

# **Community Pharmacy Anticoagulation Management Service (CPAMS)**

## **1. Definition**

This service specification relates to the anticoagulation management of Service Users on warfarin by an accredited community pharmacy service provider.

## **2. Service Objectives**

The overall objective of this Community Pharmacy Anticoagulation Management Service is the provision of INR point-of-care testing by a community pharmacy, and the adjustment of warfarin doses within a defined range with the aid of an approved computer decision-support system.

The service aims to:

- (a) support Service Users and their families/whanau to better understand and manage their warfarin medication;
- (b) reduce warfarin-related adverse medication events;
- (c) improve accessibility and convenience for Service Users;
- (d) improve multidisciplinary management of Service Users prescribed warfarin in the community;
- (e) reduce the burden on Medical Practitioners; and
- (f) prioritise services to the following patient groups, where possible
  - People with venous access issues
  - People with poor attendance at the practice, or those the practice has difficulty contacting with the results of the INR test
  - People with reduced compliance and/or with reduced warfarin control
  - High needs patients / people with poor health literacy
  - People with mobility issues
- (g) reduce the incidence of clots (strokes, DVTs and PEs) by improving the patient's time in therapeutic range (TTR).

## **3. Service Users**

To be eligible to participate in the Community Pharmacy Anticoagulation Management Services

Service Users must:

- (a) be referred by a Medical Practitioner who delegates point-of-care warfarin testing, dose adjustment and associated patient counselling to a community pharmacy service;

- (b) either:
  - i. be taking warfarin medication; or
  - ii. be requiring warfarin loading and initial stabilisation; or
  - iii. be overlapping warfarin medication with low molecular weight heparin (LMWH);
- (c) be mobile and able to access Community Pharmacy Anticoagulation Management Services; and
- (d) not be excluded from receiving Community Pharmacy Anticoagulation Management Services under clause 7 of this service specification.

## 4. Service User Access/Exit Criteria

- (a) The Service User access criteria are as follows:
  - i. The Service User is referred by a Medical Practitioner; and
  - ii. The Service User consents to registration in the Community Pharmacy Anticoagulation Management Service (CPAMS).
- (b) The Service User exit criteria are as follows:
  - i. The Service User chooses to exit the Community Pharmacy Anticoagulation Management Service, or leaves the district, or is managed by another Provider (e.g. another Pharmacy)
  - ii. The Service User dies; or
  - iii. The Service User is non-compliant and/or has not attended the Community Pharmacy Anticoagulation Management Service.

The Provider must disenrol the Service User when any of these factors apply, or in the case of 4.1 (b)(ii) when the Provider is informed that the Service User has died.

## 5. Service Components

### 5.1 Processes

- (a) This service specification for Community Pharmacy Anticoagulation Management Services should be read in conjunction with the relevant clauses in the service specification for Core Pharmacy Services and, in particular, you must comply with clauses 6.1(a) to (e) of that service specification, where applicable.
- (b) This Community Pharmacy Anticoagulation Management Service involves:
  - (i) obtaining the consent of the Service User to be registered with the Pharmacy for this Community Pharmacy Anticoagulation Management Service;
  - (ii) documenting Medical Practitioner consent to be involved in this Community Pharmacy Anticoagulation Management Service and acceptance of the Community Pharmacy Anticoagulation Management Service standing order;
  - (iii) undertaking Service User assessment each time the test is undertaken in order to establish the Service User's history and any symptoms, and if any Service User factors may influence the results (e.g. a missed dose of warfarin);

- (iv) performing the INR test using a drop of blood on the test strip of an approved testing device using an approved decision support tool;
- (v) dose adjustment made by the supervising Pharmacist supported by an approved decision support tool with a validated dosing algorithm supported by published data;
- (vi) giving the Service User the results of the test and providing advice on the dose of warfarin to take each day until the next test as a hard copy dosing calendar;
- (vii) giving the Service User counselling and education about warfarin medication, when required, using an approved Warfarin Education Program;
- (viii) electronically providing the Medical Practitioner with information on the results of the monitoring and changes to the warfarin regime;
- (ix) requesting medical review by the Service User's Medical Practitioner if any INR is  $<1.5$  and  $>4.0$ ;
- (x) contacting the Service User's Medical Practitioner directly if the Pharmacist is concerned about the Service User's symptoms, results, or the dose recommendation;
- (xi) keeping a full record of the Service User's care management plan as provided by the approved on-line decision support tool;
- (xii) undertaking quality assurance activities (refer to clause 8);
- (xiii) auditing anticoagulant management by regularly monitoring anticoagulant control of individual patients and cumulative results using approved decision support software;
- (xiv) auditing compliance for timeliness of testing in order to identify Service Users with compliance issues using the approved decision support software; and
- (xv) recording the incidence of adverse events (in particular the incidence of bleeding) including hospital admissions using the approved decision support software.

## 5.2 Facilities and Settings

The Pharmacy from which you provide Community Pharmacy Anticoagulation Management Services must be licensed by the Provincial or Territorial licensing and registered with the Ministry of Health.

## 6. Service Linkages

- (a) A strong professional relationship must be in place between the Medical Practitioner and Pharmacy/Pharmacist providing this Service.
- (b) You will work within the framework of local anti-coagulation policies, procedures and referral processes.
- (c) The Pharmacy must have the appropriate secure IT connection to allow electronic linkage with general practice.
- (d) The Pharmacy must be involved in an organised system of external quality assurance (refer to Clause 8 – Additional Quality Requirements).

## 7. Exclusions

- (a) Service users without a general practitioner.
- (b) Service Users who have anti-phospholipid syndrome, anti-cardiolipid syndrome, lupus anticoagulant syndrome and/or receiving active anti-neoplastic treatment are excluded from receiving Community Pharmacy Anticoagulation Management Services.

## 8. Quality Requirements

### 8.1 Internal quality control

Each Community Pharmacy Anticoagulation Management Service provider is required to undertake the following internal quality control activities:

- Deliver the Service as per the Standing Order, and undertake annual review to ensure pharmacists accredited to undertake the Service are operating according to the Standing Order
- Perform testing in line with the standard operating procedure
- Report on adverse events, anticoagulant control and patient compliance in accordance with Provincial and Territorial regulations.
- Ensure internal quality control testing on the INR Monitoring device is performed in line with the recommended procedure (a code chip is supplied by the manufacturer to regularly calibrate the machine)

### 8.2 Acceptability

- (a) Community Pharmacy Anticoagulation Management Services must be provided from premises that conform to relevant standards issued by the Ministry of Health or the Pharmaceutical Society.
- (b) A particular requirement for delivery of this Community Pharmacy Anticoagulation Management Service is access to a private area within the Pharmacy for testing and counselling.

## 9. Qualified Provider

In order to be a qualified provider for Community Pharmacy Anticoagulation Management Services:

- (a) the Pharmacists undertaking this Community Pharmacy Anticoagulation Management Service have a current Annual Practising Certificate without restrictions; and
- (b) at least two pharmacists per site have attended an accredited Community Pharmacy Anticoagulation Management Services training course, and are accredited to undertake Community Pharmacy Anticoagulation Management Services.

N.B. One of the two pharmacists can be part-time, or a locum. If there is a

particular reason this is not able to be achieved, for example the pharmacist is a sole operator, the Provider must be able to guarantee the safety and quality of the service in the event of unexpected absence or leave; and

## **10. Safety**

- (a) The Medical Practitioner retains overall responsibility for the Service User's management, but delegates that care to the Pharmacist through a standing order.
- (b) You will work within the framework of local anti-coagulation policies, procedures and referral processes.
- (c) Only accredited Pharmacists trained by an approved Community Pharmacy Anticoagulation Management Services training course are able to provide this Community Pharmacy Anticoagulation Management Service.
- (d) The Pharmacist is responsible for the quality assurance program that ensures the test device is providing reliable results (refer to the Quality Requirements in Clause 8).