

PATIENT PARTNERSHIP IN HEALTHCARE, A NECESSARY TRANSITION

21ST CONGRESS, EUROPEAN ASSOCIATION OF HOSPITAL PHARMACISTS

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Twitter : @patients_udm

<http://cio.partenaires-de-soins.ca/>

DISCLOSURE

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SPEAKERS HAVE NO CONFLICTS OF
INTEREST
TO DISCLOSE

M.C. Vanier, V. Dumez

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WHO ARE WE ?

A patient...

A pharmacist...

Partnering at UdeM

QUESTIONS FOR YOU

1. Do I understand what patient and family partnership in care is ?
2. Do I know how to apply partnership in my day-to-day practice ?
3. Do pharmacists have a key role to play in patient empowerment ?

**INTRODUCTION TO
PATIENT PARTNERSHIP
IN CARE**

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WHY PATIENT PARTNERSHIP ?

50% +
of the population in western
countries suffer from at least one
chronic disease

From acute care to chronic care

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SAFE MEDICATION USE THE TRADITIONAL 7 « R's » ...



... Which are still true

- Right patient
- Right dose
- Right route
- Right time
- Right drug
- Right information
- Right documentation

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WHY PATIENT PARTNERSHIP ?



70% +

of patients search online for
health-related information

**But even with this easy access
they are still struggling**

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WHY PATIENT PARTNERSHIP ?

50 to 80%
of these patients don't properly
respect their prescriptions

Individuals are struggling

QUESTIONS PHARMACISTS MUST THINK ABOUT

- Was the patient involved in the care plan decisions ?
- Is it the right prescription for the patient ?
- Is the prescription adapted to his/her lifestyle ?
- What does the patient know about the pros and cons of the treatment ?
- Does the patient know how to optimally use his/her treatment ?

WHY PATIENT PARTNERSHIP ?

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5-10 Hours

= average annual time spent
by chronic patients
with their health care professionals

Not so much time in the end 😊

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WHY PATIENT PARTNERSHIP ?

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6000 Hours +

= average annual time spent
by chronic patients and families
for their own care

A valuable experience based knowledge

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PHARMACISTS AND THERAPEUTIC EDUCATION

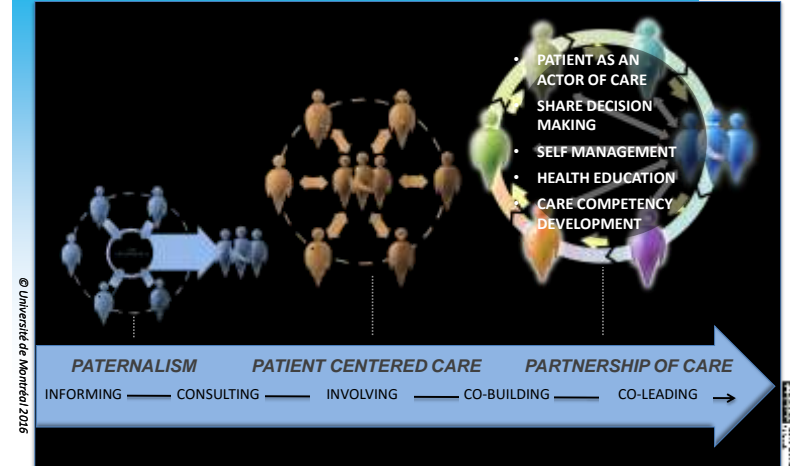
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- It works both ways !
- We can benefit from our patient's experiential based knowledge
- As pharmacist, we have a responsibility to provide quality information adapted to patients' needs and empower them to manage their medications

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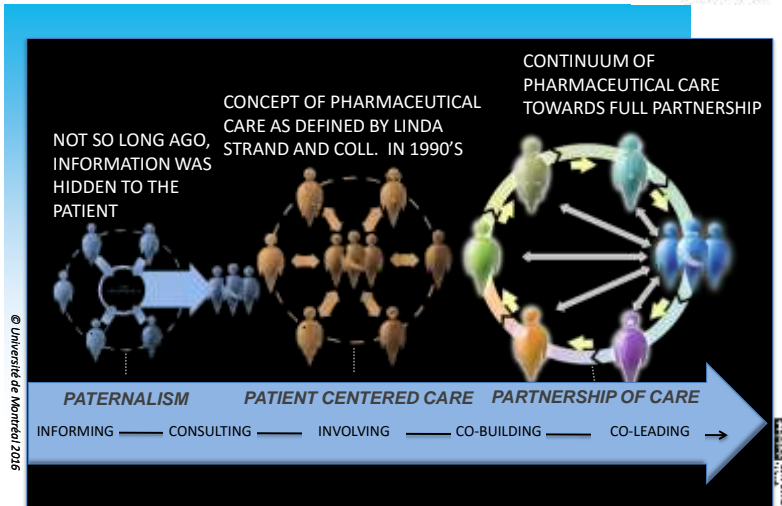
LEVEL OF PATIENT ENGAGEMENT IN CARE

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EVOLUTION OF PHARMACEUTICAL CARE



CREATING PARTNERSHIP



**MANY GROUPS AROUND THE WORLD ARE
PROMOTING COLLABORATIVE PRACTICE
AND PATIENT'S ENGAGEMENT IN CARE**

A few examples

**44 EUROPEAN STATEMENTS OF HOSPITAL
PHARMACY** (Eur J Hosp Pharm, October 2014 Vol 21 No 5)

4.1 Hospital pharmacists should be involved in all patient care settings to **prospectively influence collaborative, multidisciplinary therapeutic decision-making**; they should play a full part in decision making including advising, implementing and monitoring medication changes **in full partnership with patients, carers and other health care professionals.**

44 EUROPEAN STATEMENTS OF HOSPITAL PHARMACY (Eur J Hosp Pharm, October 2014 Vol 21 No 5)



4.6 Hospital pharmacists, as an integral part of all patient care teams, **should ensure that patients and carers are offered information** about their clinical management options, and especially about the use of their medicines, **in terms they can understand.**



EUROPE



- UK
- HOLLAND
- SWEDEN
- FRANCE
- BELGIQUE
- And more...



THE CANADIAN PHARMACEUTICAL ASSOCIATION VIEW CPhA BLUEPRINT 2008



Optimal drug therapy outcomes for Canadians through patient-centred care

Specific pharmacists' actions supporting partnership in care :

- Manage drug therapy **in collaboration with patients, caregivers and other health care providers**
- **Empower patients in decision-making** about their health, and play a prominent role in health promotion, disease prevention and chronic disease management

<http://www.pharmacists.ca/>

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IN THE UNITED STATES



OUTCOMES OF PATIENT ENGAGEMENT

IOM report 2014 – Forging effective partnership



- Patient and family caregiver roles can be stratified according to patient activation, engagement, and membership on the team.
- Patients and families can be acknowledged as members of the team. Depending on their role or task on the health care team, they may or may not include knowledge of self-care or engagement.
- **Examples of patients and families on the team who are activated and engaged and who have improved clinical outcomes appear frequently in the care of patients with diabetes (see Table B-2, pp. 49-53)**

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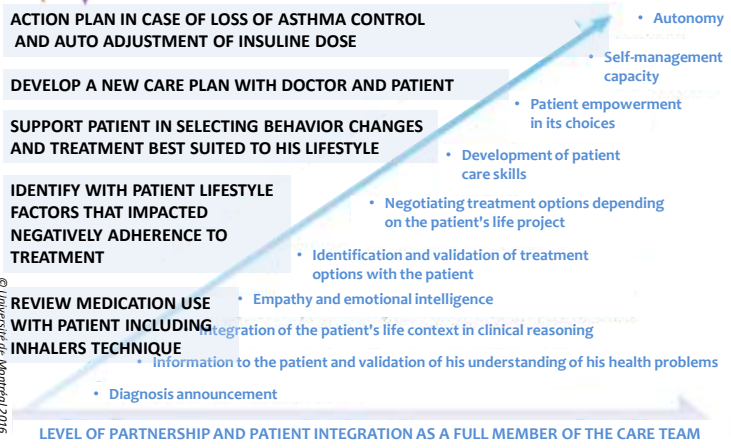


**PARTNERSHIP IN CARE
APPLIED TO HOSPITAL
PHARMACY PRACTICE**

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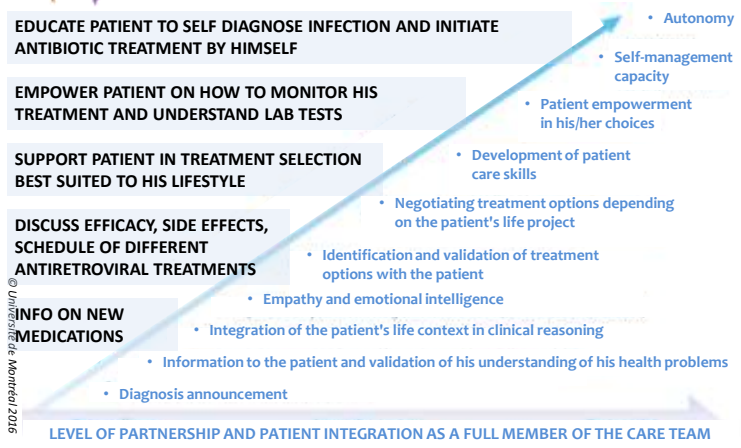
CO-BUILDING « WITH » PATIENT AN EXAMPLE OF A DIABETIC PATIENT HOSPITALIZED FOR AN ASTHMA CRISIS



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CO-BUILDING « WITH » PATIENT AN EXAMPLE IN AN AMBULATORY CARE CLINIC HIV Clinic



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HOW TO BETTER TRAIN HEALTH PROFESSIONALS TO PROVIDE CARE IN PARTNERSHIP WITH PATIENTS

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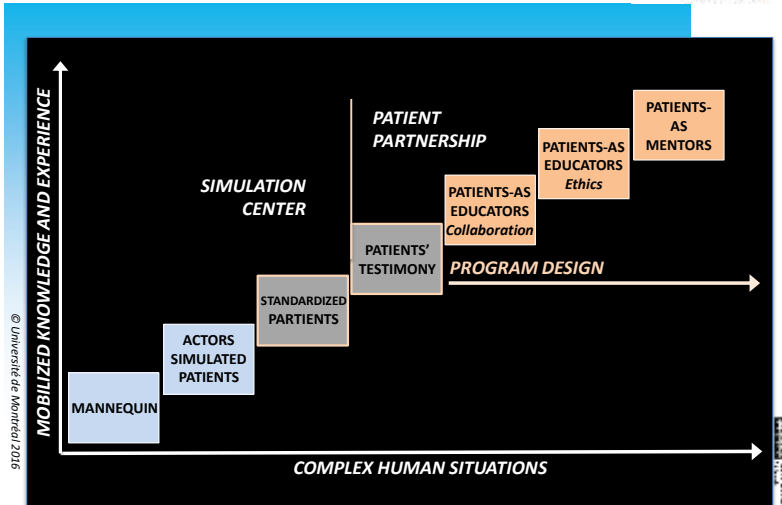
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Competencies Development for Health Professionals and Patients

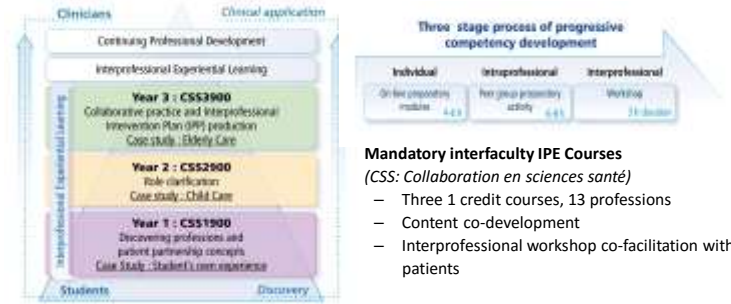


Adapted from :
 Canadian Interprofessional Health Collaborative (2010). *A National Interprofessional Competency Framework*. 32 p. [On line] URL: <http://www.cihc.ca> (Accessed on 13-05-16)
 Royal College of Physicians and Surgeons of Canada (2005). *The CanMEDS Physician Competency Framework 2005*. [On line] URL : <http://www.royalcollege.ca/portal/page/portal/rc/canmeds/framework> (Accessed on 13-05-16)

PATIENTS-AS-EDUCATORS FROM SIMULATION TO REAL CONTEXT



PARTNERSHIP WITH PATIENTS IN UNDERGRADUATE IPE



Academic year 2014-2015

CSS1900: 1577 students ; 35 patients; 34 health professionals
 CSS2900: 1531 students ; 81 patients; 79 health professionals
 CSS3900: 1388 students ; 72 patients; 77 health professionals

« THE MONTREAL MODEL »
 PATIENT ENGAGEMENT EXPERTISE



CO-LEAD UNIT

DEDICATED TO CO-BUILDING AND PATIENT PARTNERSHIP

PARTNERING IN HEALTH EDUCATION
 + 300 patients as trainers

- PROGRAM TRANSFORMATIONS
- TRAINING OF STUDENTS
- MENTORING OF STUDENTS

PARTNERING IN CARE
 + 30 health care institutions

- HEALTH CARE QUALITY IMPROVEMENT
- HEALTH GOVERNANCE
- PUBLIC POLICY DEVELOPMENT

PARTNERING IN RESEARCH
 + 10 national research networks

- RESEARCH GOVERNANCE
- RESEARCH CO-DESIGN
- RESEARCH TRANSLATION

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IN CONCLUSION

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KEY MESSAGES

Partnership for pharmacist =
Educator and advisor
Partnership for patient =
Empowered and decision maker
Partnership =
A new revised 7 “R” ...

KEY MESSAGES – The new 7 Rs

PHARMACIST PERSPECTIVE <i>PROCESS VIEW</i>	PATIENT PERSPECTIVE <i>EXPERIENTIAL VIEW</i>
RIGHT PATIENT	RIGHT PERSONALIZATION
RIGHT DOSE	RIGHT BALANCE (EFFICACY VS SIDE EFFECT)
RIGHT ROUTE	RIGHT ADAPTED USE
RIGHT TIME	RIGHT MOMENT (DAY&LIFE)
RIGHT DRUG	RIGHT CHOICE
RIGHT INFORMATION	RIGHT LEARNING
RIGHT DOCUMENTATION	RIGHT OUTCOMES

QUESTIONS FOR YOU
YES (green card) or NO (red card)

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