

RETHINKING THE TRANSFER OF CARE IN A GEOGRAPHICALLY COMPLEX AREA THROUGH THE ESTABLISHMENT OF A CITY-HOSPITAL LINK : THE "RÉTR'OFFICINE" PROJECT

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BACKGROUND AND IMPORTANCE

Outpatient drug dispensing is a key service in ensuring coordinated patient care across the territory.

In our hospital pharmacy department, patients travel an average round-trip distance of 50 km to obtain their treatments.



AIM AND OBJECTIVES

We aimed to reduce the environmental impact of this activity, ensure patient safety, and better meet their needs by optimizing this pathway.

MATERIAL AND METHODS



An assessment of current practices was conducted, and a multidisciplinary working group was established to address the identified challenges.

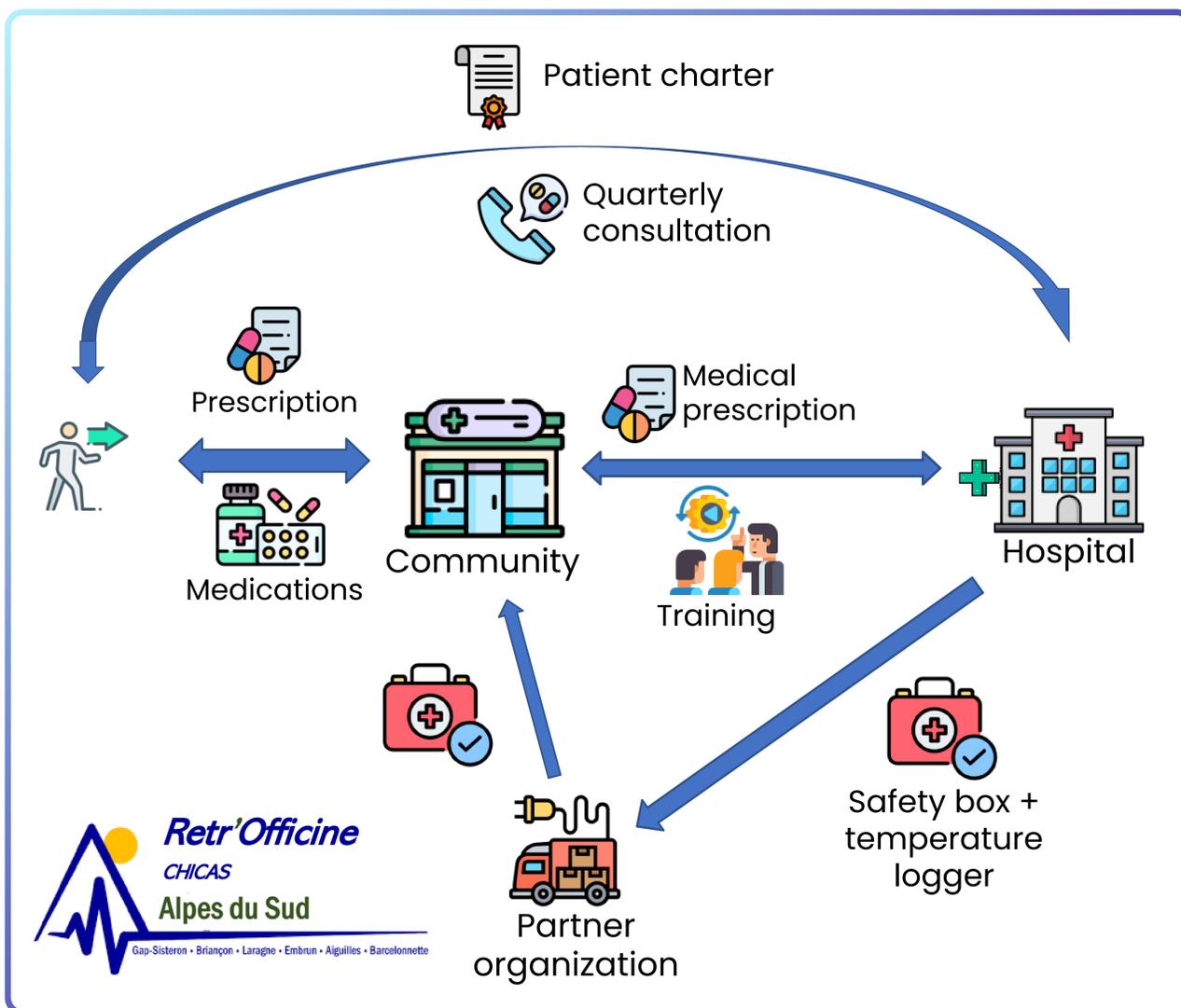


Improving the patient care pathway : Facilitating access to medications by enabling delivery to local community pharmacies, thereby reducing travel burden particularly for a frail and aging population.



Enhancing the safety of care delivery : Ensuring that treatments initiated or modified during hospitalization continue to be dispensed by the hospital pharmacy. Only prescription renewals will be delegated to community pharmacies, while maintaining a direct clinical link between the hospital pharmacy and patients.

RESULTS



PARTICIPATORY METHODOLOGY:

All stakeholders were involved from the outset: hospital management, regional health agency (ARS), pharmacy inspection, OMEDIT, and CPTS. Institutional validation was obtained through presentation to the Medical Committee (CME).

Results after 1 month: 45% adherence achieved toward a 50% target.

MEASURED IMPACTS IN THE HOSPITAL PHARMACY DEPARTMENT (PUI) :

- 1** 30% reduction in time spent on planning, stock management, and preparation.
- 2** Reduced dormant stock and improved management of low-demand periods.
- 3** Enhanced skills and competencies of pharmacy technicians.
- 4** Strengthened hospital-community pharmacy connections.

Estimated annual savings of 12 tons of CO₂ equivalent.

CONCLUSION AND RELEVANCE

This project addresses organizational, environmental, and societal challenges. By combining sustainable logistics, local accessibility, and strengthened hospital-community pharmacy links, it enhances care quality and patient services. A survey is currently underway to assess patient and pharmacy satisfaction.

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