



THE UNIVERSITY OF BRITISH COLUMBIA

Pharmacists in PCN Program
Faculty of Pharmaceutical Sciences

2021 Year 2 Highlights 2022



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The Pharmacists in Primary Care Network (PCN) 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 British Columbians. The impact of pharmacists in primary care settings has been demonstrated in other provinces in Canada and in other parts of the world. The Program has completed the second year of implementation and we are grateful for the significant collaborative efforts of the Program team and partners to achieve the stated goals.

The third and final year of UBC's involvement in the Program will focus on: (i) optimizing the role of the PCCPs in PCNs across the province; (ii) enhancing both inter- and intra-professional relationships and collaboration within the health care team; and (iii) transitioning Program oversight from UBC to other organizations for long-term Program sustainability and growth. We are pleased with the progress over the past 2 years. We look forward to continuing our focus on improving health outcomes for patients by having a pharmacist on their care team in the evolving PCNs across our province. For more information about the Program, please click [here](#).

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PROGRAM AT A GLANCE

36

PCCPs ACTIVE

3,099

UNIQUE PATIENTS

12,216

DRUG THERAPY PROBLEMS (DTPS)
IDENTIFIED

9,184

PATIENT APPOINTMENTS

PATIENT CARE & PCCPs IN YEAR 2

October 1, 2021 - September 30, 2022



2,767
UNIQUE
PATIENTS

8,095
PATIENT
APPOINTMENTS

11
AVERAGE MEDICATIONS
PER PATIENT

4
AVERAGE DTPs
PER PATIENT*

*Most common DTPs:

- 23%** Needs Additional Drug
- 19%** Unnecessary Drug
- 18%** Adverse Drug Reaction

PCN ENGAGEMENT

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.



700
MEETINGS WITH 25
PCN REGIONS

18
PCN REGIONS IN CO-LOCATED OR
BLENDED SERVICE MODEL*

*Blended or Co-Located models enable more referrals and patient care and are the preferred PCCP service model

COMMUNITY ENGAGEMENT

The Program team raises awareness about the Program and PCCP role, fosters relationships between pharmacists at the local level to enable collaborative care of mutual patients, and promotes PCCP engagement with other groups involved in patient care.

Community Pharmacy Engagement

This engagement builds collaborative relationships between PCCPs and community pharmacists to support the shared care of mutual patients. This includes scheduled meet and greets to coordinate introductions and establish ways to work together, sharing of informational materials to support collaboration, and gathering feedback from pharmacists to establish best practices.



6
MEET AND GREETINGS

223
COMMUNITY PHARMACIES
INVITED

Hospital Pharmacy Engagement

This engagement builds collaborative relationships between PCCPs and hospital pharmacists to increase awareness of each other's roles and to support the shared care of patients discharged from hospitals.



9
HOSPITALS ENGAGED

3
HOSPITALS REFERRING
PATIENTS TO PCCPS

Pharmacists Aligned in Shared Care Teams (PACT)

The 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 in development and will help pharmacists establish shared care approaches in their practices through participatory and workshop-based activities. PACT is developed in collaboration with UBC Continuing Pharmacy Professional Development. Read more about the PACT Program, [here](#).



39
INDIVIDUALS
COMPLETED PART 1

131
PARTICIPANTS
ENROLLED IN PART 1

YEAR TWO MILESTONES



April 2022

52 PCCP position locations confirmed

52 PCCP position locations in 23 PCNs confirmed to meet the goal of integrating an initial cohort of up to 50 PCCPs in team-based primary care.

Program evaluation plan finalized

The goal of the evaluation is to understand the implementation outcomes, user experiences and quality of care outcomes for patients when receiving care from a PCCP.

June 2022

COVID-19 Antivirals Support Line for Clinicians concluded

Between February and June 2022, the Program supported the rollout of Paxlovid in British Columbia by establishing the COVID-19 Antivirals Support Line for Clinicians. During this time, PCCPs handled over 500 calls to support patient assessment and appropriate prescribing of Paxlovid. Read more about the initiative [here](#).

Program evaluation initiated

Evaluation methods commenced which will continue for the remainder of the Program.

July 2022

Hiring of UBC Program team members completed

A total of 31 people have been hired into the UBC Program to lead all aspects of the Program, including: oversight and management, contract deliverables, engagement with community stakeholders, building the relationships necessary for team-based care, PCCP clinical onboarding, ongoing PCCP clinical support and quality assurance, administrative support for PCCPs, issues management, and Program evaluation.

August 2022

Preliminary Transition Plan prepared

A preliminary plan to transition oversight of the program from UBC by the end of Year 3 was prepared by UBC with input from HAs, PCNs, PCCPs and Program team members. The plan includes 28 recommendations for the Program Advisory Committee.

September 2022

PACT Part 2 content completed

Asynchronous content for PACT Part 2 was completed and live sessions are being coordinated for later this fall.