

PHARMACY HOME MONITORING PROGRAM

NAZ Wellness Group runs a free (at no cost to patient), referral based, home monitoring program. The only cost to the patient would be the cost of their medications. The patients who benefit from the Pharmacy Home Monitoring Program include:



- ★ Patients unable to manage their medications, due to change in health status (eg. stroke, heart attack, Alzheimer's, etc).
- ★ Patients with physical (mobility, vision) and/or cognitive barriers (mental health, addictions).
- ★ Patients with a history of medication related hospital visits or medication administration errors.
- ★ Patients with multiple chronic conditions or complex medication regimens.
- ★ Patients non-adherent with their medication therapy.
- ★ Patients requiring additional teaching or monitoring (e.g. insulin administration, inhalers, blood glucose meters, nebulizers, etc.)

Based on the urgency, we can turn around our service in as little as 2-4 hours!

○ STEP 1: PHARMACIST HOME VISIT

The pharmacist goes to the home or facility where the patient resides, in order to complete a thorough medication review and reconciliation. The pharmacist will review the appropriateness of the therapy, identify medication related problems and provide teaching.

The pharmacist removes any outdated and duplicate medications to reduce the risk of confusion or overdose.

A summary of the visit with recommendations on dosing, medication changes, and/or simplifying the medication regimen is sent to the primary physician, with a copy sent to the case manager, specialist, and any other involved health care professional.



○ STEP 2: FORMULATION OF CARE PLAN

This care plan forms the basis of how our nurses (RNs and LPNs) will take care of the patient. The care plan establishes the individualized goals of therapy for the patient, while considering the patient's unique needs. For patients with mental health and addiction issues, we work closely with the case manager for input when developing the care plan.



○ STEP 3: IMPLEMENTATION OF CARE PLAN

The nurses (LPNs) implement the daily administration of the medications, in close coordination with the pharmacist and registered nurse. The nurses are responsible for picking up the medications from the pharmacy, going to the patient's home, and witnessing administration of the medications, as required by the care plan. They are also responsible for checking blood glucose, blood pressure, body weight, or other parameters outlined in the care plan. Our nurses also promote medication adherence by providing teaching and reinforcement of the importance of taking medications, and provide teaching on medical devices.



○ STEP 4: TRACKING SHEET REVIEW AND IDENTIFICATION OF ISSUES

The nurses (LPNs) communicate daily with our pharmacists and registered nurses for any questions or issues that may arise during their visit(s) with the patient. They track all visits on medication tracking sheets which are returned to the pharmacy every week. The pharmacist then reviews the tracking sheets to identify any issues requiring further attention.

○ STEP 5: COMMUNICATION WITH HEALTHCARE TEAM

A summary of these tracking sheets is compiled every 2-3 months, and shared with the patient's family physician, clinical specialist, and case manager. Summary letters include:

- ★ Blood pressure and pulse rate (ranges and averages)
- ★ Fasting or random blood sugars obtained through download of glucose meter
- ★ Body weight
- ★ Any medication adherence issues identified
- ★ Any other information requested by the physician or case manager
- ★ Recommendations by our pharmacist for changes to medication therapy
- ★ Patient's current medication list

Any urgent issues that arise from the visit(s) are dealt with immediately!

TRACKING SHEET
Patient # 235698
BP = 120/80,
Fasting = 7.2



SHORT-TERM OR PERMANENT ENROLLMENT

Patients can be enrolled in the Pharmacy Home Monitoring Program either on a short-term basis during transition to home or facility, or when they require short-term administration of medications, or simply require education. Or, on a more permanent basis due to them not having a support structure in place, due to the nature of their medical condition, or when they require ongoing monitoring.

PROGRAM VALUE ADDS

- ★ Injections (subq, IM) – vitamin B12, dalteparin, insulin, etc.
- ★ Prefilled syringes – insulin, hydromorphone, etc.
- ★ Algorithm based insulin adjustment
- ★ Medication tapering – e.g. prednisone, warfarin
- ★ Crushed medications for swallowing difficulties
- ★ Compounded medications and administration for G-Tubes
- ★ Free Rx pick up and delivery
- ★ Dedicated 24/7 pharmacist/registered nurse contact
- ★ Multilingual staff - Punjabi, Hindi, Spanish, German, French, Urdu, Farsi, Mandarin, Cantonese and Tagalog
- ★ In-store services at home – vaccinations, compression stockings, ostomy, sleep and fatigue assessment, foot assessment (diabetic neuropathy)
- ★ (Pharmacare Review Form), Senior Discounts (55+)

- ★ Assistance with PharmaCare registration, registration with plan G, filing of special authority for non-covered medications, help with reduction of deductible

BENEFITS OF THE PROGRAM

- ★ Patient education with ultimate goal of empowering patient to self-manage
- ★ Improved patient understanding of medications
- ★ Increased medication adherence
- ★ Improved management of health conditions and clinical outcomes
- ★ Decrease in medication errors
- ★ Decreased caregiver burden
- ★ Improved patient satisfaction
- ★ Maintenance of patient autonomy, independence and quality of life
- ★ Early discharge from hospital through enhanced services at point of transition