

Responding to the Pandemic Together **Episode 18: Good pharmacy practice during the COVID -19 pandemic**

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**ADVANCING
PHARMACY
WORLDWIDE**

Facilitator

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FIP Lead for Practice Development and Transformation



Announcements

Webinar House Rules

1. This webinar is being recorded.
2. The recording will be **freely available** at www.fip.org/coronavirus
3. You may ask questions by typing them into the Questions tool
4. Your feedback is welcome (webinars@fip.org)

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Learning Objectives

1. Understand the roles of pharmacists, national pharmaceutical organisations and health care systems in developing GPP standards
2. Understand the role of the pharmacist as a part of health care and the requirements of this role
3. Understand the methodology and principles of quality management
4. Be able to set standards, measure the quality and use the principle of continual improvement in one's own working environment

Speaker

Ms Eeva Teräsalmi
FIP Vice President (Finland)



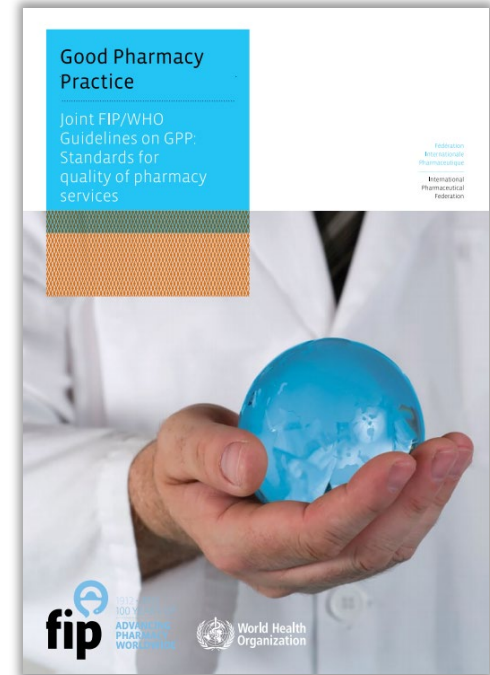
Good Pharmacy Practice

Definition by FIP/WHO

GPP is the practice of pharmacy that responds to the **needs** of the people who use the **pharmacists services** to provide optimal, **evidence** based care.

To support this practice it is essential that there be an established national framework of **quality** standards and guidelines

Joint FIP/WHO guidelines on GPP, Standards for quality of pharmacy services, 2010



Key elements of GPP

- Needs analysis
- Services described and standardized to fulfil the needs
- Services based on evidence and knowledge

⇒ Quality of services guaranteed

- Specific needs from pharmacy side to national regulation and rules, but possible also to build a quality management system on pharmacy without this regulation.

Good Pharmacy Practice

When you combine the **role of the pharmacist** and the **quality thinking**

PHARMACY PRACTICE becomes **GOOD PHARMACY PRACTICE**

Pharmacy services should be:

- based on the needs of the societies/customers/patients
- processes should be described and based on strategy of the pharmacy/pharmacies
- processes should continually be evaluated, measured and improved

Quality management of services

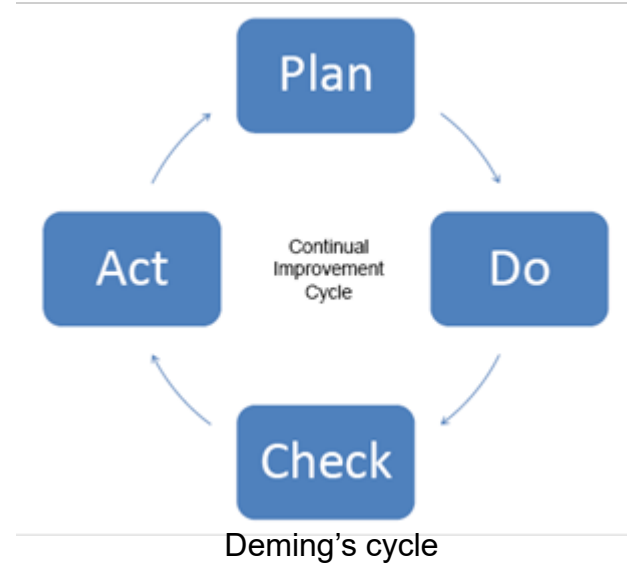
- A systematic approach to describe the process and outcomes
- Elements of quality management:

Process thinking

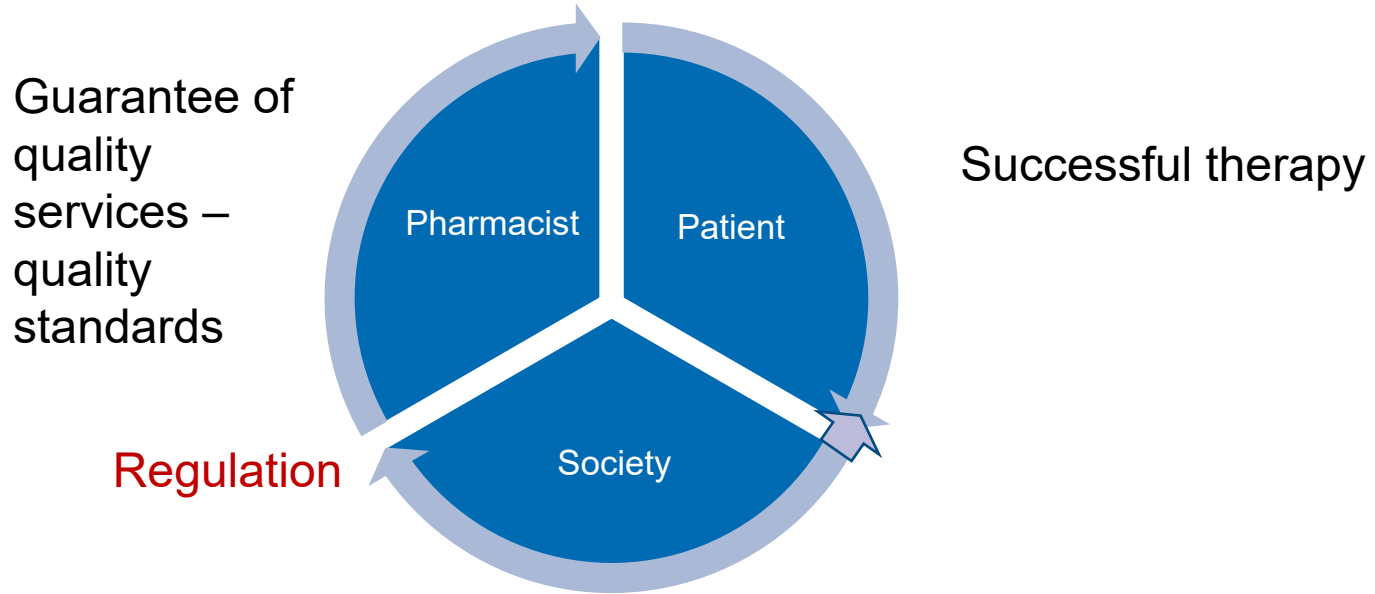
Customer focus

Continual improvement

Measurable outcomes



From chaos to organised pharmacy services

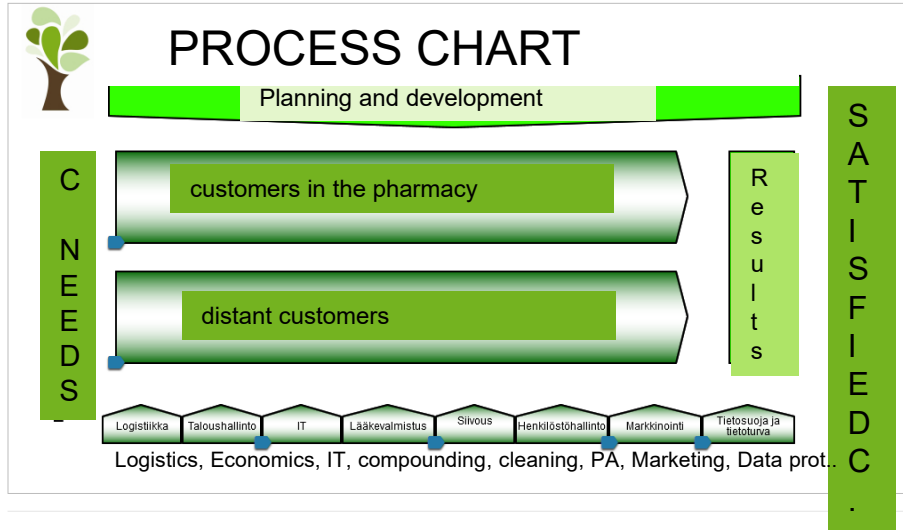


Process chart in a pharmacy

Prosessikartta

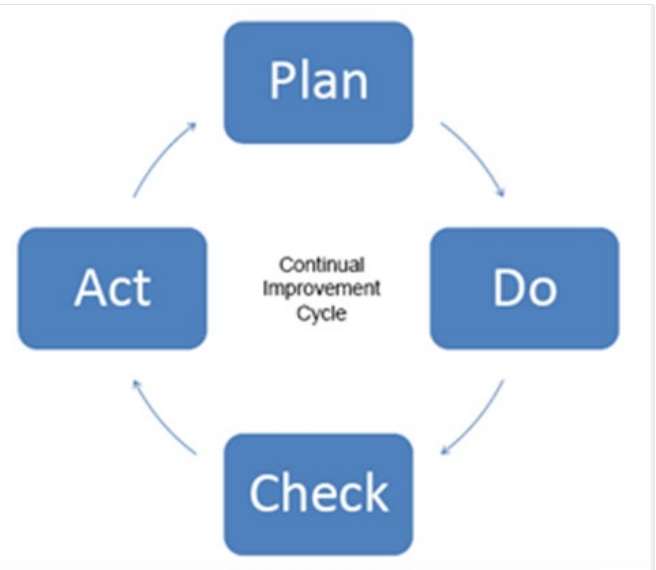
✓ Hyväksytty | Versio 36 ▾

Yhteenveto | **Prosessikaavio** | Vaiheiden kuvaukset



Auditing and measuring

- Every process audited annually by the process owner and the auditor
- Results of processes in the Balanced Scorecard
- Demings circle



Quality management of crises

- Well planned is half done!
- Risk analysis:
 - what could happen?
 - processes (risk analysis is part of the ISO-standards)
 - strategy – what is our role and what are the expectations towards us?
 - how can we in the pharmacy level best benefit the community?
- Contingency plans based on risk analysis:
 - National level and local level, in health care and at the pharmacy level
 - Updated regularly!

GPP in Covid-19

- Safe procurement processes
 - => Following the national guidelines and own procurement guidelines (masks, disinfectants, tests, medicines)
- Safe storage processes
 - => Quality medicines
- Safe dispensing processes
 - => Rational medicine usage and medical charts (useful while hospitalised)
 - => Diminishing hoarding and waste
 - => Rational self-care
 - => Patient safety
- Support of adherence to general pandemic -guidelines

Example

Finnish pharmacies responding to Covid-19

- Parliament accepted the "Crisis management law" in mid-March
 - Ministry of Health and National Agency of Medicines gave their own regulation to pharmacy sector concerning:
 - exceptions for dispensing rules
 - wholesaling instructions and preferences
 - follow-up of stocks
 - limiting the open care usage of hydroxychloroquine and salbutamol
 - Other regulation concerning health care personnel, employer rights and responsibilities etc
-

Role of professional organisations

- Instructions and guidelines:
 - Contingency plan - models
 - Extemporaneous disinfectant production guidelines
 - Webinars on Covid-19
 - Webinars for employers about working conditions and safety, quarantine salaries, changes of working shifts etc
- Discussions with officials about the role of the pharmacies and follow-up at national level

Pharmacy level GPP

- Contingency plan from 2017 for influenza pandemic existed
- Updated in March
- All processes and SOPs adapted to the pandemic:
 - Procurement
 - Cleaning
 - Distant customers
 - Extemporaneous production of disinfectants
 - Marketing plan
 - Personnel plan

Cleaning instructions



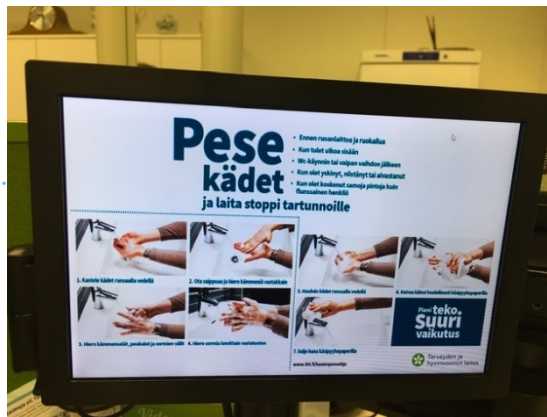
Procurement processes



Safety of personnel in customer service



Information in entrance



Information to customers in the pharmacy, to homes and in social media:

- Hand hygiene
- Masks
- Safety distances
- Information about medicines
- Prevention of hoarding

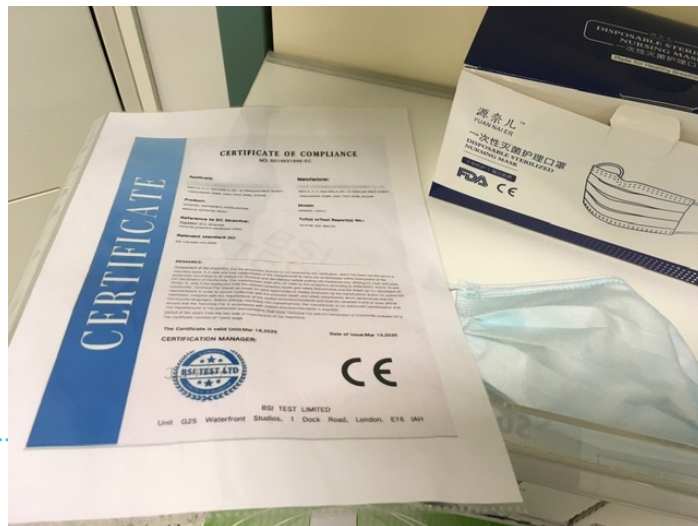
KORONAVIRUS: FAKTOJA

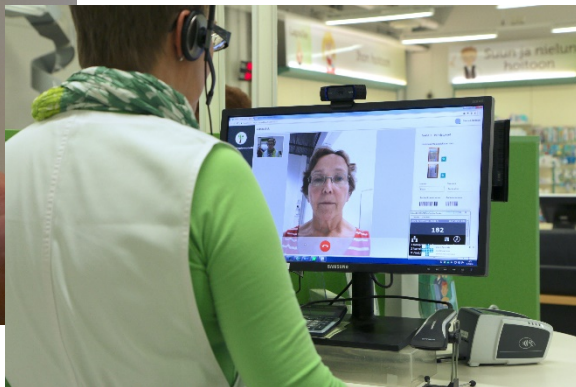
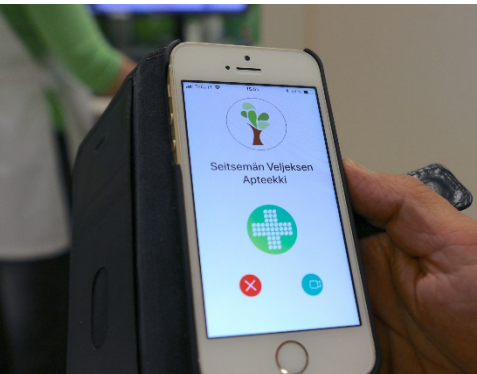
Tarvitsetko hengityssuojainta?

Et, jos olet terve.

Tarvitset hengityssuojainta vain jos huolehdit henkilöstä, jolla epäillään koronavirustartuntaa tai jos koet itse olevasi sairas.

Terveydenhuollon työntekijät tarvitsevat suojaimia työssään.





KOTIINKULJETUS

Kotiinkuljetus arkisin ma-pe
kello 14-18.

Kuljetuksen hinta Nurmijärvelle (01900) ja Perttulaan (01860) 6 €
Rajamäkeen (05200) ja Röykkään (05100) 10 €.

Mikäli kuljetuksessa on myös K-Supermarketin toimitus,
peritään kuljetusmaksu vain kerran.



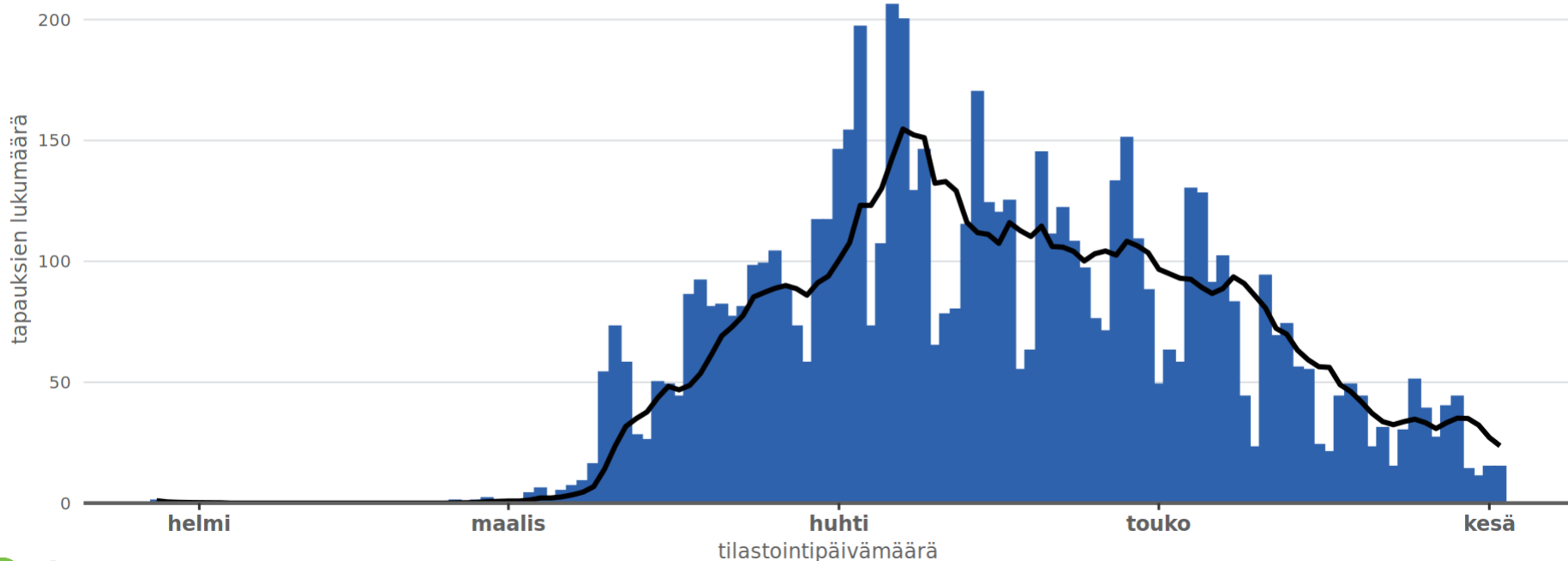
Klo 11:30 mennessä
tehdyt tilaukset
ehtivät mukaan
vielä saman päivän
kuljetukseen.



Distant services:
Internet sales 10 x
Netpharmacy and mobilepharmacy
Pick-box
Home deliveries every weekday
twice

Number of new Covid19- cases in Finland February-June 2020

mustalla viivalla seitsemän päivän liukuva keskiarvo



Tartuntatautirekisteri 03.06.2020



February,

March

April

May

June

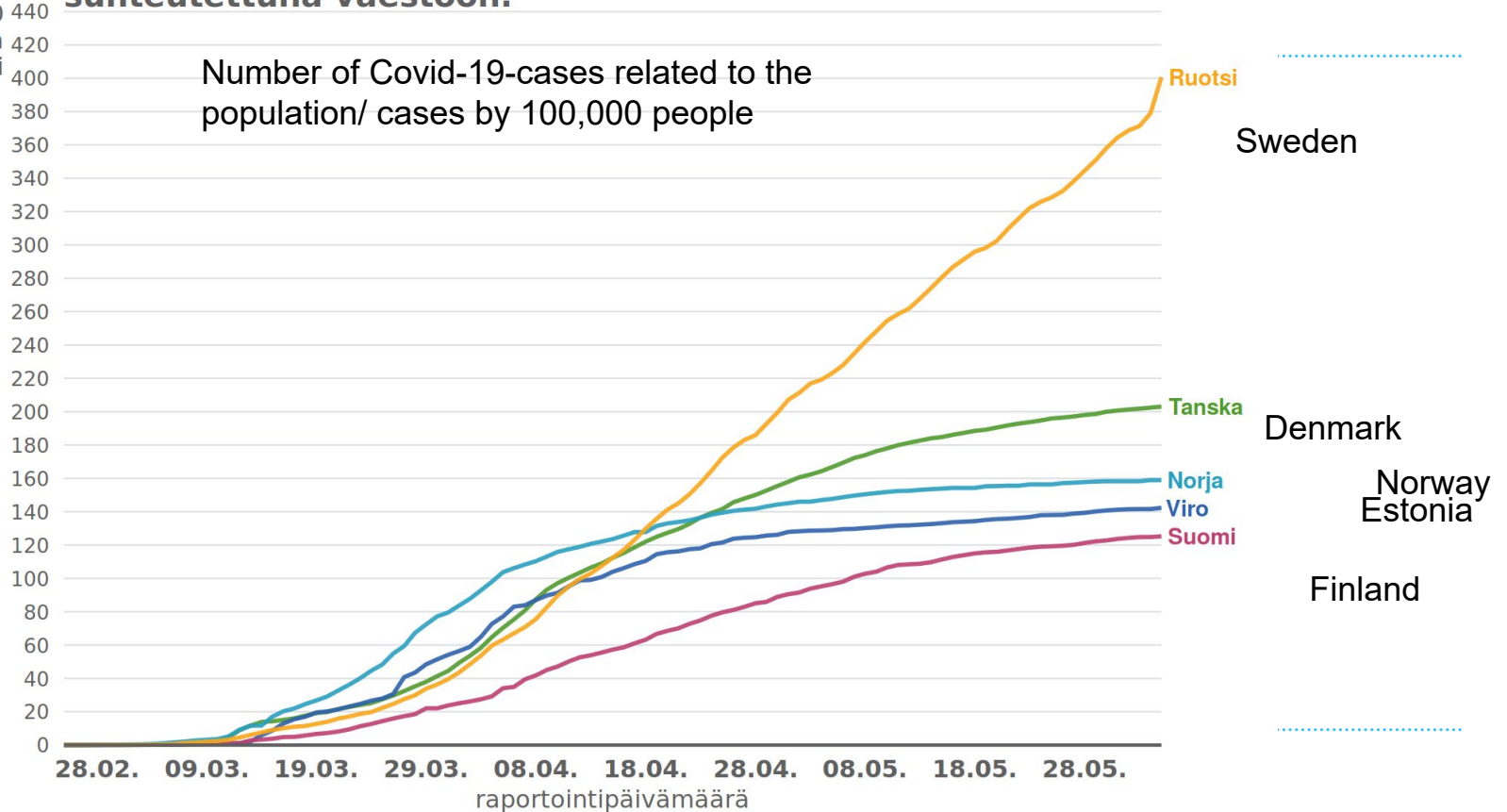


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Todetut COVID-19-tauditapaukset Suomessa, Ruotsissa, Norjassa, Tanskassa ja Virossa suhteutettuna väestöön.

tapaukset
100 000
asukasta
kohti

Number of Covid-19-cases related to the population/ cases by 100,000 people



Evaluation

- Quality management system contains the measurements of the results
 - Development discussions with the personnel in May
 - Customer feedback
 - Lead feedback
 - Situational analysis based on these results
-
- Processes changed again to adapt to the new situation.
 - Lessons learnt: keep the good things, develop new services, be alert!

Questions, comments...and

SUCCESS IN YOUR WORK!



It's easier to find
your way, if you
know where you
are going!

Question Time

Please use the chat board to log your questions & comments.

Today's Q&A will be focused on:

- **Good pharmacy practice principles**
- **Quality management of pharmacy practice**
- **Contingency plans for community pharmacies during the pandemic**

Important Links & Resources

FIP Covid-19 Information Hub

A comprehensive FIP webpage containing all of our resources and outputs relating to COVID-19.

Link: <https://www.fip.org/coronavirus>

FIP Facebook Group: COVID-19 & pharmacy

Link:

<https://www.facebook.com/groups/covid19andpharmacy/>



Next online events, coming up this week!

Date	Time (CEST)	Theme
23 June	12:00	The FIP CEO Interviews: Prof. Trevor Jones
24 June	15:00	COVID-19 for Hospital Pharmacists and Health-Systems: The Medication Use Process
25 June	18:00	#AfricaTogether: Pharmacy Against COVID-19



Thank you for attending!

www.fip.org/coronavirus