

LTC Pharmacy Overview and Solutions

December 1, 2020



Agenda

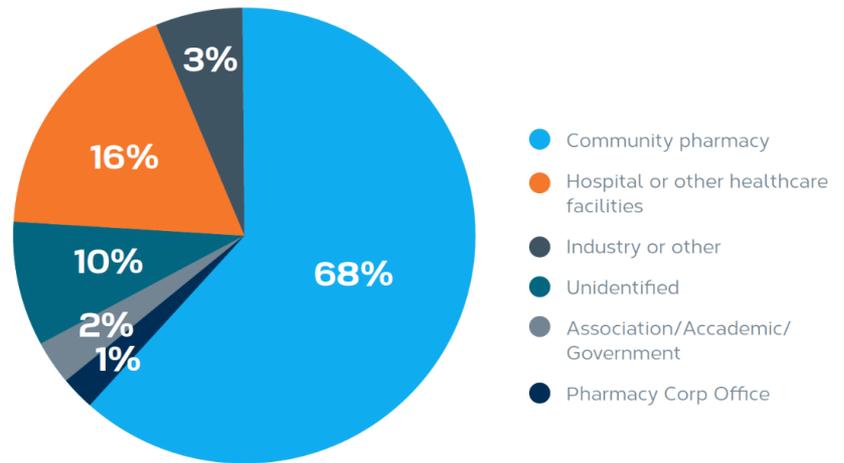
- OPA introduction and overview of the LTC pharmacy sector
 - Highlight the interdependencies between pharmacy providers and homes
- COVID impacts to the medication management system
- Pharmacy sector investments during the pandemic
- Recommendations



The Ontario pharmacy landscape

- Our profession is built around 20,000+ pharmacy professionals across the province, comprised of Ontario Pharmacists, Pharmacy Technicians and Pharmacy Students
- We serve patients in traditional community pharmacies, hospitals, long-term care homes and family health teams in every community in Ontario
- We are the most accessible health care provider. More than 85% of Ontarians live within 2km of a community pharmacy

Pharmacists by Practice Type



68% of pharmacists are in community practice.

Shared Objectives

- The common objectives should be to design short and long-term solutions to ensure that:
 - The health and safety of vulnerable seniors in care is protected,
 - The burden on home operators and nurses is not increased,
 - The medication management system is safe and efficient with clear roles and responsibilities for pharmacies and LTC homes.



Background on LTC Pharmacy in Ontario

- Provides specialized pharmacy care to 100,000 seniors each year
- Designed to serve needs of seniors who cannot visit a pharmacy store themselves, consult with a pharmacist, take their own medications at home, safely self-administer them or monitor their own health and potential reactions
- LTC pharmacy operators dispense, deliver and monitor each resident's meds as well as destroying unused surplus meds
- Integrated with a 24/7 medication administration (MAR) process in the home, with an average of 8-12 prescriptions per person
- Rapid Rx changes as Dr.'s adjust to deteriorating health & potential interactions in a population typically in last 18 months of life
- Virtually the entire business of LTC pharmacy is ODB prescription fulfillment & free Gov't supply— no cross-subsidization from retail

Pharmacies and LTC homes have an interdependent Care Relationship

- The Ontario Long Term Care Act identifies the basic requirements for a medication management program in a licenses Long Term Care home
- RFPs and contractual arrangements exist between pharmacy providers and home operators that include requirements for legislated services, additional services, technology supports and financial supports
- The pharmacy service complements the nursing team and home physician(s) to:
 - Ensure optimal health outcomes from medication therapy
 - Provide a safe and secure supply of medications
 - Drive continuous quality improvement in the medication management system
 - Minimize nursing time spent to manage and administer medications to residents
 - Educate home staff of medication use, outcomes, safety



Interdependencies: pharmacy and homes

- Current capitation funding is \$1,500 per bed with a sliding scale reduction to \$1200/bed over 3 years
- LTC homes rely on LTC pharmacy to provide goods and services essential to resident safety. Essential services at risk include:
 - in-home pharmacists
 - 24/7 pharmacy services
 - medication monitoring with metrics
 - multi-dose strip packaging
 - eMAR electronic administration record systems
 - medication reconciliation
 - staff education
 - medication management system audits
 - medication incident reporting and analysis
 - drug destruction services and supplies
 - Emergency stock supply and system
 - daily deliveries
 - Interdisciplinary meetings
 - quarterly professional advisory meetings
 - policies and procedures
 - Maintenance of equipment and technologies
 - equipment such as medical carts, insulin fridges, digital pen ordering systems, communication forms and supplies, glucometers and pill crushers.
- None of these additional, patient-safety goods & services are funded by government directly. Estimate that these are equivalent to \$1,400 - \$1,500 in per-bed costs.

Changes to LTC Pharmacy Sector

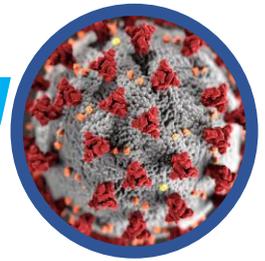


- The LTC pharmacy sector has undergone significant changes since 2015 introducing challenges in providing optimal resident care
 - 2015: Dispense fee reduction of \$1.26
 - 2019: Introduction of Capitation model starting with \$1,500 per bed per year with a sliding scale threshold that decreases by \$100 annually to \$1,200 in 2023
- No new investment in clinical services
- Reductions of funding of 50% which has resulted in a corresponding change in services for LTC Homes

LTC Homes Inquiry Recommendations

- The Honourable Eileen E. Gillese, Commissioner of the Long-Term Care Homes Public Inquiry, issued the final Report and Recommendations in July 31, 2019:
 - Significant system benefits **for more on-site** clinical pharmacist support
 - Education of the medication management system for home staff
 - Investments in technologies to improve nursing staff efficiency and medication security

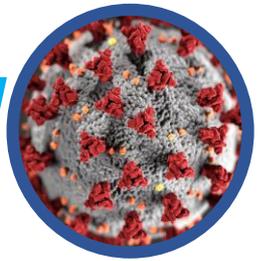
Investments in LTC Pharmacy During the Pandemic



- **Operational:**

- Assistance in procuring PPE for staff at the homes
- Single point, contactless delivery at the homes
- Increased supply of critical inventory
- Development of an internal Covid -19 Incident management plan and implementation of a Covid 19 Team
 - Guidance from medical staff and public health
 - Split shifts and extended operating hours
- Increased cleaning frequency at operations sites
- Training of staff on infection prevention and control measures when visiting homes
- Covid testing per provincial requirements
- Transfer controlled substances to afterhours pharmacies where needed for continuity of care

Investments in LTC Pharmacy During the Pandemic Continued



- **Direct Resident Care Clinical Services:**
 - Suspended visits and non-essential clinical services at the request of homes, especially while in outbreak
 - Scheduled rather than ad hoc visits from the clinical teams
 - Visiting only one home per day
 - Virtual drug destruction at the request of the home, especially while in outbreak
 - Virtual meetings
 - Virtual education and training sessions
 - Virtual medication reviews
 - Medication compression / med pass optimization / deprescribing
 - Switch nebulizers to inhalers to reduce risk of spread
 - Increase quantity of emergency box and palliative medications in the homes

Pharmacy Sector Recommendations

- We are proposing an indefinite freezing of the current capitation model threshold at \$1,500 per bed and specific investments into direct resident care to ensure:
 - The health and safety of vulnerable seniors in care is protected
 - The burden on Long Term Care Home operators and nurses is not increased at this critical time

Questions?

