



THE UNIVERSITY OF BRITISH COLUMBIA

Pharmacists in PCN Program  
Faculty of Pharmaceutical Sciences

# 2020 Year One Highlights 2021



October 2020 - September 2021

[pharmacistsinpcn.ubc.ca](http://pharmacistsinpcn.ubc.ca)

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The Pharmacists in Primary Care Network (PCN) Program (the Program) was conceived, developed and is now being implemented to integrate primary care clinical pharmacists (PCCPs) into team-based primary care settings to improve health outcomes for patients in British Columbia. The impact of pharmacists practicing in primary care has been demonstrated in other provinces in Canada and in other parts of the world. The first year of Program implementation has been completed and not without the significant collaborative efforts of the UBC Program team working with our partners and collaborators to achieve all of the goals of year one.

There is much work to be done as we start Year 2, not the least of which is to further optimize and support the role and impact of the first 20 PCCPs that have been integrated into PCNs, and to enable and support the shared care of patients across the health care continuum. An additional 30 PCCPs will be hired and integrated into the system, further enhancing the clinical team and access for patients. Although we are pleased with the progress to date, we look forward to the work ahead and the focus on improving health outcomes for patients by having a pharmacist as a member of their primary health care team in the evolving PCNs across our province.

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## AT A GLANCE

23

PCCPs HIRED

579

UNIQUE PATIENTS

273

COMMUNITY PHARMACIES ENGAGED

1,089

PATIENT APPOINTMENTS

## PATIENT CARE & PCCPs



**579**  
UNIQUE  
PATIENTS

**11**  
AVERAGE MEDICATIONS  
PER PATIENT

**1,839**  
DTPs\*  
IDENTIFIED

**3**  
AVERAGE DTPs  
PER PATIENT

Most common DTPs:

**398 (22%)** Adverse Drug Reaction

**403 (22%)** Needs Additional Drug

**215 (12%)** Non-Adherence

## PROGRAM TEAM



**25**  
NEW POSITIONS  
CREATED

**20**  
PROGRAM TEAM  
MEMBERS IN PLACE

The Program team leads all aspects of PCCP integration into PCNs, including:

- Program oversight, delivery and management
- Engagement with community stakeholders to build the relationships necessary for team-based care
- Clinical onboarding, ongoing clinical support and quality assurance
- Administrative support for PCCPs so they can maximize their patient care time
- Program evaluation.

Read more about the Program team [here](#).

# PHARMACY ENGAGEMENT



273

COMMUNITY PHARMACIES ENGAGED IN 10 PCNs

## Community Pharmacy Engagement

This engagement is intended to build collaborative relationships between PCCPs and community pharmacists to support the shared care of mutual patients. All community pharmacies in PCN areas are contacted to introduce the Program and PCCP role, encouraged to share patient-level information-sharing, and invited to meet local PCCPs.

### PACT Part 1

The Pharmacists Aligned in Shared Care Teams (PACT) training program prepares pharmacists in all care settings to participate in the shared care of mutual patients. PACT Part 1 launched on July 16, 2021 as a series of online, self-paced learning modules. PACT Part 2 is coming and will help pharmacists build shared care into practice through participatory and workshop-based activities. PACT is developed in collaboration with UBC Continuing Pharmacy Professional Development.

# PCN ENGAGEMENT



324

MEETINGS WITH 21 PCNs

The Program team supports the integration of a PCCP by learning the unique needs of a PCN, working with the PCN on local workflows, patient referral processes, and service models, and providing ongoing support.

In Year 1, the Program team:

- Worked with PCNs to integrate the first 20 PCCPs in the following regions:
  - Vancouver Coastal - Richmond, Vancouver, North Shore
  - Fraser - Ridge Meadows, Fraser Northwest, White Rock South Surrey, Mission
  - Island - Comox Valley, South Island, Cowichan, Oceanside
  - Interior - Kootenay Boundary, South Okanagan Similkameen, Central Okanagan
- Started engagement with Year 2 PCN sites to prepare for integration of up to 30 additional PCCPs.



# YEAR ONE MILESTONES

## October 2020

### *Pharmacists in PCN Program Launched*

- Agreement signed between the BC Ministry of Health (the Ministry) and UBC which formally marked the start of the Pharmacists in PCN Program

## February 2021

### *UBC Program Infrastructure Established*

- Program team expanded to enable implementation
- Leadership and operational structures formalized

## March 2021

### *Committees Established for Information-sharing*

- Program Advisory Committee facilitates information sharing and collaboration between the Ministry, UBC, PCNs, and the regional health authorities
- UBC Health Authority Collaborative Committee facilitates the collaboration between the regional health authorities and UBC for hiring and deployment of PCCPs

## July 2021

### *PACT Part 1 Launched*

- First part of the Pharmacists Aligned in Shared Care Teams training program made available to all pharmacists through an asynchronous canvas catalogue course

## September 2021

### *First 23 PCCPs Hired*

- In collaboration with health authorities and PCNs, hired 20 PCCPs for Year 1 and 3 PCCPs for Year 2

## September 2021

### *273 Community Pharmacies Engaged*

- Community pharmacies engaged at the local level within PCNs where PCCPs are hired

## September 2021

### *Program Evaluation Plan Developed*

- Evaluation plan developed by UBC Evaluation team