



### **Point-of-Care Approach: Improving Healthcare Outcomes Utilizing "MTM"**

Physicians have various primary care responsibility from direct patient care, diagnosis and writing medication prescriptions.

This puts a great deal of stress on our front line medical personnel who have taken an oath to defend us against debilitating disease. As medicine gets more complicated, more necessary and more time consuming, a paradigm shift is inevitable. The call for help is finally being answered with the help of pharmacists such as co-founder of Progress Centre Medical Pharmacy and Clinic, Brent Chan.

Progress Centre Medical is on the forefront of pharmacy, and by partnering with innovative and talented physicians, they have developed a point-of-care directive to enhance medical outcomes from a pharmacy and medicine perspective. A key pillar to their directive is placing physicians in close proximity to the pharmacy, allowing higher quality collaboration between pharmacists and physicians. By doing this, they believe that in-house pharmacists will help reduce stress on physicians by jumping in the driver's seat and taking on the role of "medication therapy management"(MTM). Progress Centre Medical is organized in such a way that the proximity of the pharmacy is not only built for patient convenience (no one wants to drive from one health centre to another in minus 10 degree celsius weather just to fill prescriptions!) but allows for a "team approach" (or in medicine, "multidisciplinary") to solving healthcare issues with more than one set of eyes. This can help in reducing prescription errors and multiple phone calls from pharmacist to physician to just review medications which in turn can cause long wait times. This group environment nurtures a cohesive relationship between both faculties. Progress Centre Medical is carving a new frontier in medical care and the first of its kind in Scarborough, dubbed, "HealthPharm 1.0" with MTM being the centerpiece of change. MTM empowers pharmacists to co-navigate a patient's journey to optimal healthcare.

HealthPharm 1.0 at its essence is about close collaboration between physicians and in-house pharmacists allowing open and bi-directional communication of medical solutions in real time, which in turn also reduces wait times. This collaboration is greatly enhanced by specific clinic workflows and technologies (EMR) where physicians can seamlessly communicate with the pharmacy staff with a push of a button.

Primary care physicians are knowledgeable of medical information however specialized prescription knowledge, therapeutics and adherence is another skill set and requires years of focused pharmacy training. On that basis Progress Centre Medical in-house pharmacy also offers one on one counseling so that patients can thoroughly understand their prescriptions

schedules and ask additional questions about their personal health. Pharmacists who spend time with patients after seeing a physician categorically improve patient medication adherence and outcomes by a significant factor. A joint approach will always provide the best healthcare and allows physicians and pharmacists to monitor, review and modify medications based on patient response.

Medication review, personalized medication records, medication action plans, intervention/referral, and documentation/follow-up are core tenets of successful Medication Therapy Management and practiced diligently at Progress Centre Medical making us different from a typical pharmacy/medical clinic combination. We take time compiling in-depth medication profiles for all our patients, design easy-to-follow medication plans and we also conduct audits to protect our patients from possible over prescribing or prescription errors. These are all aspects of MTM designed to help patients adhere to their medication therapies and ensure health success.

