Implementing Hospital Telepharmacy:

REVIEW OF CSHP TELEPHARMACY GUIDELINES

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Disclosures

- Employees of Northwest Telepharmacy Solutions
- Provide telepharmacy services to hospitals, long term care, and government across Canada since 2004
At the conclusion of this presentation, participants will be able to:

- Describe the various pharmacy services which can be provided via telepharmacy
- Design a checklist to address specific criteria for successful implementation of telepharmacy
- Outline the five components to consider for telepharmacy
What is Telepharmacy?

CSHP Definition (2018):

- The use of telecommunications technology to facilitate or enable the delivery of high-quality pharmacy services in situations where the patient or health care team does not have direct (in-person) contact with pharmacy staff
When should Telepharmacy be used?

- Means of providing pharmacy services to patients to **enhance** or **expand** the services they receive and to close identified **service gaps**
  - Improve quality and safety of patient care
- Gap analysis may identify
  - Staffing pressures
  - Geographical constraints
  - Workflow challenges
  - **Pandemic Planning**
Which pharmacy services can be provided via telepharmacy?

- Medication order entry and verification
- Medication selection and preparation verification
- Staff education sessions
- Patient care
  - Clinical monitoring for medications
  - Patient rounds
- Medication Review with reconciliation (including patient interview)
  - Admission, transition, and discharge

* This is not an exhaustive list
Implementation

- Ensure an interprofessional team is created to develop and implement strategy for telepharmacy
  - Pharmacy
  - Nursing
  - Medicine
  - Information Systems
  - Privacy Officers
Implementation

- Strategy to implement should include:
  - Defining clear vision of scope
  - Designing telepharmacy workflow
  - Establishing critical paths and milestones
  - Choosing the staffing model
  - Policies and procedures
  - Training of all staff
  - Security protocols
  - Quality management program
Telepharmacy Components

- Remote Access
- Transmission of data
- Hardware
- Communication
- Software solution
Remote Access

- Secure login with validation and audit trail
- Roles and permissions
- Virtual private networks
- Firewalls
Transmission of data

- Quality of information
  - Electronic scan versus fax
- Data encryption during transmission
- Mode of transmission
  - Telephone
  - Internet vs Bluetooth vs satellite
  - Internal hospital networks
Hardware

- Workstations and mobile devices
  - Minimum specifications
  - Encryption
  - Data storage
  - Network
Hardware

- Video Cameras
  - Quality of digital images
  - Storage retention period and recall procedures

- Robots
Communication

- Telephone, video, and mobile applications
  - Encryption
  - 2-factor authentication
  - Privacy and security of communication
Software Solution

- Type of software
  - Cloud versus server
- Legislative requirements for privacy and confidentiality
  - Privacy impact assessment
- Data retention and recovery
Software to consider

- Medication Order Management (MOM) solution
  - For both CPOE and scanned orders (if paper-based)
- Communication software
  - For messaging between pharmacy staff
- Videoconferencing
  - Should be encrypted
Medication Order Management (MOM) Software

- Should handle CPOE and/or scans
- Triage orders appropriately
- Provide key labs and patient information in a ready to view format
- Provide shift handover reports of outstanding issues
- Host pharmacy formularies and P&P for ready access
- Triage into modules for ASP, opioid stewardship, medication discharge
Questions?

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