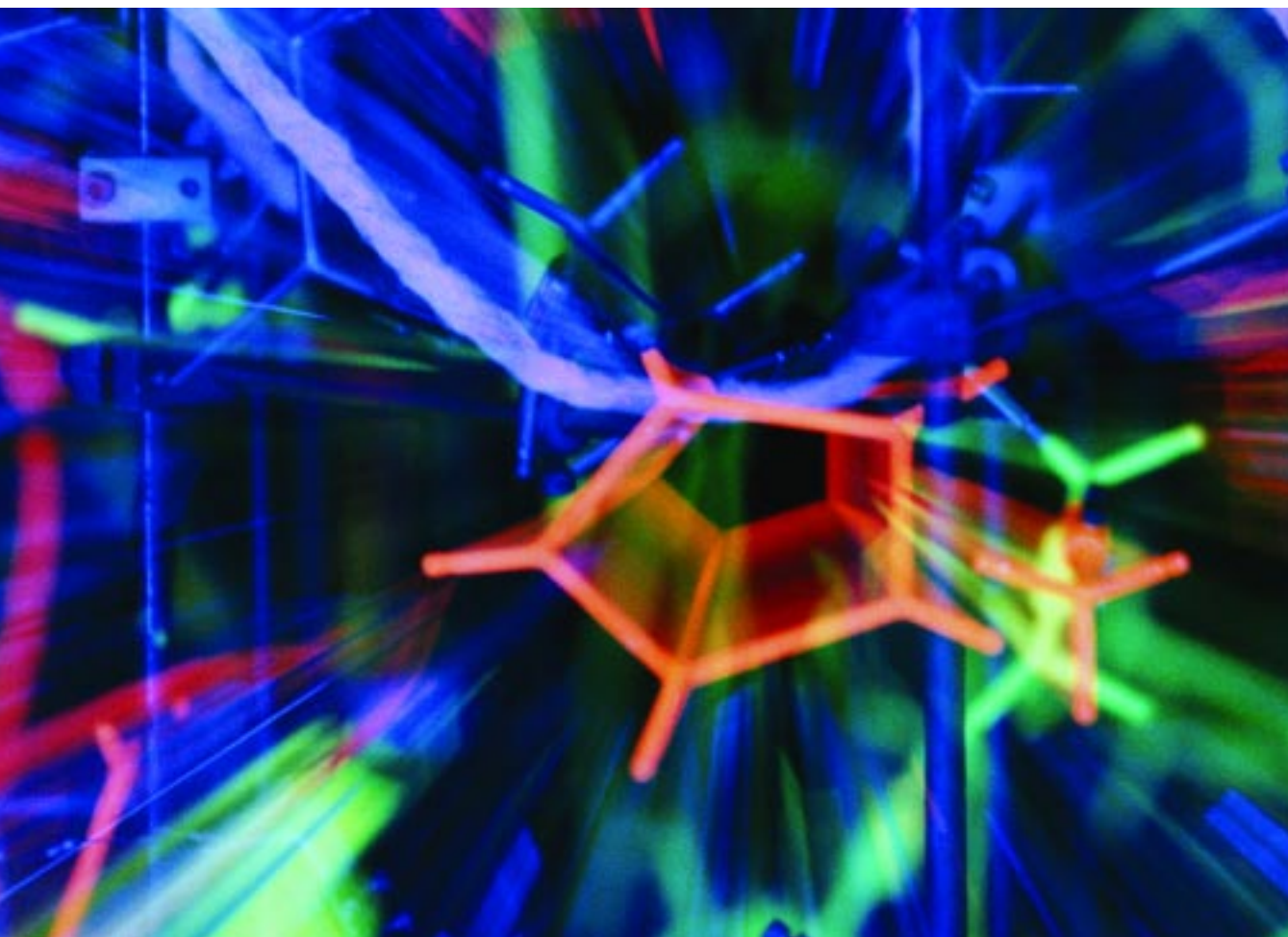


FOCUS ON THE FUTURE



TEN-YEAR VISION FOR PHARMACISTS IN NEW ZEALAND

2004 | 2014

## INTRODUCTION

This ten-year vision for pharmacists illustrates the key role pharmacists have to play in improving patient care and health outcomes, and making the best use of health funding. It draws on the views of individual pharmacists, health sector funders and other key healthcare practitioners.

As well as setting out a clear vision of where the pharmacy profession needs to be in 2014, it identifies the major goals that will shape and guide the actions that the profession needs to take to reach that vision.

The vision and its supporting goals are the work of the Pharmacy Sector Action Group. PSAG was formed in 2003 to investigate how pharmaceutical services could be delivered and accessed in the future, and how policy for funding pharmaceutical services could be developed.

## THE VISION

The ten-year vision consists of 24 vision statements covering 12 key areas. These include the work of all pharmacists no matter where they practise. While the vision focuses, in the first instance, on the delivery of pharmacy services in primary care, the vision statements also reflect the professional work of pharmacists in all areas of the health sector. They cover those working in primary health organisations, at the primary/secondary interface, in secondary care, health sector planning and funding, academic and education roles, and information services.

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VISION AREA	VISION STATEMENTS
<b>1   Patient focus</b>	a. The foremost role for pharmacists will be providing high quality, innovative services for patients that enhance patient care and public health.
<b>2   Relationships with other health professionals</b>	a. Pharmacists will work collaboratively with doctors, nurses and other healthcare professionals as integral members of the healthcare team. b. Pharmacists' knowledge and expertise in medicine management will be respected and sought after by other healthcare professionals, as well as patients. c. Pharmacists and other healthcare professionals will have clearly established scopes of practice, patient advocacy roles and appropriate payment arrangements for each profession, within the healthcare team.
<b>3   Value proposition</b>	a. Services provided by pharmacists will be proven to add value and improve patient care and health outcomes. b. Funders, both government and private, will recognise and be willing to invest in the proven "value for money" benefits offered by specific health management programmes available from pharmacists.
<b>4   Alignment with stated Government health strategies</b>	a. Services provided by pharmacists will be consistent with and contribute to the development and achievement of Government's stated health sector strategies.
<b>5   Education</b>	a. Pharmacists' professional practice and services to patients will be evidence-based and research-led. Pharmacists will have a wide range of CPE and training options available which will enable a high percentage of pharmacists to achieve suitable accreditation levels which will enable them to practise and provide the wider range of medicine management services.
<b>6   Focus on quality</b>	a. Pharmacists will have a strong focus on quality. They will meet expected quality standards in all services they provide – directly to patients and/or in their interaction with other health professionals. They will work to standards that ensure the quality use of medicines.

VISION AREA	VISION STATEMENTS
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**7 | Range of services provided**

- a. Pharmacists will provide a health promotion and assessment service that proactively promotes good primary healthcare, identifies and treats patients' minor ailments and health concerns, and assesses and refers to other members of the primary healthcare team as required.

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- b. Pharmacists will have a collaborative role in assisting doctors and nurses in prescribing decisions especially for patients with chronic or enduring illnesses. Accredited pharmacists will carry out prescribing in accordance with collaborative arrangements agreed within the healthcare team.

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- c. Pharmacists will provide a safe, efficient dispensing service for "prescription", "pharmacist-only" and "pharmacy-only" medications (through their community pharmacy network and any other distribution methods which they may evolve) which promotes patient education and safety, provides education on prescribed medicines and prevents, detects and reports adverse reactions and medication error.

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- d. Pharmacists will provide a range of enhanced medicine management services, each with its own training/proficiency requirements, within the scope of practice of accredited pharmacists and tailored to local patient and community priorities. These services, which will support independent living, are likely to include a range of core pharmacy services and advanced and complex services such as: patient needs assessment, information management, medicine compliance assessment and support, medicine information for patients and prescribers, disease state management services, quality use of medicines, medicine review programmes and chronic case management services.

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- e. Pharmacists will provide health assessment, monitoring and screening tests for patients and the general public where clinically warranted under protocols agreed within the primary healthcare team.

**8 | Service delivery options**

- a. Health promotion, dispensing, medicine management and health assessment/monitoring/screening services will be provided by pharmacists from an evolving range of business entities – appropriate to each location and range of patients' needs. Such entities are expected to include community pharmacies, pharmacist facilitators, multi-discipline health centres including pharmacists, or as individual clinical pharmacists and hospital/secondary care pharmacists.

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## VISION AREA

## VISION STATEMENTS

**9** | Use of new technology

- a. Pharmacists will lead the recognition and introduction of innovative new technologies that improve the effectiveness of patient care and service delivery.
- b. Pharmacists and other health professionals will share appropriate health information on their patients through the development of efficient IT systems, under rigorously controlled privacy conditions.
- c. New drug therapies will become increasingly patient-specific, and will provide opportunities for improved patient care by pharmacists and other healthcare professionals but will also place increasing budget pressure on all funders.
- d. Advances in remote sensing and communication technology will enable pharmacists to monitor, and then manage, medication compliance and the health status of high-risk patients, within a range of community settings.

**10** | Relationship with funding agencies

- a. Pharmacists' expertise and suggestions, for the optimum development of future medicine-related health services, will be respected and sought after by Government's health sector policy and funding agencies.
- b. Funders will have positive, effective and transparent professional interactions with the pharmacy profession and will have removed unnecessary bureaucracy which hinders teamwork and adds costs to services. This will enable pharmacists and other healthcare professionals to deliver on improved teamwork, professional satisfaction and efficiency goals.

**11** | Payment arrangements

- a. Payment and service incentives will be aligned to ensure desired service levels and results are achieved and sustained. Pharmacists will be appropriately paid through subsidy payments from Government and other funders and payments from individual patients for the professional services they provide.
- b. The move to arrangements such as capitation within the primary healthcare sector, will permit more flexible approaches to managing patients' healthcare needs. There are likely to be specific payment arrangements for each pharmacist service, eg the health promotion and assessment service, the dispensing service and for each level of medicine management service.

**12** | Managing the transition to the future vision for pharmacy

- a. Pharmacists will be actively involved in managing the transition process from current service delivery arrangements to future service arrangements through a progressive and evolving change process. All pharmacists will have the opportunity to respond to market signals and choose from a wide range of business and career options within the pharmacy profession.

## STRATEGIC GOALS

Goals act as a set of medium-term guidelines for developing the specific actions or new services that are needed to ensure the pharmacy profession reaches its future vision.

PSAG believes the following ten goals are critical to the success of the profession over the next decade. Some of these goals build on work that is already underway.

1. Develop effective relationships and patient-centred teamwork with other healthcare professionals.
2. Work with local communities to address health inequalities.
3. Develop effective relationships with funder organisations.
4. Align service and financial incentives across the healthcare spectrum.
5. Demonstrate, through economic analysis and research, the value that pharmacists add – to improving patient care, the effective use of available health funding and health outcomes.
6. Promote pharmacists' key roles in the health sector.
7. Develop and provide new medicine management services.
8. Maintain safety, quality and service improvement through the provision of continuing education.
9. Develop a range of significant funders in addition to the Government to lessen the dependence on government funding and in recognition of the pressure on health funding.
10. Manage the transition effectively.

### Next steps

The Pharmacy Sector Action Group is keen to work in partnership with other health professionals, funders and key groups of stakeholders to develop ways of implementing the vision in line with the goals set out above. Once implemented, these actions are expected to move the pharmacy profession from where it is now to where it needs to be in ten years.

### PSAG believes these actions will need to:

- be good for patients,
- deliver value for money for government and non-government funders,
- illustrate the contribution that pharmacists' services can make to people's health outcomes, and
- be consistent with Government's health priorities.

Partnerships are the way of the future in New Zealand's health sector and as pharmacists we recognise the need to involve funder organisations and other health practitioners in implementing this vision and its supporting goals. This vision offers a framework for individual pharmacists to join forces with funders and other healthcare practitioners to develop high quality, innovative patient services that meet local health needs.

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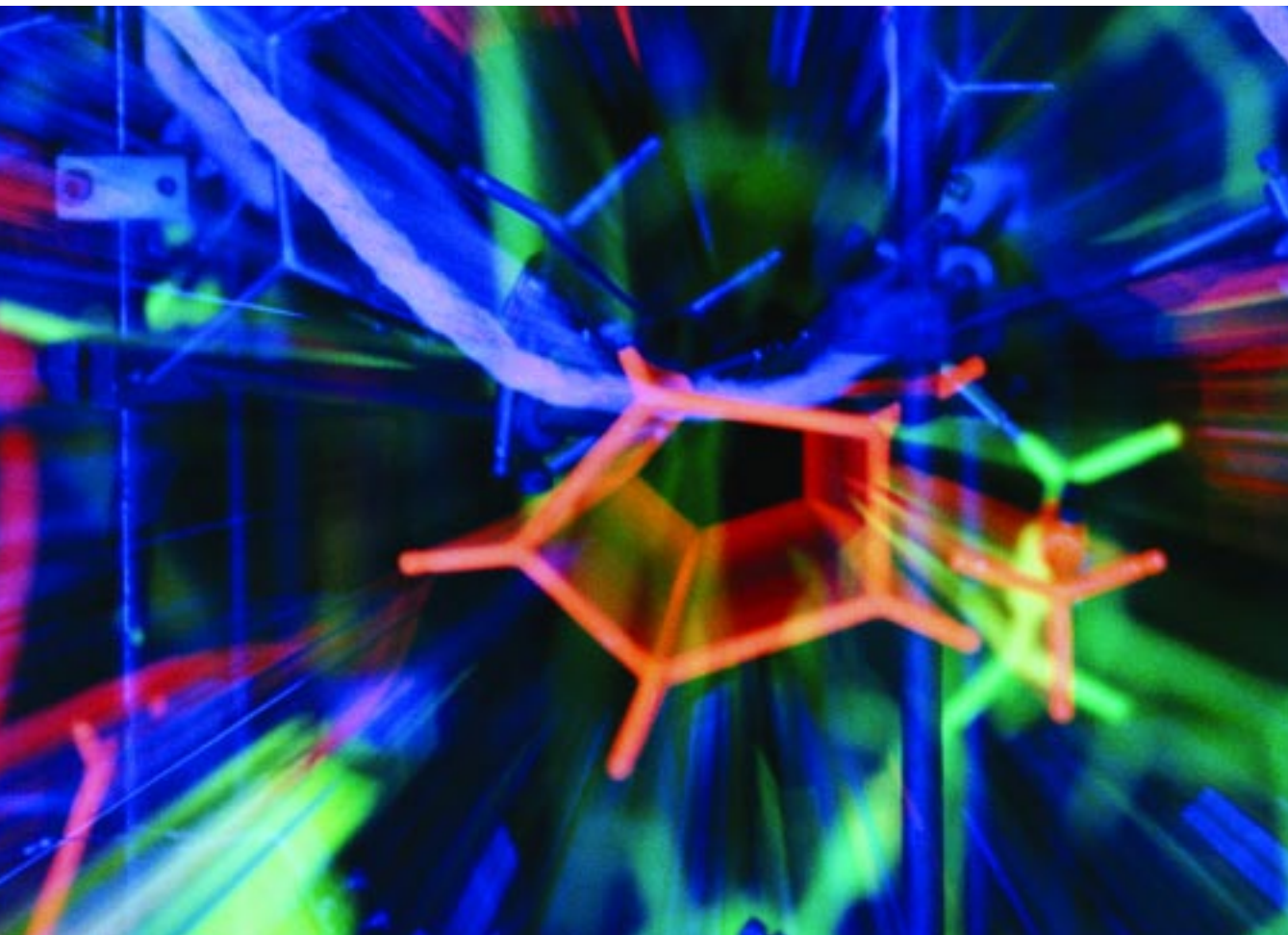
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This vision was developed by the Pharmacy Sector Action Group with the following representation, and published by the Pharmaceutical Society of New Zealand in August 2004.

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