

Pharmacist Role in the Emergency Department at Two Urban Acute Care Sites¹

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DEFINE OPPORTUNITY

- ✓ The Emergency Department (ED) is the ideal location to prevent potential medication errors from occurring.
- ✓ This pilot project was designed to improve safety and medication management for patients in the ED.



ACT TO IMPROVE

- ✓ Two 1.0 full-time equivalent (FTE) clinical pharmacist positions were funded for a one year pilot at PLC and RGH
- ✓ ED pharmacists worked Monday to Friday day shifts using their full scope of practice to provide direct patient care

Table 1. Core Responsibilities of ED Pharmacists

Provide proactive, collaborative medication management.
Assist with Medication Reconciliation/Best Possible Medication History completion for complex/high risk patients.
Assistance and management of specialized clinical services including: anticoagulation management, pain management and antimicrobial stewardship.
Drug information requests.
Participation in seamless care activities.
Troubleshoot medication related problems.
Document all interventions and clinical activities in the patient's permanent health record.
Document clinical workload on a daily basis in WorkTrax®.
Practice within their full scope including incorporating Additional Prescribing Authority and ordering of labs.

MEASUREMENT



RESULTS

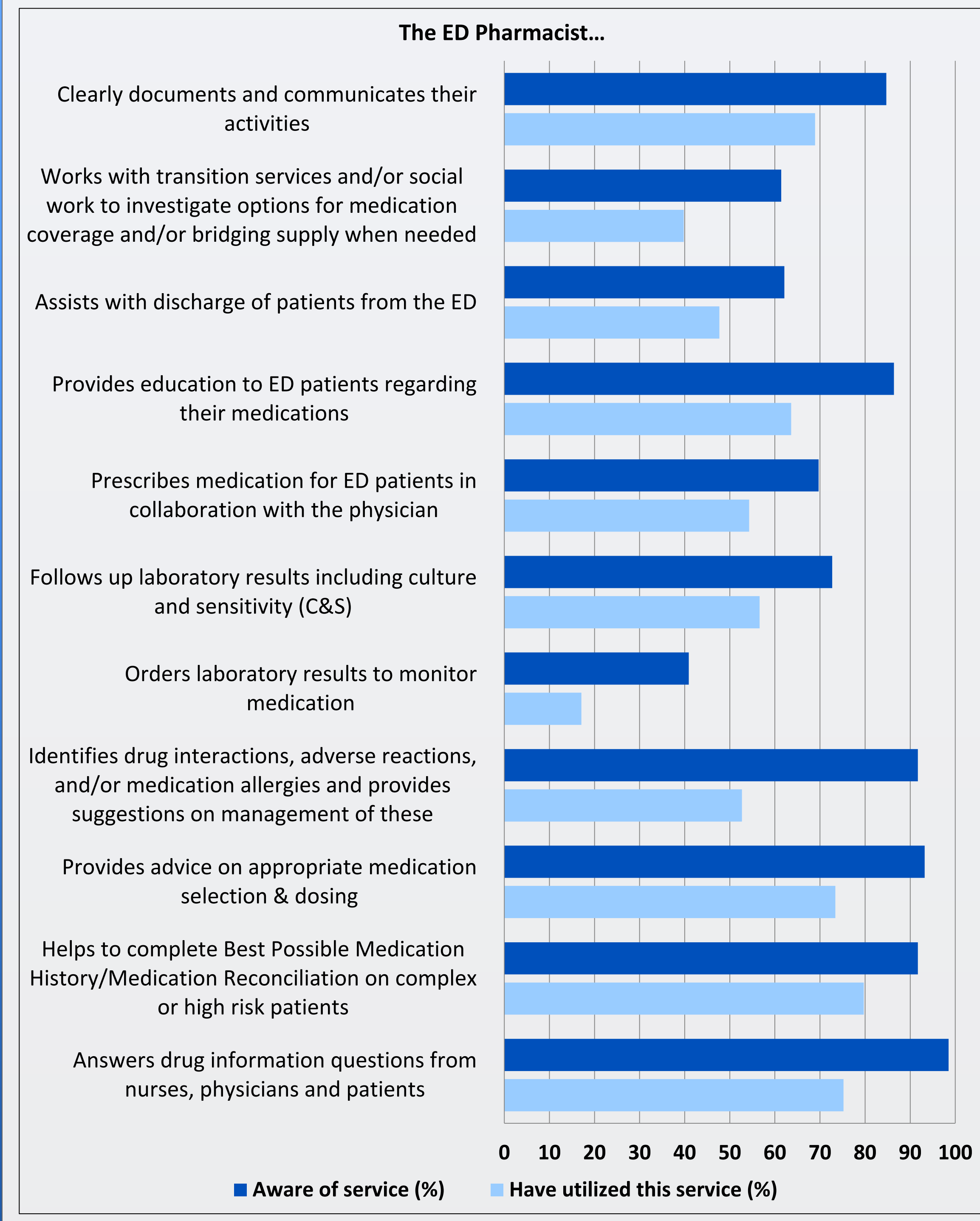
During the first six months in the ED, pharmacists recorded being involved in the care of over **3,100** patients.

Table 2. Total Count and Average Time Spent per Activity

Clinical Activity (WorkTrax®)	Total	Average Time/Activity (min.)
Initial Patient Assessment	2822	6.0
Ongoing Assessment & Monitoring	1138	5.5
Chart Documentation	987	5.0
Formulating & Implementing Treatment Plans	790	7.0
Medication History	506	8.5
Seamless Care Activities	397	7.5
Patient Education	335	7.5
Indirect Medication Management	144	18.5

85% of survey respondents agreed or strongly agreed that pharmacists were a valuable member of the ED team and improved patient care.

Figure 1. Awareness and Utilization of the ED Pharmacist



A targeted antimicrobial stewardship activity to review abnormal laboratory results allowed for pharmacist prescribing & improved patient care, while freeing up physician time.

Figure 2. Utilization of Targeted Clinical Services

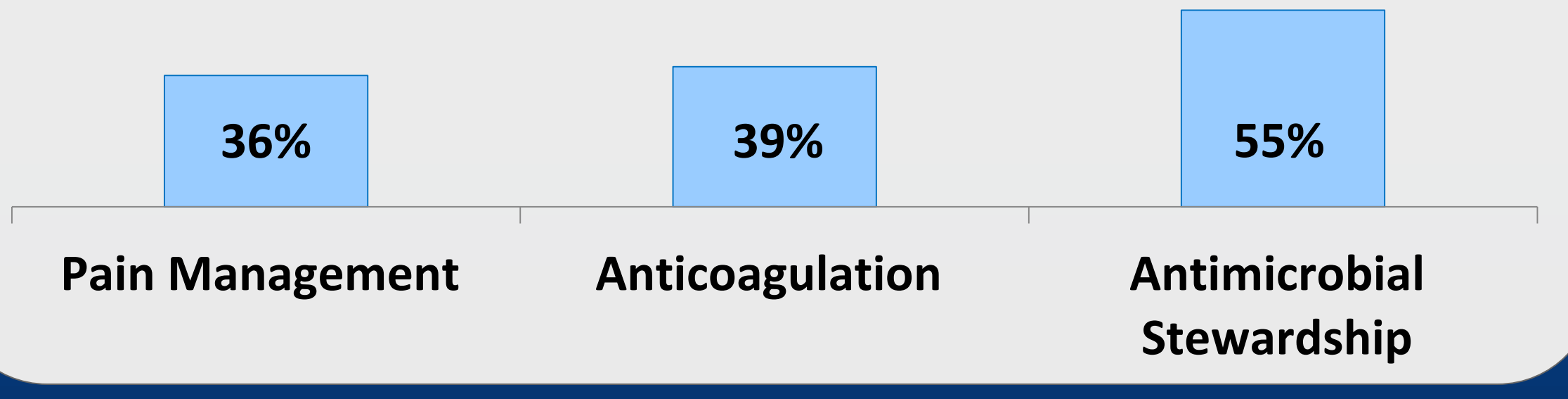


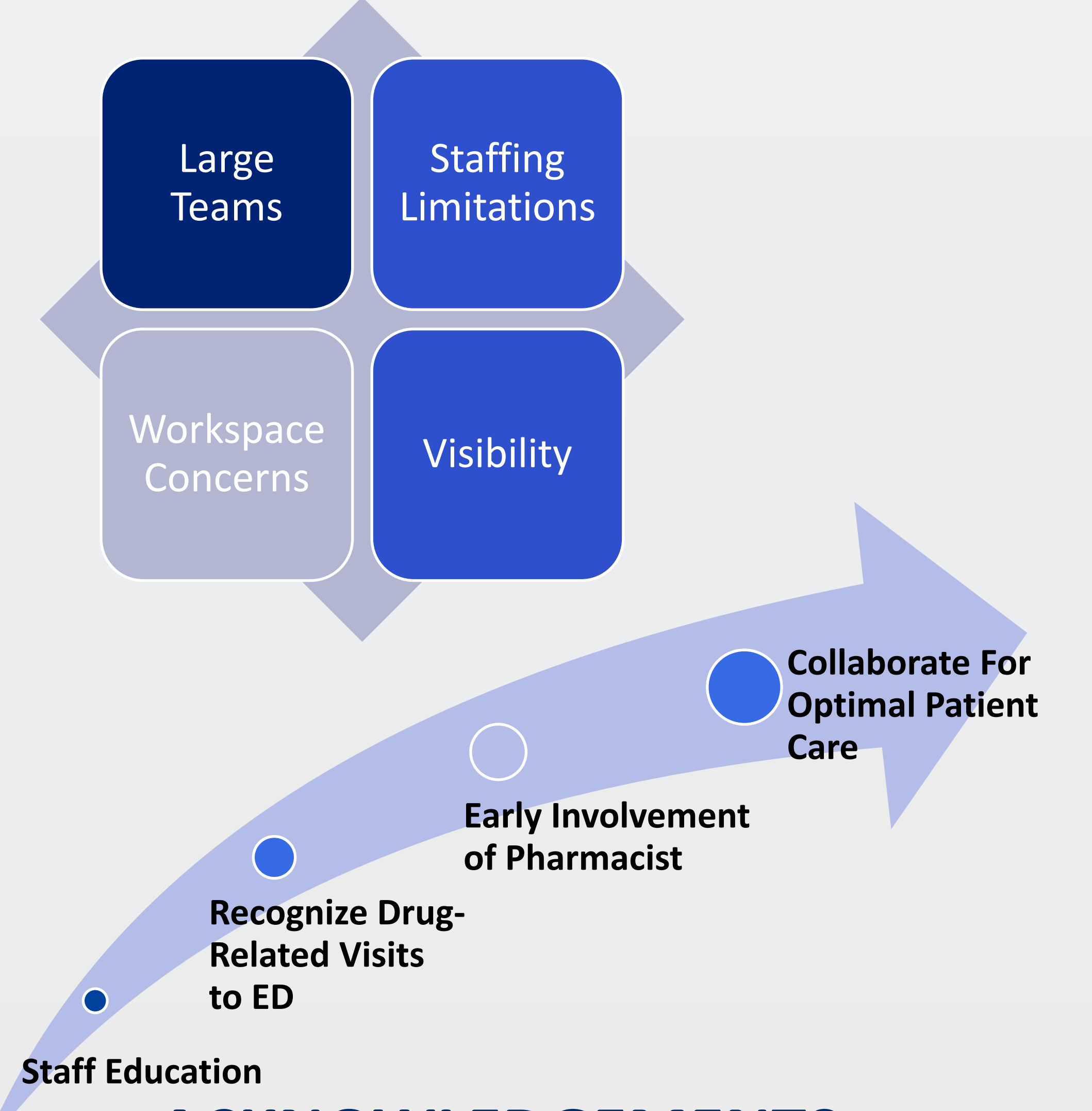
Figure 3. Thematic Analysis of Anecdotal Observations



SUSTAINABILITY

- ✓ Following the pilot project, permanent funding was provided for continuation of the clinical pharmacist role as part of the ED multidisciplinary team at both sites.
- ✓ Future opportunities exist to evaluate the role of Clinical Support Pharmacy Technicians (CST) in the ED.
- ✓ Extending pharmacy support hours to accommodate evenings and weekends coverage of the ED was a common request from staff.

CHALLENGES & LESSONS LEARNED



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