



Pharmaceutical Care



Indian Health Service Division of Diabetes Treatment and Prevention
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Is a Best Practice Pharmaceutical Care Program right for your diabetes program?

➔ Do you want your diabetes program to be better at:

1. Providing patient education and medication counseling?

Yes No

What you will be doing: Providing verbal education to enhance patients' understanding and use of medications as part of their overall treatment plans ♦ Using the Indian Health Service (IHS) Patient Education Protocols and Codes for medication counseling ♦ Documenting patient education, including an accurate assessment of the patient's understanding of the education ♦ Providing opportunities for active patient participation in health care decisions

Who will be doing it: Community program staff ♦ Health care providers

2. Obtaining expertise in medication procurement and formulary processes?

Yes No

What you will be doing: Having pharmacists participate in formulary processes ♦ Ensuring pharmacists actively participate in making medication selections by aligning local needs with the recommendations of the IHS National Core Formulary ♦ Asking pharmacists to serve as part of the diabetes team to make formulary decisions and evaluate medications for safety, efficacy, cost, and need

Who will be doing it: Health care providers

3. Developing appropriate diabetes audit categories?

Yes No

What you will be doing: Ensuring pharmacists play a role in developing and managing local medication categories (or taxonomies) for the Diabetes Management System (DMS) and diabetes audit ♦ Entering medications prescribed by "outside" providers into the pharmacy database

Who will be doing it: Health care providers

4. Providing medication therapy management and other expanded services?

Yes No

What you will be doing: Performing or obtaining necessary assessments of the patient's health status ♦ Performing a comprehensive medication review to identify, resolve, and prevent medication-related problems ♦ Establishing a physician-supervised, pharmacist-managed primary care clinic or collaborative practice ♦ Formulating a medication treatment plan ♦ Monitoring and evaluating the patient's response to therapy, including safety and effectiveness

Who will be doing it: Health care providers ♦ Organization leadership

➔ If you answered "Yes" to many of these questions, go to page 2 to learn how a Best Practice Pharmaceutical Care Program can benefit your diabetes program!

What is pharmaceutical care?

Pharmaceutical care is the direct, responsible provision of medication-related care for the purpose of achieving definite outcomes that improve a patient's quality of life. It is also the determination of drug needs for a given individual and the provision of not only the required drug, but also the necessary services (before, during, or after treatment) to ensure optimally safe and effective drug therapy.

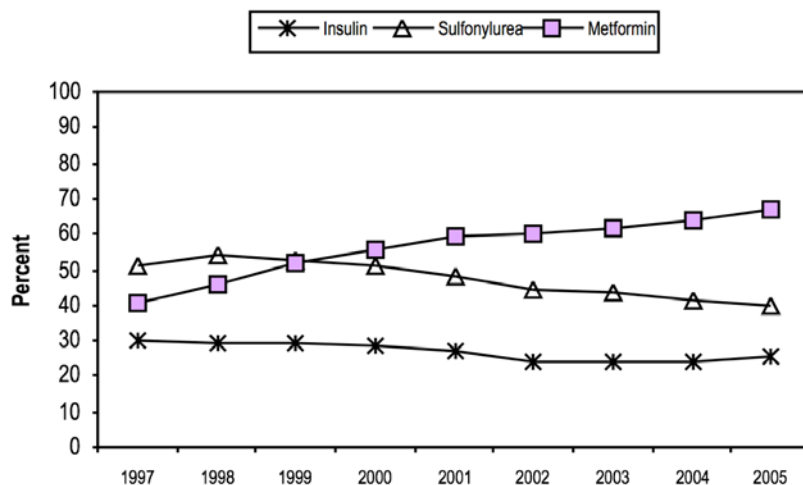
Why is pharmaceutical care important to American Indian and Alaska Native communities?

- Pharmacist-based diabetes programs integrated into primary care practice reduced A1c levels by an average of 1.9% over six months.
- Physician-supervised, pharmacist-managed primary care clinics demonstrated improved patient ability to achieve an A1c level of 7% or below, as well as a reduction in the frequency of unscheduled clinic visits.
- Pharmacy care has been associated with decreased direct medical costs of \$1,200 per patient per year, and an estimated annual increase in productivity of \$18,000 due to reduction of sick time.

The good news about pharmaceutical care...

Pharmaceutical care and the expanded role of the pharmacist have been associated with many positive diabetes-related outcomes, including improved clinical outcomes, improved patient and provider satisfaction, and improved cost management.

Medication use* in adults with diabetes, 1997–2005



Source: IHS Division of Diabetes Treatment and Prevention Statistics, 1997–2005

*Data are for medications taken alone or in combination with other medications.

The increasing number of medications prescribed to people with diabetes requires increased evaluation and monitoring of therapy for safety and efficacy. An important role of the pharmacist is to provide expert knowledge and skills in medication procurement and the use of formulary medications. Does your program provide optimal pharmacologic care, including improved availability and access to medication and continuity of treatment?

A Best Practice Pharmaceutical Care Program will require a coordinated approach. Here are some tips on how health care providers, community programs, health care administrators, and tribal leadership can work together.

➔ Working together to improve pharmaceutical care:

1. Who can help?

Ask for and enlist support for the expanded role of the pharmacist to provide direct, patient-focused care from: Your local health care team ♦ Clinic administrators ♦ Decision and policy makers

2. Why is it important to work together?

Working with clinic, community, and leadership partners will help you: Improve patients' clinical outcomes, patient satisfaction with services, and health care provider satisfaction ♦ Reduce health care costs

3. How can you work together?

Work with your partners to: Define the roles of the pharmacist (e.g., providing medication therapy management services, and providing and documenting diabetes education and medication counseling) ♦ Establish a pharmaceutical care program with specific activities, goals, objectives, and evaluation plans