



PharmOutcomes[®] Delivering Evidence
Technology moves quickly, patients move quicker

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Historic Commissioning of Pharmacy

Paper based

Provider issues:

- Record retention up to 18 years
- Manual claim process – Failure to claim/lost claims for activity

Commissioner issues:

- Time consuming & poor quality audit and poor claim management
- No audit trail and lost claims – high trust, low tolerance
- Unclear outcomes meant poor recommissioning
- Electronic service management solution was an expensive option

Community Pharmacy Services

- Commissioning of Pharmacy Services
 - Then
 - **The NHS**
 - Now
 - NHS England
 - NHS Clinical Commissioning Groups
 - Local Government – 360 Authorities for Public Health
 - Research Networks, Prime Providers, Sub-prime providers

Community Pharmacy Services

- Principles of a services platform
 - Consistency of service design
 - Transparency of reward
 - What are we going to be paid and have we got what is owed?
 - How much are we going to get?
 - Support for service delivery
 - Training, data ownership, governance

Affordable within current budget

Community Pharmacy Services

- PharmaBase 2010
 - Consistency of service design ✓
 - Transparency of reward
 - What are we going to be paid and have we got what is owed?
 - How much are we going to get?
 - Support for service delivery ✓
 - Training, data ownership, governance ✓
 - *Software as a Service to get Important Data*

Community Pharmacy Services

- Commissioning of Pharmacy Services
 - Then
 - The NHS
 - Now
 - **NHS England**
 - **NHS Clinical Commissioning Groups**
 - **Local Government – 157 Authorities for Public Health**
 - **Research Networks, Prime Providers, Sub-prime providers**

Community Pharmacy Services

- PharmOutcomes 2013
 - Flexibility of service design ✓
 - Transparency of reward
 - What are we going to be paid and have we got what is owed? ✓
 - How much are we going to get? ✓
 - Support for service delivery ✓
 - Training, data ownership, governance ✓
 - *Partnership Working to get Important Data* ✓

Pause for a question or two?

- **PharmOutcomes – Improving the Commissioning Process**
 - Paperless service management solution
 - Real time audit (activity and claims)
 - Automated claim process
 - Improved evidence base and more recognition leads to more informed recommissioning decisions.
- **Integrating community pharmacy**
 - Working with external partners – improved communication
 - Management of referral
- **Evidencing the value of pharmacy**

PharmOutcomes – Paperless clinical service management solution



- Fully configurable service templates for patient facing use to give:
 - Templates that directly reflect a local SLA
 - Real time audit with further links to external sources (IMD)
- Electronic claim management solution
 - Automated claim process directly linked to clinical record allows provider focus on service delivery and patient care
 - Clear reconciliation
 - Direct interfacing with commissioner financial systems
 - Full audit of all claims for commissioner use
- Efficient budgeting to support recommissioning decisions
 - Efficient budgeting to support recommissioning decisions

PharmOutcomes – Commissioner Control

Info Lookup

Using standard tables, allows the practitioner to record the a variety of information but ensuring they meet data quality standards.

You can add and manage your own lookup tables by going to the Admin section of the site and then click on Manage Lookups

Question 1

Question Text:

Use values from:

If you select to synchronise it lookup with another question, this question will use the look selections and limitations defined by the other question

Lookup List:

Lookup List Choice:

Search Limitations:

Limit Lookups:

Numeric Text Box

Allows the practitioner to record numeric information, whether a quantity, value or amount. The format can be customised or the presets can be used.

Question 20

Question Text:

Decimal Places:

To store only whole numbers, set the number of decimal places to 0.

Minimum:

Maximum:

Cannot be blank:

If disabled, then user can leave this input field blank, and a 0 will be recorded in the audit.

Default Value:

Default Value:

AUDIT-C Score

Selecting a calculated field and updating the question will overwrite the current pre- and post-nominals, decimal points and audit column name

Move question to before:

Source Display: (Condition: MAST)
Question: (Team: Pharmacist)
AuditFile: Audit-C Score

Radio Buttons Entry

Allow the practitioner to record a single answer to a question using multiple options.

Tip: To delete an option, clear the text for the option and press update.

Select a default answer with radio button on the right.

Using an @ symbol in a radio question option, e.g. "Answer@Some other text"

Question 26

Question Text:

Option 1:

Option 2:

Option 3:

Option 4:

Add a new option:

Answer Style:

Cannot be blank?

Lock Answer:

Selecting a preset from above will overwrite all currently set options.

Move question to before:

Partnership working – Integrating Pharmacy



Name	Status	Date
Abney The Community Pharmacy - 121 - Nym - 14321	Open	
Abney The Community Pharmacy - 122 - Nym - 14322	Open	
Abney The Community Pharmacy - 123 - Nym - 14323	Open	
Abney The Community Pharmacy - 124 - Nym - 14324	Open	
Abney The Community Pharmacy - 125 - Nym - 14325	Open	
Abney The Community Pharmacy - 126 - Nym - 14326	Open	
Abney The Community Pharmacy - 127 - Nym - 14327	Open	
Abney The Community Pharmacy - 128 - Nym - 14328	Open	
Abney The Community Pharmacy - 129 - Nym - 14329	Open	
Abney The Community Pharmacy - 130 - Nym - 14330	Open	
Abney The Community Pharmacy - 131 - Nym - 14331	Open	
Abney The Community Pharmacy - 132 - Nym - 14332	Open	
Abney The Community Pharmacy - 133 - Nym - 14333	Open	
Abney The Community Pharmacy - 134 - Nym - 14334	Open	
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Abney The Community Pharmacy - 136 - Nym - 14336	Open	
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Abney The Community Pharmacy - 141 - Nym - 14341	Open	
Abney The Community Pharmacy - 142 - Nym - 14342	Open	
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Abney The Community Pharmacy - 145 - Nym - 14345	Open	
Abney The Community Pharmacy - 146 - Nym - 14346	Open	
Abney The Community Pharmacy - 147 - Nym - 14347	Open	
Abney The Community Pharmacy - 148 - Nym - 14348	Open	
Abney The Community Pharmacy - 149 - Nym - 14349	Open	
Abney The Community Pharmacy - 150 - Nym - 14350	Open	

- Commissioner secure communications
PID and have uncancellable read receipt
- Notifications
System generated secure notifications allow more effective integration of community pharmacy
- Referrals
Onward referrals to other providers allow the development of integrated care pathways e.g. BBV, referrals to treatment centres

Key aims – Removing barriers to commissioning pharmacy

- Pinnacle Health LLP Social Enterprise
 - Fixed price licencing structure with price guarantee
 - Pinnacle Health have met the cost of significant system functionality e.g. Service calculators such as QRisk2, SMS message reminders, N3 server for referrals
- Developing functionality to evidence the value of pharmacy interventions
 - Specialist reports to support the commissioning process e.g. HSCIC, Supervised consumption tracker
- Automating the processes
 - Audit report and service claim is fully automated

Choose social enterprise ...and s
pre

Enhanced Reporting to support Public Health data analysis



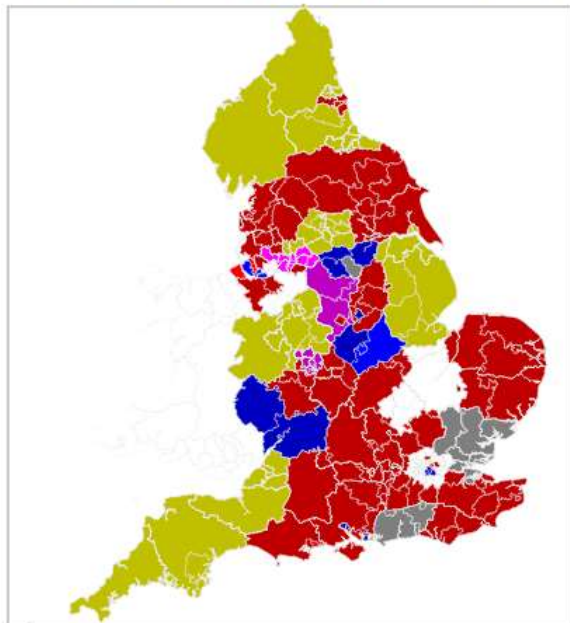
- Extended data analysis
 - System functionality to support links with external data bases to allow extended patient demographic profile
 - Ward, LA, CCG, IMD, IDACI, IDAOPI
 - Auto-reports allow system generated reports for specific services to be sent at set intervals to key stakeholders
- Developing functionality to evidence the value of pharmacy interventions
 - Specialist reports to support the commissioning process e.g. HSCIC, Supervised consumption tracker, KPI reports
- Automating the processes
 - Audit report and service claim is fully automated

3 years on... how is it going?



Commissioner Adoption

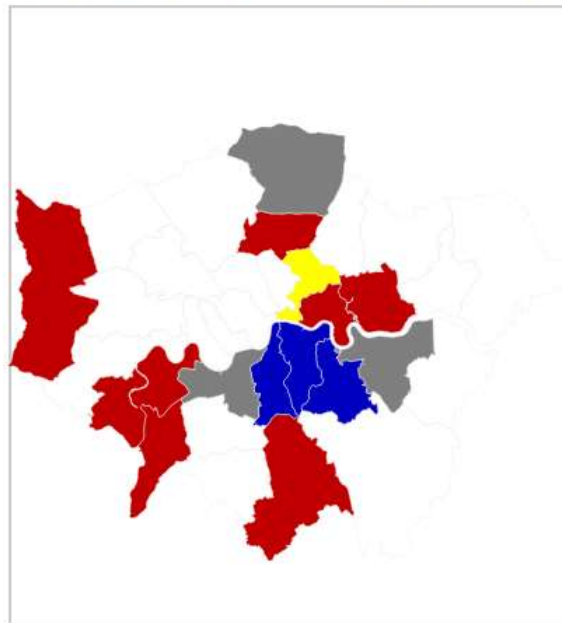
PharmOutcomes England Market Adoption



Key

NHS Area Team	Local Authority	Clinical Commissioning Group	Local Pharmaceutical Committee
Multi Service	Multi Service	Multi Service	Multi Service
Single Service	Single Service	Single Service	Single Service

PharmOutcomes London Market Adoption



Key

NHS Area Team	Local Authority	Clinical Commissioning Group	Local Pharmaceutical Committee
Multi Service	Multi Service	Multi Service	Multi Service
Single Service	Single Service	Single Service	Single Service

The real numbers

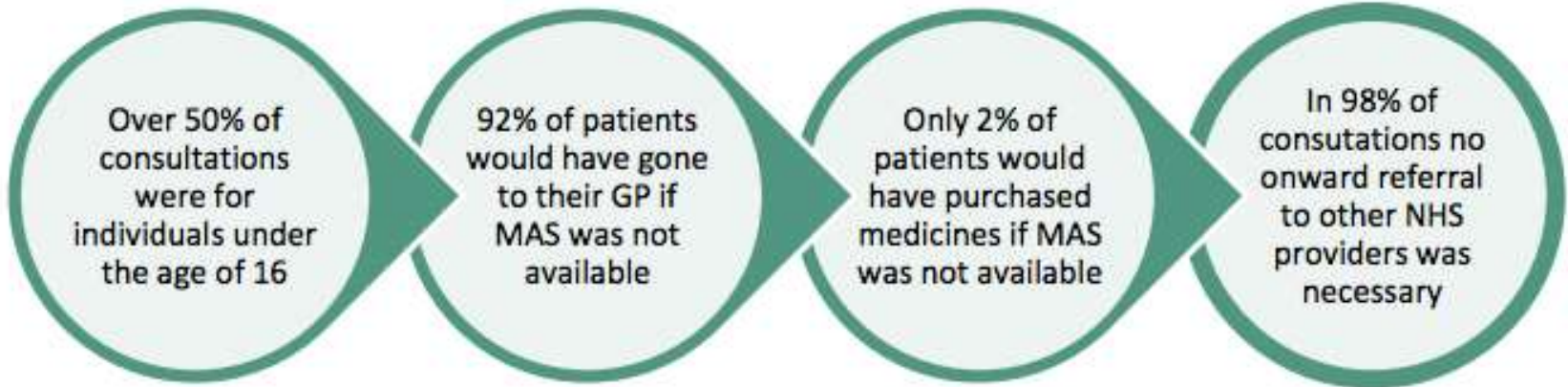
- £35m is around 70% of available income
- Industry estimate that 58% of service delivery is through PharmOutcomes
- Platform saw 14% commissioner growth in last 3 months
- Cost of platform to commissioner less than 2.5% net
- Cost of platform to community pharmacy £0

...Outcomes

- Quicker and complete local commissioning
 - Engagement of local representation
 - Reduced risk of decommissioning
- ... and lots and lots of data, 8 million records
- EULA allows national analysis
 - Data ownership remains with proprietors

...Outcomes at National Level

- Minor Ailments service national audit aggregated
- 473,327 interventions across 30 different services



Patient Safety Outcomes at National Level

- Each year, an audit is developed
- 2015 – NSAID and GastroProtection

Built upon principles of 2013 Patient Safety Award (142 patients)

16,366 patients in 1,278 community pharmacies

Almost 3,000 patients had no gastro-protection

Over 2,000 were notified to prescriber for safety review

Patient Safety Outcomes at National Level

- This year, our focus has been Acute Kidney Injury
- Audit released in November 2015, review March 2016

Annual cost of
AKI to NHS
£400+ million
annually

10,117 patients
in 672
community
pharmacies

Over 50% taking
other
medication with
potential to
further impair
renal function

9.5% had
received prior
hydration advice
from healthcare
professional

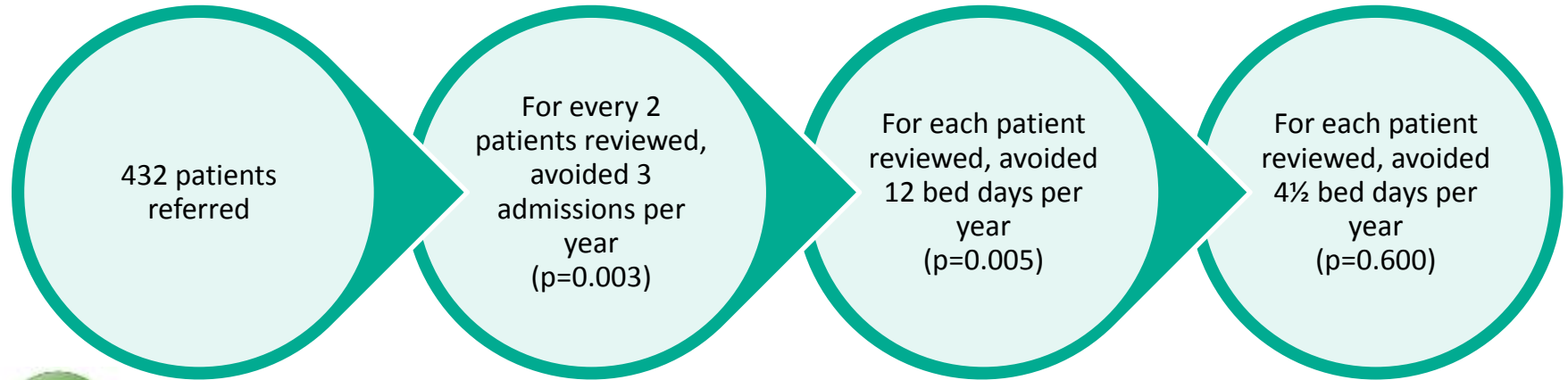
93.9% received
advice on
preventing
dehydration in
community
pharmacy

Patient Safety Outcomes at Local Level

- The flexibility of the platform allows unique solutions to be found for local problems
- Isle of Wight reablement to prevent readmissions
- Patients identified at high risk of readmission referred to community pharmacy via PharmOutcomes
- Community pharmacist undertook domiciliary visit to reduce that risk

Patient Safety Outcomes at Local Level

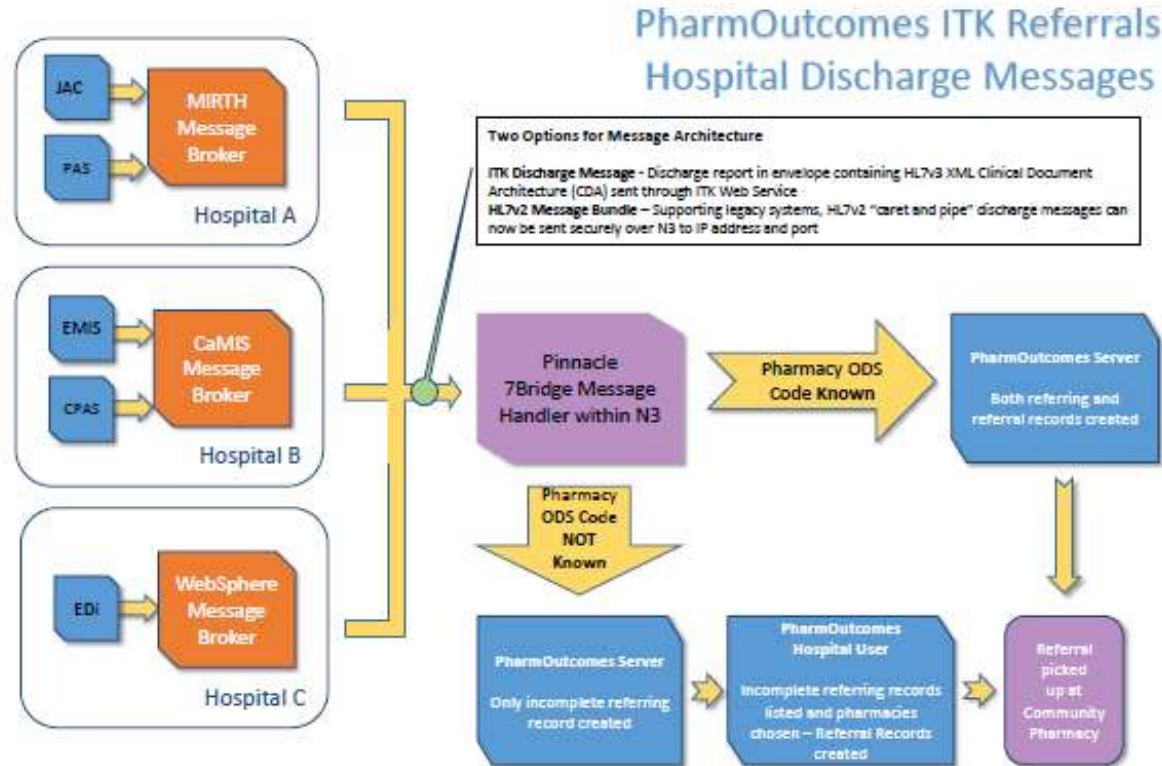
- 55% less likely to have a 30 day readmission with community pharmacist review and 28% less likely to die. Reduction in bed days alone saved £465,000



Integrating Hospital Referral to Pharmacy

- Needed agnostic mechanism that:
 - Prevented re-keying of information
 - Contained core data - RPS Transfer of Care Guidelines
 - Allowed local flexibility
 - Followed the patient when discharged
 - Is cheap!
- ITK+CDA/HL7v3 a bit too early! So HL7v2.4 retrofitted

Integrating Hospital Referral to Pharmacy



Next Steps

- Interoperability key to our objectives
- NHS111 referral to community pharmacy
- Vaccination Notification to GP systems
- FHIR and OAuth2/PINdrop
- MHRA adverse reactions – “Yellow Card”
- Endeavour Health CIM and patient repository

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