

## PHARMACY SERVICES

### CHAPTER 52

Pharmacy Departments across SWSAHS provide dispensing, drug information and distribution services to hospital inpatients and outpatients attending relevant clinics. In some sectors, distribution of services extends to Community Health Centres. Education, research and inventory management are also core functions of Pharmacy Services across SWSAHS.

A number of factors influence growth in inpatient pharmacy work, including greater numbers of separations and decreasing LOS, greater complexity of services, higher acuity of illness and expansion of tertiary services provided. Projections indicate a 36% increase in inpatient dispensing across the Area between the years 2003 and 2006. For the same period, projected growth in outpatient dispensings is 15%.

### Current Services

Pharmacy services in SWSAHS are established in individual hospital pharmacy departments.

Core activities of the service include drug dispensing and distribution, inventory management, clinical services and education and research. Drug dispensing and distribution covers the supply of drugs on imprest or requisition, individual patient dispensing and aseptic and extemporaneous manufacturing. Inventory management involves accountable and transparent processes for the procurement and distribution of drugs, providing timely, safe and appropriate drug therapy, while minimising waste. Clinical services range across a number of activities: medication chart and clinical review for the appropriateness of drug therapy; provision of drug information to patients and to staff; patient counselling for high-risk medications; promoting evidence-based practice and evaluating drug treatment protocols; community liaison to support early discharge.

Provision of services to acute inpatients accounts for the majority of the pharmacy department workload. In 2003, there were a total of 137,027 dispensings, comprising, by hospital: Liverpool 59,450, Bankstown 53,302, Fairfield 16,753, Campbelltown 5,384, Camden 1,837 and Bowral 301. These 2003 inpatient dispensings total were 35% higher than in the year 2000, with a similar growth anticipated to 2006.

Dispensing of section 100, highly specialised drugs, accounts for the majority of occasions of service to outpatients. There were 53,432 dispensings to outpatients from SWSAHS Pharmacies in 2003, with Liverpool Hospital the largest at 57%.

The proposed merging of pharmacy databases in STOCCA, the pharmacy computer system used throughout NSW, will enable the display of the patient's combined dispensing history, thus allowing for dispensing at various sectors.

**Research and Education**

Pharmacy service participate in: The placement of 3rd and 4th year pharmacy students; clinical training for graduate and junior pharmacists; training for technical personnel; and continuing education for pharmacists.

Pharmacy services participate in clinical drug trials and quality projects. A particular interest of SWSAHS Pharmacies is the Quality Use of Medicine. Poor medication utilisation is related to many hospital admissions, readmissions and deaths in Australia. In 2003 there was a collaboration with Aged Care services, Divisions of General Practice and the Pharmacy Guild (NSW Branch) to develop the role of community liaison pharmacists to improve medication usage and information exchange between GPs and hospitals.

**Table 1 Inpatient Dispensing by Hospital: 2000, 2003 and 2006 Projection**

(NB does not include distributions, discharge prescriptions or manufactured items).

Hospital	2000	2003	Projected for 2006
Bankstown	42,554	53,302	66,000
Fairfield	11,123	16,753	21,000
Liverpool	45,489	59,450	77,000
Campbelltown	1,497	5,384	20,000
Camden	N/a	1,837	2,700
Bowral	656	301	N/a
<b>TOTAL</b>	<b>101,319</b>	<b>137,027</b>	<b>188,700</b>

**Table 2 Outpatient Dispensing by Pharmacy Unit in 2003**

Hospital	No. of Items
Bankstown	9,600
Fairfield	2,743
Liverpool	30,613
Campbelltown *	9,758
Camden	113
Bowral	605
<b>TOTAL</b>	<b>53,432</b>

\* a large proportion of outpatient prescriptions for Campbelltown are repeat frequent dispensings for Cooper's Cottage clients.

**RECOMMENDATIONS**

- Pharmacy Services to be developed as an Area-wide service with Liverpool service developed as a tertiary level service.
- Clinical training positions and pharmacy graduate programs be introduced across the area.
- Clinical trials be conducted at all hospital sites.
- Promote sub-specialisation in critical care, mental health and oncology pharmacy.
- An Area Clinical Pharmacology service be developed.
- Opportunities to collocate private pharmacy services within acute hospitals be explored.