



Community Pharmacy Roadmap Program Development Template

Program/Service Quadrant	Staged Supply A – Prescribed Medicines – Services and Programs
1. Program/Service Description	
a) Background	<p>Staged supply refers to arrangements where the pharmacist, usually in response to a request from the prescriber, supplies a medicine to the patient over a period of time in instalments rather than supplying the full amount prescribed at the outset. This service has developed over time as a professional courtesy in response to prescriber requests for particular patient groups such as those with abuse/misuse or adherence issues who would benefit from daily supervision of their medicines regimen.</p> <p>A review was established under the Fourth Community Pharmacy Agreement to examine the implications for community pharmacy of the provision of staged supply services. The review examined the circumstances in which staged supply might be clinically indicated and the legislative, financial, administrative and practice implications. The review found that demand for staged supply is growing and would benefit from defined standards to ensure best practice and record keeping¹.</p> <p>Although many of the medicines dispensed may be listed on the Pharmaceutical Benefits Scheme (PBS), the staged supply service is not subsidised under the PBS or any other program.</p>
b) Brief Description	Staged supply is when pharmacies dispense medicines in instalments, for example daily or weekly, to a patient, usually when requested by a prescriber. Once dispensed the medicine is held in the pharmacy and the instalments are provided to the patient according to the agreed schedule.
c) Alignment with Government Policy	One of the four arms of Australia’s National Medicines Policy is Quality Use of Medicines (QUM). A staged supply service is consistent with QUM principles by ensuring the safe and appropriate use of medicines on an individual needs basis.
d) Expected Outcomes for Government and Community Pharmacy	<p>Providing a staged supply service may have a number of benefits to the government and community depending on the patient groups supported. Supporting patients with drug abuse/misuse issues can impact the diversion of at-risk medicines. Similarly, supporting patients with adherence issues (e.g. those with mental health problems) facilitates self-management with better health outcomes. At-risk patients can be managed in the community setting rather than through government hospitals or clinics, improving the efficiency of the health system in a cost-effective manner.</p> <p>From a pharmacy perspective, there will be greater recognition of the role of community pharmacists as a member of the primary health care team. Community pharmacy will have the opportunity to develop a viable business involving service provision as an adjunct to product supply and will have a greater capacity to effectively utilise the increased number of new pharmacy graduates in a manner that benefits both pharmacy practice and the community. The vast majority of community pharmacies are expected to participate in this program.</p>
e) Consumer Benefits	The provision of a staged supply service by community pharmacy provides at-risk patients with the necessary support to effectively manage their health problems through proper and professional management of their medicines. The service contributes to improved adherence and improved quality of life for the individual and family. There is also greater convenience for eligible at-risk patients and their family as they can generally access this service from their

¹ <http://www.health.gov.au/internet/main/publishing.nsf/Content/pharmacy-4cpa-reviews> accessed 1 June 2010

	local community pharmacy instead of having to attend hospitals or special clinics.
f) Who Performs the Service	The pharmacist performs the staged supply service as an adjunct to the dispensing process.
g) Collaboration with Other Health Care Professionals	<i>Will service delivery require any formal collaboration with other health care professionals?</i> Yes Pharmacists will collaborate with other members of the health care team, such as prescribers and allied health professionals as appropriate.
2. Implementation and Enablers	
a) Stakeholder Consultation	<i>Representative bodies from the following areas will need to be consulted in order to fully develop and implement a program:</i> <ul style="list-style-type: none"> • Addiction support groups • Consumer organisations • Funders • Government and regulatory bodies • GP organisations and other prescriber groups • Mental health support groups • Pharmacy organisations • Pharmacy software vendors • Product sponsor groups • Professional insurers
b) IT Requirements	<i>Is pharmacy software required to deliver this program?</i> IT solutions may assist in the delivery of this services. Program software needs to integrate service consultation with pharmacy software, be streamlined for ease of use and consistent with pharmacy workflow. Documentation and claiming software needs to be available for programs that support subsidised services.
c) Infrastructure and Staffing	<i>Is a private consultation area required to deliver this program?</i> No <i>Is the program within the pharmacist's/pharmacy assistant's normal scope of practice?</i> Yes <i>Will an additional pharmacist be needed?</i> Individual pharmacies will need to assess their workload capacity according to the volume of staged supply patients they support and the extent of pharmacist consultation involved. There may be a need for another pharmacist to manage other professional activities within the pharmacy, such as the supply of Pharmacist Only Medicines.
d) Training	<i>Will additional formal training be needed?</i> With the development of any specific staged supply service, initial familiarisation on any service standards and legislative and administrative requirements will be necessary.
e) Supporting Standards, Procedures and Templates / Checklists	<i>Will a QCPP standard be required?</i> Yes - Modification of the existing standard or development of a new sample procedure and template/checklist will be required. <i>Will professional guidelines and/or standards be required?</i> Yes <i>Are there any national guidelines which need to be taken into account in developing the program to ensure consistency with best practice?</i>

	<p>Yes</p> <p>Any Staged Supply service will need to align with the National Medicines Policy². Services supporting patients with abuse/misuse issues will need to align with the National Drug Strategy³ while those for mental health patients will need to align with the Mental Health Strategy⁴.</p>
f) Legislation / Regulation Implications	<p>There will/may need to be an amendment to:</p> <p><input type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> To be determined</p> <p><input type="checkbox"/> Commonwealth Legislation</p> <p><input type="checkbox"/> State Legislation</p>
3. Funding	
Funding Options	<p><i>Possible funding options include:</i></p> <p>Community Pharmacy Agreement</p> <p>Alternative Commonwealth Programs e.g. mental health, substance abuse programs</p> <p>State/Territory Government</p> <p>User-pays</p> <p>Private Health Insurance</p> <p><i>Has any funding for this Program been secured?</i></p> <p>Staged Supply has been included as one of the ‘Additional Programs to Support Patient Services’ in the Fifth Community Pharmacy Agreement with details of the funding arrangements to be developed as part of the implementation of the Agreement.</p>
4. Timelines	
Timelines	<p><input checked="" type="checkbox"/> Established community pharmacy practice</p> <p><input checked="" type="checkbox"/> Immediate to short-term implementation (< 30 June 2015) – subsidised service</p> <p><input type="checkbox"/> Medium-term implementation(1 July 2015 to 30 June 2020)</p> <p><input type="checkbox"/> Longer-term implementation (> 1 July 2020)</p>

² <http://www.health.gov.au/internet/main/publishing.nsf/Content/National+Medicines+Policy-1>

³ <http://www.nationaldrugstrategy.gov.au/internet/drugstrategy/publishing.nsf/Content/home>

⁴ <http://www.health.gov.au/internet/main/publishing.nsf/Content/mental-strat>