

# Access to medicines – How do we respond to patient needs – Institutional perspective

Refiloe Mogale

SAAHIP National President

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# What are needs?

- Human desires that motivate their actions and enhance their fulfilment when met.
- They have a direct effect on satisfaction
- They vary from basic survival needs which are satisfied by necessities to social, intellectual needs which are survived by necessaries

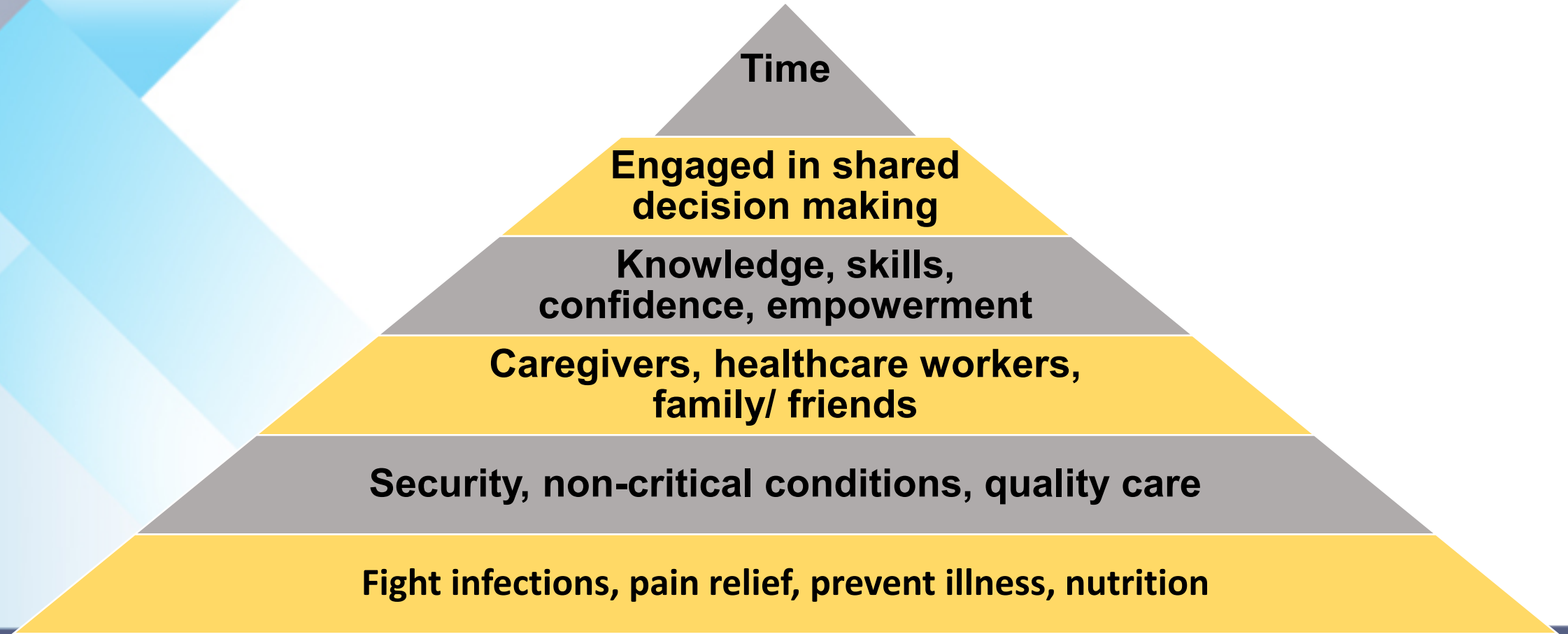


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# Patients' hierarchy of needs



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# Patients rights and Batho Pele

Batho Pele	Patients rights
Consultation	Participation in decision-making
Service standards	Access to health care
Access	Confidentiality and privacy
Courtesy	Be treated by a named health care provider
Information	Informed consent
Openness and transparency	Be referred for a second opinion Choice of health services
Redress	Continuity of care
Value for money	Complain about health services
	Refusal of treatment



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# Benefits of responding to patient needs

- Leads to desired health outcomes and a superior perceived experience by the patient.
- Leads to an increase in patient satisfaction, quality of life, increase in efficiency, improved patients' attitude towards their illness/ medicines



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# Patient centred care

- The essence of patient-centred care is an attempt at understanding the experience of illness from the patient's perspective.
- “the essence of patient-centred health care is that patients are at the centre of the health care system and therefore the system is designed around them” and “the required outcome of health care is a better quality of health, and/or of life, as defined by the patient”

(<http://iapo.org.uk/sites/default/files/files/IAPO%20PatientCentred%20Healthcare%20Review%202nd%20edition.pdf>)



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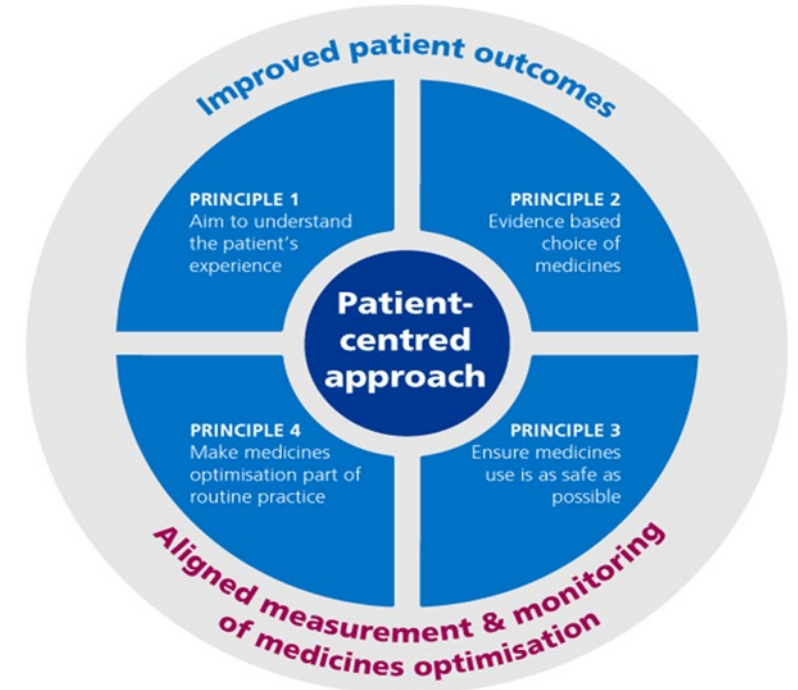
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# Pharmacists responsibility in patient centred care

- Take overall responsibility for the medicine's patients are taking
- Clinically oversee the medicines being prescribed for patients
- Provide medicine advice and information
- Shared decision making
- Custodian of medicines- other professionals will seek advice from pharmacists
- Document a pharmaceutical care plan for patients



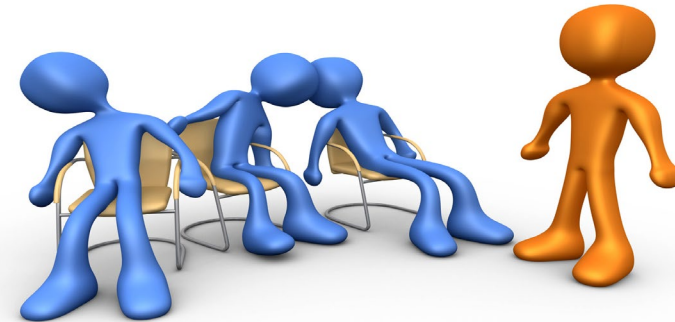
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# Barriers

- Procedures and processes
- Staff attitude
- Stockouts
- Environment
- Skills development, knowledge
- Language barriers
- Poor communication skills



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# PATIENT EXPERIENCE

- True patient-centred care requires **thoughtful patient engagement** and will contribute to a better patient experience as well as improving quality, safety and cost.
- **Inconsistencies** erode any trust-based relationship.
- **Senses** (intangibles) - significant factors that determine patients' perceptions of the quality of care they are receiving
- Interrelationships. The more we can engage our patients and help to simplify complex medical concepts and instructions — the more effective the partnership.
- Time management.



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# PATIENT SATISFACTION

Is how we deliver safe, high-quality care in an environment of patient-centredness



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# PATIENT SATISFACTION

- A superior patient-centred experience means that patients **feel** that they:
  - Receive effective treatment delivered by staff that they can trust
  - Are involved in decisions and that their preferences are respected
  - Have fast access to reliable health care advice
  - Have clear, comprehensible information and support for self-care
  - Have physical comfort and a clean, safe environment
  - Have the opportunity to involve family and friends in their care
  - Have continuity of care and smooth transitions throughout the health system

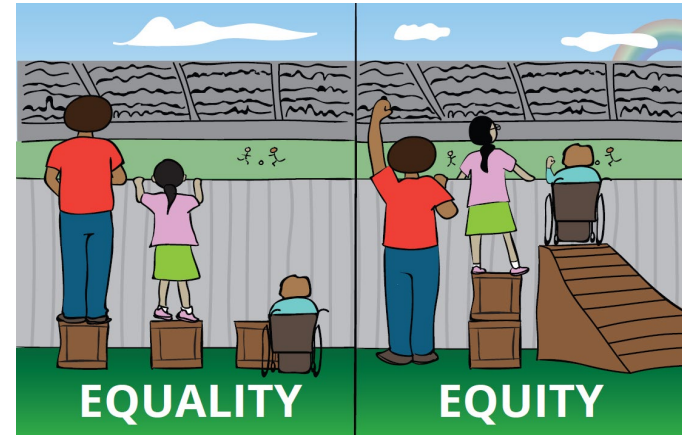
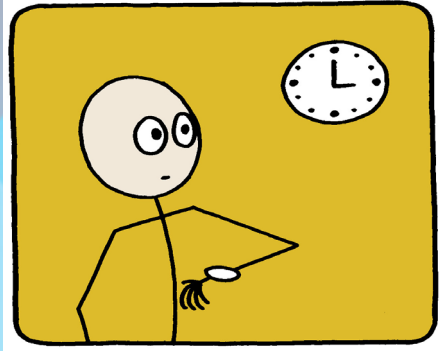


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# What needs to change



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# Ideal response to patients' needs

Supply of medicines and advice to achieve best outcomes

Responsibility for patient outcomes from medicines, lifestyle advice and public health interventions

Full integration into multidisciplinary teams ensuring all prescribing and medicines management decisions are driven by a pharmacist

Collaboration with other health professionals to ensure coordination and continuity of care

Structured health promotion and public health advice and interventions



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# QUESTIONS



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