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

Raminder Grewal RPh, HBSc, HBScPhm, PharmD; Amy Lo RPh, BSc, PharmD; Joan Myers-Harrison RN, BScN, CON(C); Navpreet Heer RN, BScN, CON(C); Mary Nguyen RN, BScN; Helen Hou RN, BScN, CON(C); Annie Xiao RPh, PharmD; Nureen Zaver RPh, PharmD; Lisa Lun RN, BScN, MA(Ed), CHPCN(C); Shirley Goguen RN; Paul Ribeiro BCom (Hons); Francis Cacao RN, BScN, MN; Albert Karas RPh; Cecile Marville-Williams RN, BScN, MA, CHE

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.

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

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

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