy for medication supply.

To ensure treatment effectiveness, tolerance and therapeutic adherence, we developed this new model of medication dispensing as well as additional routes of patient follow-up, such as the use of **mobile Health (mHealth)**.

How was it done?

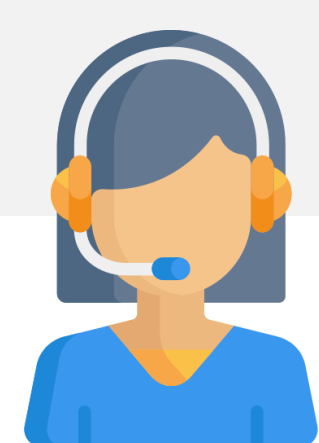
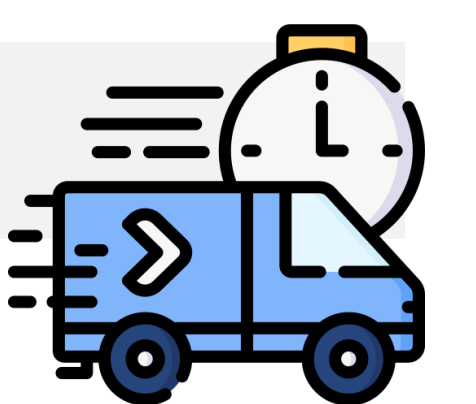


The collaboration with CPs was coordinated by the **Barcelona Pharmacists' Association**, who developed a new digital platform to manage and track delivery orders.

Priorization of patients with a complex socio-functional situation or who lived far from the hospital.

A pharmaceutical wholesaler delivered these medications to CPs in **48-72 hours**.

In case of requiring a faster dispensation, a logistics operator guaranteed the delivery to patient's home in 24 hours.

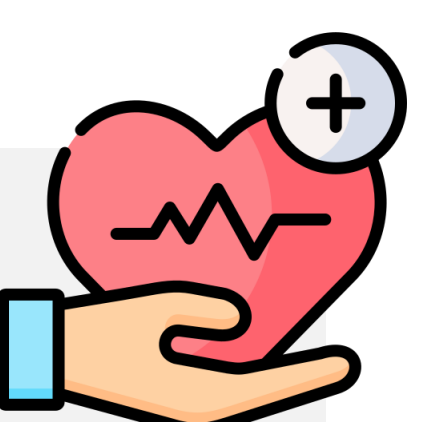


Pharmacy technicians through a phone interview detected possible medication-related problems (adverse effects, administration errors, lack of treatment adherence...).

If any incident was detected, they referred it to the pharmacist for further assessment and resolution.

We developed a **mHealth programme** to promote self-care management and contact with their healthcare professionals

(Heart transplant, colorectal and breast cancer, hematopoietic stem cell transplant, chronic migraine...).



What has been achieved?

2020

4,793 shipments to 1,814 patients
61% to CPs vs 39% to patient's home

12.9%

fewer shipments

2021

4,171 shipments to 1,248 patients
90% to CPs vs 10% to patient's home

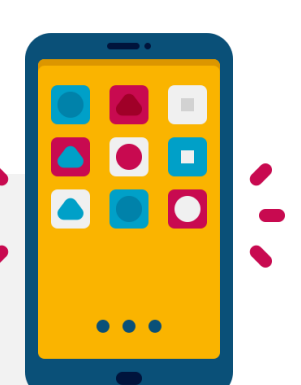


10 minutes of virtual dispensing vs 3 minutes of in-person dispensing due to the preparation of drug shipments and track delivery orders.

Possible incidents: delivery delays or errors in package identification.

257 patients are using mHealth applications

In 2021, they performed **4,387 consultations** with the pharmaceutical team.



What next?

The COVID-19 pandemic forced us to rethink the care model for outpatient care in hospital pharmacy services. Our assessment is positive and we believe that this model should continue in the future for a selected group of patients.

