

Pharmacy Network News

In this Issue

- Pharmacy Network Error Management Project
- eHealth Conference Presentation
- Pharmacy Network Stats
- Did you Know?
- Pharmacy Network Demo
- HEALTHe NL Viewer Access Growing

Approximately 40% of pharmacies are connected to the Pharmacy Network.

If you are interested in connecting, please contact the Centre's Service Desk at:
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Pharmacy Network Error Management Project

A Pharmacy Network Error Management project is underway to analyze issues that impact pharmacy workflow when filling prescriptions. This includes reviewing and analyzing the types of errors and validation warnings that currently impact a high volume of connected pharmacies, as well as looking at the various POS systems where these errors occur. We want to determine whether such errors are required validations/errors and how to minimize these incidents to make the POS experience smoother for you. Our plan is to complete the analysis and develop an action plan by the Fall.

Acknowledgement of Recent Outages

As well, in recent months the Pharmacy Network experienced a few unexpected DIS outages. The Centre team has been working with our vendor partner, Telus, to review drug information system (DIS) performance. As part of our commitment to continuous quality improvement, we will continue to focus resources on this with the goal of finding a permanent resolution to any issues and optimizing your user experience. As always, if you have any questions or encounter issues that you would like to discuss, please contact the Centre's Service Desk at 752-6006 / 1-877-752-6006.

eHealth Conference Presentation: People and Technology Working Together

Juan Edwards, and Angus Chisholm, the Centre's Pharmacy Network Program Manager and Manager of Applications respectively, were presenters at this year's e-Health 2014 Conference in Vancouver. Their presentation, called *People and Process: Interoperability's Secret Weapons*, illustrated how three distinct support teams work together to enhance patient safety and improve clinical efficiencies. Together, these teams have shown how a marriage of sound technology and efficient, supportive human workflow is required to achieve a common goal.

The session highlighted the province's integration of the Pharmacy Network with the other existing components of the provincial electronic health record (EHR), including the HIAL, Client Registry and Provider Registry and Drug Information System. As pharmacies around the province connect to the EHR via the Pharmacy Network, the patient profiles created exchange information with existing systems, including the Client Registry, which aims to maintain an accurate single patient profile for all Newfoundlanders and Labradorians.

As a result, the Centre has focused its business processes to ensure the information in the EHR, which is available to health care professionals 24/7/365, is as current and accurate as possible. With the Pharmacy Network, this involves establishing patient profile management processes that align with the real-world challenges of managing patient information in a front-line pharmacy setting. It is complicated, time-consuming and challenging, yet entirely necessary as patient safety depends on it, every day.

Thank you to our Readers!

Thank you for your continued interest in Pharmacy Network activities.

If, at any time, you would like to **opt out** of receiving the *Pharmacy Network News* please contact the Service Desk at 752-6006 or 1-877-752-6006.

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*Improved Health
Through Quality
Information*

Pharmacy Network Stats

Over 9,000,000 dispenses have been recorded on the Pharmacy Network as of May 31, 2014.

As of the same date, the Pharmacy Network had more than 91,000 examples of patients visiting multiple pharmacies to receive health care for themselves and their families. This means that additional medication information was available to health care professionals, including pharmacists, for decision-making had it been required.

The top 10 dispenses on the Pharmacy Network in May were:

- | | |
|-------------------------|-------------------------|
| 1. Rosuvastatin Calcium | 6. Acetylsalicylic Acid |
| 2. Rabeprazole Sodium | 7. Ramipril |
| 3. Levothyroxine Sodium | 8. Amoxicillin |
| 4. Metoprolol Tartrate | 9. Lorazepam |
| 5. Metformin HCL | 10. Hydrochlorothiazide |

This top 10 list accounts for 57,378 dispenses of the 294,149 total dispenses for the month of May.

Did you know...

Broadcast messages can be customized? You can subscribe to different broadcast message groups to receive information about topics that interest you. For more information about available topics and how to subscribe to broadcast messages, please check out your vendor's user guide or call the Centre's Service Desk at 752-6006 or 1-877-752-6006

Pharmacy Network Demo

Would you like to see prescriptions being filled through the Pharmacy Network?

The Centre will offer information sessions for all pharmacy staff associated with the Pharmacy Network, including relief, pharmacists, technicians, assistants.

Stay tuned for more details!

HEALTHe NL Viewer Access Continues to Grow!

As of mid-June, 349 health care professionals throughout the four Regional Health Authorities have accessed the HEALTHe NL Viewer to view a patient medication profile. That means they have viewed information provided by connected pharmacies and their staff. Of those who viewed profiles, 84% were nurses, 6% were physicians and other health care professional made up the remaining 10%.