

Dispensing Clozapine in the Community: The Waitemata Way

KIA ORA • GREETINGS
NÎ HÂO • MALO LELEI
BULA VI NAKA • KANGEI
FAKALOFA LAHI ATU
AN NYUNG HAA SE YO
TALOFA LAVA • NAMASTE
HALO • SALAAM ALEIKUM
XIN CHAO • TALOFA NI
CHOUM REAP SUR
NÉI HÓU • MINGALABA
SAH-BYE-DEE • KIA ORANA

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Our core values: Customer Focus 'eye' | Integrity 'sunrise' | Compassion 'bird' | Respect 'koru' | Openness 'flower'



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Introduction

- **Clozapine: a unique agent**
 - Only licensed for treatment resistant or treatment intolerant schizophrenia
 - Requires ongoing regular monitoring of full blood counts
- **Introduced to New Zealand in 1990**
- **Restricted to hospital-only supply initially**
- **2003 Waitemata District Health Board reviewed policy**

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Objectives of Project

- **Optimise integration of the client into the community**
- **Improve accessibility for clozapine clients by upskilling community pharmacy staff to dispense clozapine**
- **Maintain current high standards of client safety**
- **Encourage communication and build relationships between primary and secondary care providers**

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Method

- **Funding approved for specific resourcing – project team**
 - Full time Mental Health Pharmacist
 - Half time Mental Health Pharmacy Technician
- **Review of clozapine devolution in the rest of the country and overseas**
 - Not been done on the same scale elsewhere
- **Comprehensive plan developed**
 - Number of pharmacies involved would not be limited
- **Community pharmacies only able to dispense if held a contract to do so and had been specifically trained**

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Comprehensive Plan

- Ongoing support for pharmacy staff
- A detailed care plan was developed for each individual client – nearly 400 clients involved
- Individual visits arranged to each community pharmacy to ensure systems were in place

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Comprehensive Community Pharmacy Training Package (1)

- **Training sessions**
 - At least one staff member needed to attend
 - Cover clinical and practical aspects
 - Cover response to symptoms and when to refer
- **Accessibility optimised**
 - Sessions local, in the evening and several times a year
- **By signing contract the pharmacy agrees to abide by the terms, and the District Health Board agrees to support them**

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Comprehensive Community Pharmacy Training Package (2)

- **Various staff members attended**
 - Pharmacists, technicians, interns
 - Community mental health staff encouraged to attend
- **Post-training accreditation quiz implemented**
 - Enables training to be used for professional registration requirements for continuing education
- **Trends picked up and included**
 - Coroner report, trends in queries

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Short Term Outcomes

- Feedback from clients was excellent
- Feedback from mental health services staff was excellent
- Feedback from staff in primary care was excellent
- No adverse outcomes for clients encountered
- Found some clients we didn't know about!

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Longer Term Outcomes

- Building of primary-secondary care networks and relationships
- Became clear an ongoing commitment to continue support and training was necessary
- Ongoing community pharmacy training occurring
- Ongoing quality assurance audits designed and followed through
- Incidents reported, collated and followed through – trends analysed
- Interest from within New Zealand and overseas – several organisations have followed our lead

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Change of Brand

- **New brand of clozapine became available**
 - Bioequivalent and fully funded
 - Robust monitoring system
- **Decision was made to change brands of clozapine, starting in November 2007**
- **Nearly 500 clients involved (inpatient and community)**
- **Specific training package for relevant staff designed and implemented**
- **Communication pathways and relationships already established meant the transition was relatively smooth**

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Ongoing Commitment & Future Directions

- Waitemata District Health Board has committed to funding a dedicated Mental Health Pharmacy Technician role
- Ongoing support and monitoring for community pharmacy and community mental health teams
- Ongoing training for staff
- Ongoing maintenance and development of networks and relationships – new opportunities
- Will facilitate implementation of General Practitioner prescribing when relevant
- Possible development of e-learning modules to optimise accessibility of training

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Thanks for your attention!

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