









# COLLABORATIVE NETWORK BETWEEN HEALTHCARE SETTINGS: HOSPITAL AND COMMUNITY PHARMACY

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#### WHAT WAS DONE?

Create and implement a collaborative network with direct communication between the Hospital Pharmacy Service of a tertiary hospital and the community pharmacies responsible for patient follow -up

#### WHY WAS IT DONE?

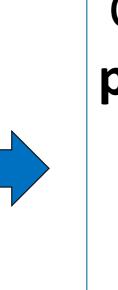
- Transitions of care
- Poor communication and information loss
- Treatment beginnings
- Complex treatment regimes
- Medication reconciliation errors



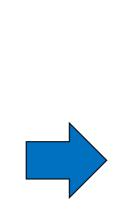
#### **HOW WAS IT DONE?**

Multidisciplinary group of hospital pharmacists (7):

Emergency Department (3)
Pediatric Department (2)
Neumology Department (1)
Outpatient Area (1)



Contact 40 community pharmacies responsible for 25% of patient prescriptions in the area and schedule periodic meetings

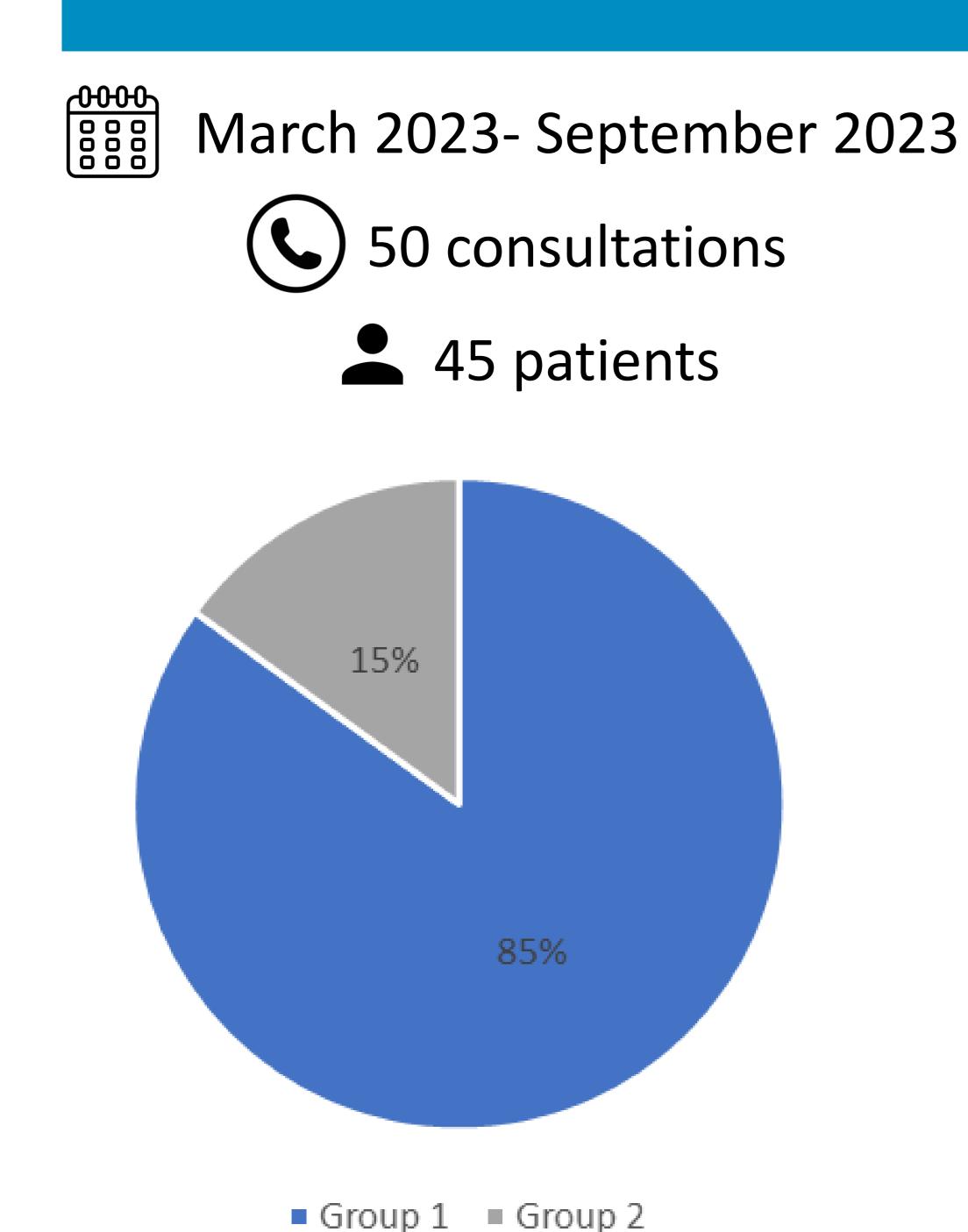


## Identification of priority groups:

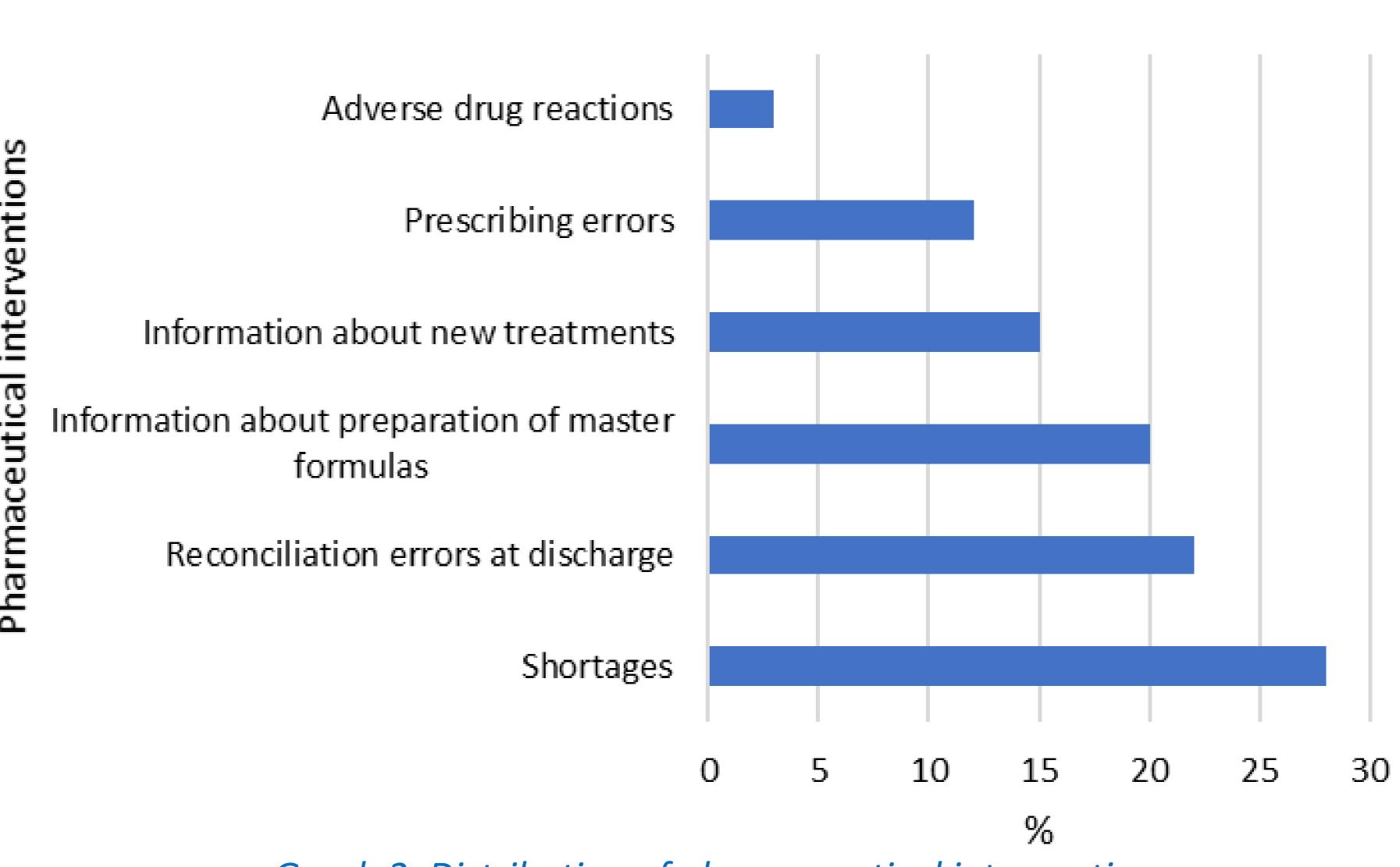
- Group 1: chronic complex patients (pediatric patients and fragile elderly patients)
- Group 2: Patients treated in the hospital emergency department

Logistical aspects
Pharmacotherapeutic monitoring

### WHAT HAS BEEN ACHIEVED?



Graph 1. Distribution of patients



Graph 2. Distribution of pharmaceutical interventions

- ✓ Community pharmacists appreciated accessibility and value of information provided by hospital pharmacists
- ✓ 50% of patients avoided a hospital visit to solve their queries

#### WHAT IS NEXT?

Our first results show the importance of pharmacist interventions with patients and other healthcare professionals. This collaborative network can be applicable to all services that work with community pharmacies to guarantee greater coordination and integration in the different healthcare settings.



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