

# A Vision for the Future of a Healthy Alberta

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To imagine the future of pharmacy within Alberta communities, we envision a state that propels change in the way individuals and families receive health services from pharmacists and pharmacy technicians over the next 10 years.

Six significant themes form the basis of our vision for pharmacy practice, where Albertans are enabled and supported to achieve sustainable health and wellbeing through:

1. Care;
2. Professionalism;
3. Relationships;
4. Integrated technology;
5. Quality drug distribution; and,
6. Engaging health system.

To address these themes, we considered the “community of care” in its broadest context. The “community of care” does not exist in isolation. It comprises the individual pharmacists and pharmacy technicians in their different practice environments including local pharmacies, hospitals, ambulatory clinics, family care teams, and other care settings; educational institutions; and pharmacy organizations. Further, the “community of care” extends beyond pharmacy to include physicians, nurses, paramedicine, physiotherapy, social workers, other allied health professions and community practitioners who support patient health and well-being. This vision recognizes that pharmacists, pharmacy technicians and their work environments interact with, and are a part of, many diverse communities. As such, the work environments of pharmacy professionals are a hub for the “community of care” in which health professionals work together for the benefit of individuals and their families. These different communities may be geographical, practice-related or systems-oriented, with care provided in primary, secondary, or tertiary care settings. The community provides care throughout an individual’s journey across the healthcare system.

# Our Vision

## Care

People are connected to, and rely upon, pharmacists and pharmacy technicians to receive comprehensive and innovative healthcare across the continuum of care. Albertans view their local pharmacy team as a hub for healthcare services where health professionals collaborate in the provision of care and view their family pharmacist as a practitioner entrusted with making critical contributions to their health and wellbeing. This includes collaborating with their other pharmacists and healthcare practitioners throughout the healthcare system to develop a “community of care.” Communities benefit from having clearly recognized roles for pharmacist and pharmacy technician teams across all practice environments where an important part of their role is facilitating the integration of care. Of paramount consideration, pharmacists are enabled to ensure the appropriate use of medication to optimize health outcomes.

Practice environments, pharmacists, and pharmacy technicians adapt to the unique needs of their communities and the populations they serve. This adaptability places an emphasis on caring for Albertans within their own community. Albertans are empowered with clear expectations for the care they receive from their pharmacist and pharmacy technician across the continuum of care.

Pharmacy technicians are accountable for meeting day-to-day drug distribution needs by working to their full scope, which enables pharmacists to provide person-centred care. Pharmacists understand and enable the role of pharmacy technicians and human resources are used effectively.

## Professionalism

Albertans experience person and family-centered care<sup>1</sup> delivered by pharmacists and pharmacy technicians who demonstrate a profound sense of altruism and ethical conduct to promote the health of individuals and their communities across the continuum of care.

Pharmacy teams practice to their full scope so that individuals and their families experience high-quality, personalized care. To benefit individuals, pharmacists and pharmacy technicians nurture professional relationships with other health professionals. The care delivered by pharmacists and pharmacy technicians achieve and exceed intra- and inter-professional standards and expectations.

Pharmacist and pharmacy technician education supports excellence in care and integrates the model of care into student training. Practice environments value the opportunity to train pharmacy learners to apply their full scope of practice and skills; who in turn, provide meaningful care to individuals. At entry to practice,

pharmacists accept responsibility for assessing and prescribing to ensure appropriate drug therapy for individuals. Through their education and training, pharmacists and pharmacy technicians recognize their duty to society and identify an enhanced connectivity to, and social responsibility within, their communities. Albertans receive excellent care provided by pharmacy teams who commit to lifelong learning.

## Relationships

Individuals, their families, health professionals, and other stakeholders share respectful partnerships with pharmacists and pharmacy technicians to achieve person and family-centered care.

Strong, professional relationships between individuals and their family pharmacist, support engagement in their own care decisions. These professional relationships enable people to receive care in their community from a health professional they know and trust. People expect high quality care through their experiences with the broad scopes of practice entrusted by society to both professions. Pharmacists and pharmacy technicians benefit from individuals and their families creating a shared understanding of best practices. This is achieved through strengthening interpersonal and professional relationships with individuals founded on storytelling and education.

Pharmacists and pharmacy technicians are integrated as a pharmacy team and a synergy is realized between their unique roles in their delivery of care. Individuals experience pharmacy teams who readily collaborate with other health professionals in their care community, and who ensure they are enabled to make health decisions and manage their own care.

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<sup>1</sup>Patient (Person) - and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families. It redefines the relationships in health care. Patient- and family-centered practitioners recognize the vital role that families play in ensuring the health and well-being of infants, children, adolescents, and family members of all ages. They acknowledge that emotional, social, and developmental support are integral components of health care. They promote the health and well-being of individuals and families and restore dignity and control to them. Patient- and family-centered care is an approach to health care that shapes policies, programs, facility design, and staff day-to-day interactions. It leads to better health outcomes and wiser allocation of resources, and greater patient and family satisfaction. Institute for Patient and Family Centred Care; [www.ipfcc.org/faq.html](http://www.ipfcc.org/faq.html).

## Integrated Technology

The health outcomes of individuals are optimized by a health system that leverages integrated and interactive technologies to support the practice of pharmacy teams. Individuals' health information, including assessments and care plans from all care environments, is shared.

Pharmacists are supported in conducting person assessments by accessing health information from all available appropriate sources including other health providers. This is accomplished through real-time integration of systems and sharing clinical information across all levels of care within the comprehensive individual electronic health record. As individuals move within the health system, their records of care are accurate and accessible to all of their health providers across the continuum of care.

As new person-specific health information becomes available, technology enables timely interventions to benefit individuals. Standardized clinical support tools are integrated into systems that support pharmacists in making evidence-informed decisions at the point of care.

Interactive technology empowers individuals and their families to participate in their own care. Individuals can access their own health information, enhance their understanding of their health, share important data and information that they have self-collected, and communicate directly with their pharmacist(s).

## Quality Drug Distribution

Albertans' medication use takes place in healthy and safe communities where pharmacy teams are recognized as leaders in public health. Pharmacists and pharmacy technicians enable the appropriate use of medications in society by contributing to the integrity and safety of a drug supply system that balances accessibility, availability, and affordability of medications. The end result is a high quality drug supply system that meets the health needs of individuals, protects the public and ensures environmental sustainability.

Albertans have confidence that transparent policy decisions provide access to quality drug products. A high quality and sustainable drug supply system eliminates financial burdens and barriers to individuals' access to drugs they need. The integrity and safety of the drug supply system is second-to-none and provides consistent, safe, and effective distribution of commercially available drugs and compounded drugs. Systems exist that allow health professionals, individuals, and manufacturers to identify problems in drug supply, including drug shortages, and enable their remediation.

## Engaging Health System

Albertans experience an environment that enables person-centered care. Family pharmacists are primary health providers who coordinate drug therapy with individuals in an environment of multiple prescribers. Pharmacists providing care in alternate settings engage with both the family pharmacist and other members of the healthcare team in leading collaborative medication management. Albertans play a key role in defining what pharmacists do including roles in health promotion, screening, and disease prevention.

A person- and family-centric health system is created through the individual lens. Professional education, scopes of practice, roles, standards of practice, and compensation are shaped by the views of individuals and communities. These elements align to support individuals and their families across the continuum of care including transitions from one point of care to another.

