

DIGITAL TRANSFORMATION OF THE HOSPITAL/TERRITORIAL PHARMACY - TELEPHARMACY NEW DIMENSION OF PATIENT CARE MODELS

G. Mingolla¹, D. Ferrante¹, C. De Castris², G. Fasano², F. Fasano³, G. Malagnino⁴, V.G. Colacicco⁵

(1) ASL TARANTO, PHARMACY, MARTINA FRANCA, ITALY. (2) UNIVERSITY OF SIENA, PHARMACY, SIENA, ITALY. (3) UNIVERSITY OF TARANTO, MEDICINE AND SURGERY, TARANTO, ITALY. (4) ASL TARANTO, HEALTH DIRECTORATE, MARTINA FRANCA, ITALY. (5) ASL TARANTO, GENERAL DIRECTION, TARANTO, ITALY.

BACKGROUND AND IMPORTANCE

Digital health promises to transform the way in which healthcare is provided, making it possible to explore the possibility of taking care of the patient who accesses hospital pharmacies with an organized method for appointments that take into account the personalized therapies of each of the patients, but also of the logistics of the spaces, of the sustainability of the healthcare service in terms of human and economic-financial resources.

AIM AND OBJECTIVES

Exploit technology by structuring new organizational management models for patient care, to reduce long waiting lines and facilitate access to pharmacy premises.

MATERIAL AND METHODS

40% of patients treated at the hospital pharmacy with high-cost therapies were enrolled in the telepharmacy pilot project. The use of a computer application system with connected software by means of applications downloaded independently by the patients was implemented. The two systems communicate with each other thanks to the pharmacist's compilation of personalized therapy sheets, which report the personalized therapeutic diary in the system. This allows you to calculate exactly the day on which the patient will need the new dispensing according to the autonomy decided by the Pharmacist, in a time range no longer than 7 days from the end of the therapy



RESULTS

By assisting 1800 patients, reducing the influx of them, for days and hours, allows the pharmacist to regulate and know the number of patients who will have to access the Service during the day, organizing the care times. Waiting times are reduced by 60% by being able to anticipate the preparation of therapy packages to be dispensed thanks to the system dashboard which shows the number and type of personalized therapies to be provided during the day. The same mechanism made it possible to estimate the need, reducing the stock of high-cost therapies by 1.8%, avoiding the freezing of resources and the possibility that the patient will receive the therapy in due time.

CONCLUSION AND RELEVANCE

Facilitating access to pharmacy premises avoids overcrowding, improves safety, user satisfaction, care planning by the hospital pharmacist and multiplies the value of human resources, the quality of proactive work and the economic planning of purchases of high-cost drugs.

