

New Standard of Clinical Pharmacy Service in South Eastern Norway

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Background and Objective:

Clinical pharmacists execute 'patient oriented tasks' (e.g. medicines reconciliation, medicines review) and a variety of other tasks, e.g. teaching, clinical governance and drug stock management. Clinical Pharmacy Services are slowly increasing in our region, and a definition and description of the service is warranted.

Design

Project design:

Steering group: leaders from hospital pharmacies and hospitals within the region.

Project group: clinical pharmacists, a pharmacy director and a medical consultant.

The main goal of the project was to define the clinical service, its content and quality level. Project decisions were mainly based on scientific publications, clinical pharmacists' experiences and the hospital units needs.

Results

Definition of Clinical Pharmacy Service:

Pharmacists in close collaboration with other healthcare professionals in hospital contribute to increased patient safety by optimizing drug use and drug handling for the individual patient from admission to discharge.

What's the content of the service? 'Patient oriented tasks' and 'ward related tasks' (fig. 1)

Each task has been described, and the description includes:

- purpose of the task
- content
- time for deliverance

Steps considered crucial to service quality have been highlighted for most tasks, and a general estimate of time consumption has been specified.

A general recommendation on how a service should be initiated, which tasks and patients pharmacist should prioritize has been made.

Our clinical pharmacy service benefits patients by optimising drug handling and drug treatment throughout the hospital stay

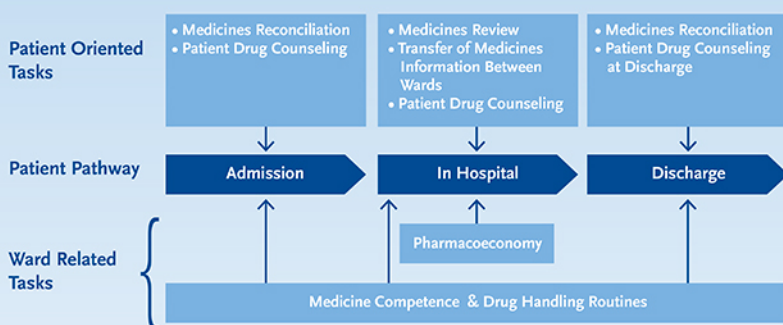


Fig. 1 Overview of Clinical Pharmacies Service

Conclusion

The service of clinical pharmacy has been described. Our future recommendation on clinical pharmacy services delivered to hospital units will be based on this standard. We anticipate that the service description will make the hospital more aware of the possible use of their pharmacist resources.

Clinical Pharmacy Service – Our general recommendation:

- Assessment of a hospital unit's routines for medicines optimisation and drug handling before starting a clinical service
- Prioritization of clinical pharmacy activities and patients – agreement between hospital unit and pharmacist
- Prioritized patient oriented tasks:
 - medicines reconciliation (conduction or counseling other health professionals)
 - medicines review
 - patient counseling at discharge
- Prioritized ward related tasks:
 - drug stock management
 - participate in foras where drug prescription and drug use are discussed
 - contribute to improvements in drug handling
- Patient oriented tasks constitute the largest part of a clinical service
- 14 hour service/week per unit is a minimum