

## Management

5 key risk management methods:

- Avoidance
  - Could result in opportunity loss (i.e. the potential profits that result from taking risks)
  - Not always practical because a business cannot operate without taking some risk
  - Example: avoid taking risks such as avoid stocking high cost, high profit but not popular products
- Retention of risk (i.e. self-insurance)
  - Making conscious decision to handle the **unavoidable** risk internally because it is much more cost-effective to handle the risk internally
  - However, if the retention of risk is a result of ignorance, indifference or laziness, the pharmacy is likely to be unprepared and may be facing severe adverse consequences
  - Example: natural disasters or war
- Insurance (the most common way)
  - Risks are ..... (more to come)

## Veterinary Pharmacy

How does the following intestinal parasite affect the humans?

- a) *Toxocara canis*
- Mainly due to poor hygiene or not cleaning up faeces properly (zoonosis is possible but does not always occur)
  - Eggs hatch in the intestine; and the larvae migrate all through the body including the eye, brain and liver (but do NOT travel through lungs and back to intestine), ..... (more to come)
  - E.g. characterised by .... (more to come)
- b) *Dipylidium caninum*
- *Dipylidium caninum* is a tapeworm
  - Can be infected by ingesting .... (more to come)

## Health Promotion

Motivational interviewing:

Facilitate self-efficacy

- The patient must believe the provided health information first before they can understand and remember them
- This involves correcting any factual error in patient perceptions (e.g. if I don't..... (more to come))

## Vitamins and CAM

What is the food sources of Vitamin C? What are the Vitamin C deficiency symptoms? What are their therapeutic uses? What are their toxic effects?

Food sources: blackcurrant, oranges, strawberries, broccoli, cauliflower

Mild deficiency symptoms: swollen..... (more to come)

### Wound Management

Interactive dressings (i.e. use the environment provided by the body to encourage normal healing):

- **Film dressing** (including island dressings) is waterproof, gas-permeable, transparent and flexible. It protects against friction, shear, chemicals and microbes. It can be used as secondary dressing too. However, due to its low absorbency, it is only used for low exuding wound.
- **Hydrocolloid dressing** is waterproof, transparent and flexible. It provides a physical barrier. It also forms a hydrophilic ..... (more to come)

Intrinsic factors:

Health status	Good arterial and venous circulations are essential for good wound healing. Anaemia reduces the capacity of blood to transport oxygen to the injured tissues
Age factors	Skin changes with age. Ageing causes the loss of hair follicles, blood supply, sebaceous glands and receptors. Skin becomes drier and thinner, therefore is more prone to physical or chemical destruction
Nutritional status	Carbohydrates, proteins (arginine), fats, vitamins (A, B, C and K), trace elements (iron, copper and zinc) and fluids all play a vital role in wound repair. <ul style="list-style-type: none"><li>• Skin cells require glucose for energy in wound healing</li><li>• Arginine signals the production of nitric oxide and cell proliferation – by stimulating collagen and proteoglycan synthesis</li></ul>

Extrinsic factors:

Mechanical stress	When <b>pressure</b> is exerted locally for more than two hours, localised microvascular ischaemia will occur, ultimately leading to tissue destruction and formation of pressure ulcer.
Maceration	Excess moisture will retard healing and damage peri-skin
Chemical stress	The use of topical agents (e.g. iodine, peroxide, chlorhexidine) may have negative effect on wound and cells (i.e. delayed healing). This is because they are non-selective in their activity and will kill healthy cells as well as bacteria.

### Hospital PEP

Hospital drug formulary drugs – hospital's own essential medicines list to rationalise medicines stocked to meet the needs of the majority of patients and clinical conditions treated at that hospital

Hospital non-formulary drugs – drugs that are not part of the essential medicines list and are used in exceptional or emergency situations

#### How to list a drug on the hospital drug formulary:

- Submit a request for ... (more to come)

#### How non-formulary drugs are made available in hospital:

- Upon request by medical ... (more to come)

#### Roles of hospital drug imprest system:

- To store medications (supplied from pharmacy department) that are commonly used by the patients in the specific ward
- Maintain a stock of .... (more to come)

#### Advantages of having imprest system:

- Allows ward staff to ... (more to come)

#### How a staff requests drug from central/main pharmacy:

- Firstly, check stock using hospital-specific software
- Make phone order from central/main pharmacy

#### How to maintain or manage drug imprest system:

- Imprest system is managed by senior pharmacists
- Pharmacy technician delivers therapeutic goods from the pharmacy department to imprest at specific times
- Frequency for the imprest to be re-stocked depends on how busy is the area

#### Duties and responsibilities of hospital pharmacist:

- Outpatient dispensing:
  - Check the ..... (more to come)
- Inpatient dispensing:
  - Dispense medications....(more to come)
- Distribution & imprest:
  - Delivers therapeutic ..... (more to come)

Drugs of addiction are stored in imprest in a locked safe; their distribution from main pharmacy department to the imprest must be done by a pharmacist; must be recorded in DD book to ensure correct balance each time; clinicians can chart or prescribe the medications whenever deemed necessary.

#### Clinical review:

The review of the patient-specific clinical information including patient parameters to evaluate their response to medication therapy and to detect and manage potential or actual medication-related problems. It may include ... (more to come)

### How to access medications during after hours?

- An on-call pharmacist....(more to come)

#### Community Pharmacy

- Script-in can be done by pharmacists, intern pharmacist, pharmacy student, pharmacy assistants, dispensary technician (check the validity of prescription & ask questions to assess the safety and appropriateness of the medications)
  - Check the date of original prescription (as it will be expired after 1 year for S4 medications; and expired after 6 months for S8 medications)
  - Check for Medicare number (if do not have one, then ask for the Medicare card from the patient)
  - Ask if patient prefers generic or original brand
  - Ask if patient has any allergies
  - Ask if patient has other medical conditions & taking other medications
- Dispensing can be done ....(more to come)
- Script-out can be done by ... (more to come)

### What dispensary technicians can do?

- Responsible for selection, processing and labelling of prescription medicines
- All dispensed medications need to be checked by pharmacists before giving out to patients
- Responsible for Webster packing
- Responsible for dispensary stock control
- Responsible for checking and keeping PBS prescriptions up-to-date and ready for claim processing
- Responsible for maintaining the cleanliness and tidiness of the dispensary and the medication shelves at all times (including checking expiry dates)
- Updating customer files and administrative procedures
- (more to come)