

# Implementing a Pharmacy-led Best Possible Medication History (BPMH) and Nursing Collaborative Model



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## Lessons Learned

The implementation of the Pharmacy Technician-led model of care led to great improvement of BPMH completion rate in the Cancer Clinic.

## Description

Obtaining an accurate BPMH from patients during each visit in the outpatient oncology setting is best practice. Patients arriving for various appointments must have an up-to-date medication list including herbals, natural health products, and other over-the-counter medications. Since 2015, Nursing-led BPMH completion was the care model. Evaluation of this model identified low BPMH completion rate, increased risk for adverse events, increased nursing workload due to higher patient volumes, and negative experiences from staff, physicians and patients. To improve patient safety, the care model was changed to the Pharmacy Technician-led BPMH completion model, which was developed, and implemented in May 2022.

## Actions Taken

Stakeholders supported practice change from Nursing-led to Pharmacy Technician-led BPMH. Actions taken with new BPMH role included training pharmacy technicians, updating Oncology module with new clinical panel (Figure 1), staff training, and workflow redesign to ensure patient's BPMH completion before nursing and physician assessments (Figure 2).

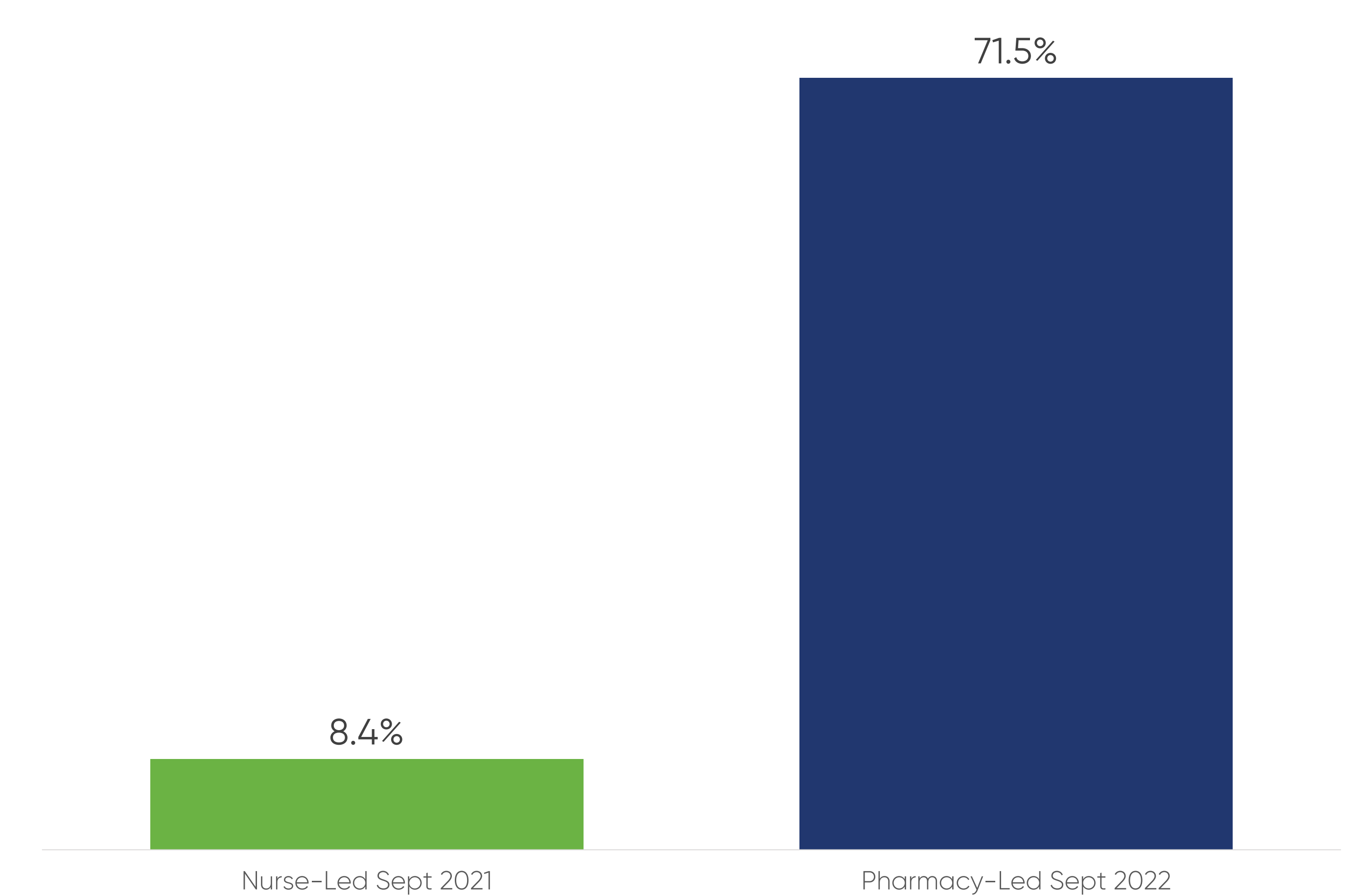
## Summary of Results

The Pharmacy Technician-led model showed significant improvement in BPMH completion rates (Figure 3), which ensures drug-drug interactions and medication changes were noted at each patient visit to help physicians prescribe cancer treatment safely. The new model improved nursing workload, streamlined clinic workflow, and increased staff and patient satisfaction.

The screenshot shows a 'Pharmacist Desktop' interface. At the top, there's a 'Today's Schedule' dropdown menu with options like 'Treatment Appointments', 'Oral Treatment Review', etc. Below that is a 'BPMH Assessments Tuesday 04 Oct 2022' table. The table has columns for Name, Age / Sex / DOB, Hospital Number, Location, Desktop, Physician Treatment Plan, Cycle Status, DX and Stage, ADM Tx Plan Review, ADM Cycle Review, PHA Tx Plan Review, PHA Cycle Review, MD Cycle Review, Appt Type, Appt Time, Multi Appt, Appt Comment, Status Event, Time in Status, Current Care Area, and BPMH Home Meds, BPMH Date Completed By. A patient record is visible with a 'BPMH Completed...' status. Below the table is a 'Current Onc Status Event' dropdown set to 'Checked Out', and a 'Status Event' dropdown menu with options like 'Lab Draw', 'Lab Pending', 'BPMH in Progress', etc.

**Figure 2.** Oncology Meditech workflow changes completed to facilitate pharmacy technician-led BPMHs in the outpatient cancer clinic. *Top to bottom:* BPMH Assessments List creation; BPMH Completion identified on Status Board with Date completed and Completed by; Status Event creation of BPMH in Progress to support workflow

## BPMH Completion Rate: Point-in-Time Comparison



**Figure 3.** Oncology BPMH completion rate comparing nursing-led in 2021 vs pharmacy technician-led process in 2022.



**Figure 1.** New workflow upon establishment of pharmacy technician-led BPMH.