Advanced Pharmacy Assistants taking Best Possible Medication Histories to Enable Pharmacy’s Best Possible Clinical Service
Background

- Significant errors in non-pharmacist histories
- Pharmacy staff’s primary task
- Pharmacist medication histories are the gold standard
Roles created

• OO4 Advanced Pharmacy Assistant (APA) – Patient Care
• Emergency Department and Pre Admission Clinic
Structured training

- Competency based training and assessment
- Structured over 10 weeks
- Site specific training
The interview process

- Structured interview process
- Comprehensive questionnaire
- Minimum two sources
- Care taken around clinical boundaries
Impact of APA

- ED - 50 histories per week – increased to 74
- PAC – 56 per week – increased to 98
Impact to role of the Advanced Pharmacy Assistant

- Role redesign process
- Increased scope of practice
- Patient contact
- Increased responsibility
- Increased utilisation
Benefits of the role

- Benefits to the Patient
- Benefits to the Hospital
- Benefits to the Pharmacy
- Benefits to the Pharmacy Assistant
Conclusion

• Increased clinical time for the Pharmacist
• Increase in career pathways
• Decreased cost to the Hospital