



MEDICINES USE REVIEW (MUR) TRAINING Information Sheet

MUR is a new service for pharmacists as specified in the DHBNZ National Framework for Pharmacist Services

The Medicines Use Review (MUR) Training Course provided by the New Zealand College of Pharmacists (NZCP) will enable and support pharmacists to provide MUR services. The NZCP MUR training course is being accredited by the Pharmacy Council.

Pharmacists providing these services must comply with the Pharmacy Council Competence Standards for MUR, which require the pharmacist to complete an accredited training course. All pharmacists wishing to complete the NZCP course will be required to complete the pre-course study, attend the workshop and pass the course assessment.

The Pharmacy Council MUR Competence Standards are: (details overleaf)

- MUR 1 Understand Medicines Use Review in the context of Medicines Management Services
- MUR 2 Establish and maintain effective working relationships
- MUR 3 Document the Service
- MUR 4 Maintain Ongoing Quality

The NZCP MUR training course consists of a one day face to face workshop, with a pre-workshop distance study pack and post course assessment, including one MUR review.

Course content covers compliance / adherence, context, privacy, culture, peer support, CPD, quality, communication, process and documentation.

Presenters are experts in the fields of MUR, communication and pharmacy practice.

Assessment

1. Pre-course Distance Study Pack on Compliance / Adherence (Part A) must be completed prior to attending the workshop.
2. Assessments A, B and C must be passed (70%) prior to the first review.
3. Final assessment includes the documentation of the first review (Part D).

A strong part of the Pharmacy Council's approach to MUR is in the formation of peer support groups, which are seen as a necessary mechanism for the profession to achieve a sustainable and high quality service. The College aims to facilitate this development as an encouraging network that will benefit those pharmacists taking up the MUR initiative.

Pharmacy Council MUR Competence Standards

MUR 1 UNDERSTAND MEDICINES USE REVIEW in the context of MEDICINES MANAGEMENT SERVICES

1.1 Differentiate between the levels of Medicines Management Services

1.1.1 Describes the Pharmacy Council of NZ competence framework for medicines management services

1.1.2 Describes the boundary determinants of levels of medicines management services in the Council framework

1.2 Describe the principles, aims and scope of the Medicines Use Review Service

1.2.1 Describes the principles of Medicines Use Review

1.2.2 Describes the limitations of the Medicines Use Review Service

1.2.3 Demonstrates the application of the boundary determinants of Medicines Use Review

1.2.4 Takes responsibility for patient care

1.2.5 Assesses and interprets information gained and applies its relevance to the individual patient

1.3 Describe the place of Medicines Use Review in the wider context of national and local healthcare goals

1.3.1 Understands the goals of the relevant national health care strategies e.g. Primary Health Strategy, Maori Health Strategy

1.3.2 Identifies local area support and facilitation to assist with meeting local healthcare needs

1.3.3 Identifies the roles and responsibilities of members of the local community healthcare team

1.3.4 Informs and advises patients of the members of the local community healthcare team

MUR 2 ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS

2.1 Understand the principles of privacy and consent

2.1.1 Describes the principles of gathering patient consent

2.1.2 Ensures privacy of patient is maintained

2.2 Build a relationship with the patient

2.2.1 Acknowledges patient partnership and involvement of family/whanau/caregiver

2.2.2 Takes into account patient's individual circumstances and preferences including cultural and health beliefs

2.2.3 Maintains an effective relationship with the patient and family/whanau/caregiver

2.3 Build a relationship with the healthcare team

2.3.1 Explains partnership with and involvement of healthcare team

2.3.2 Takes into account individual healthcare team members circumstances and preferences including cultural and health beliefs

2.3.3 Maintains an effective working relationship with the healthcare team

2.4 Communicate effectively with the patient

2.4.1 Understands and applies the concept of the concordance/adherence model

2.4.2 Agrees and sets goals with the patient

2.4.3 Communicates accurate and relevant information to the patient in a timely manner

2.4.4 Describes the principles of consultation skills including the structure of the consultation process

2.4.5 Describes the principles in motivating and facilitating behavioural change

2.4.6 Monitors and follows up on patients appropriately

2.5 Communicate effectively with the healthcare team

2.5.1 Identifies appropriate communication skills needed to work collaboratively with the healthcare team

2.5.2 Communicates accurate and relevant information with the healthcare team in a timely manner

2.5.3 Acts on feedback received by the healthcare team in a timely manner

2.5.4 Refers or consults appropriately with other health professionals

MUR 3 DOCUMENT THE SERVICE

3.1 Develop effective recording systems

3.1.1 Documents the process including prioritisation of recommendations, goal setting, planning and writing of report or action plan, implementation of action plan and follow up.

3.1.2 Ensures records are relevant and up to date

3.1.3 Contributes to other health professionals records where appropriate

3.2 Maintain patient records

3.2.1 Records patient information and updates patient records in the MUR setting

3.2.2 Maintains privacy and security of patient information

3.2.3 Records goals set and recommendations

MUR 4 MAINTAIN ONGOING QUALITY

4.1 Undertake professional development

4.1.1 Uses the continuing professional development (CPD) cycle to evaluate and identify learning needs

4.1.2 Recognises limitations and works within them

4.1.3 Achieves a minimum of 2 (two) Outcome Credits each year in Competence Standard 2

4.2 Maintain peer support

4.2.1 Maintains a formal network with other pharmacists providing similar services to share and learn from each other's experiences

4.3 Implement a quality improvement procedure

4.3.1 Describes the principles of Quality Improvement Procedures

4.3.2 Uses standardised documentation e.g. questionnaires/surveys to evaluate the service

Details of the Programme:

1. Pre-course distance pack:

Topic is Compliance and Adherence

Presenters: Diane Harries and Elizabeth Johnstone, pharmacists

50 page booklet of reading (cover shown next page below left)

1/2 hour of audio-recording with handout

Short quiz of 40 questions (Part A)

Estimated time to complete 2 hours

Reading, listening and quiz must be completed prior to workshop

Key issues in booklet: the difference between compliance, concordance and adherence with medication regimens; the factors affecting adherence to medication regimens in terms of the five dimensions: socio-economic, health system, therapy, condition and patient; unintentional and intentional non-adherence to therapy; ways to recognise non-adherence; strategies and communication skills that may assist patients to learn about their medicines or illnesses, and thereby overcome non-adherence.

Key issues in recording: patient issues including priorities, perspectives, empowerment, competence, stereotyping; markers for non-adherence; process for analysis.

2. Face-to-face one-day workshop

Planned for 9am until 5pm on Sunday; Local venue; Lunch provided

Six hours face-to-face interactive teaching session

Short quiz of 40 questions (Part B)

Short written answer questions (Part C)

Must be completed before undertaking first review in practice

Content:

- Context, privacy, culture, peer support, quality issues;
(90 minutes) (Bob Buckham and Elizabeth Johnstone, NZCP/PSNZ)
- Communication skills module appropriate to MUR with practice of the skills taught to gain experience in a simulated fashion and for formative assessment.
(180 minutes) (Dr Richard Fox, Dr Susan Hawken, Dr Renske van den Brink or Dr Fiona Moir of Connect Communications)
- Process of MUR using case studies to demonstrate application of theory to practice. Completion of appropriate documentation.
(90 minutes) (Ann Privett or Marie Bennett, MUR pharmacists)

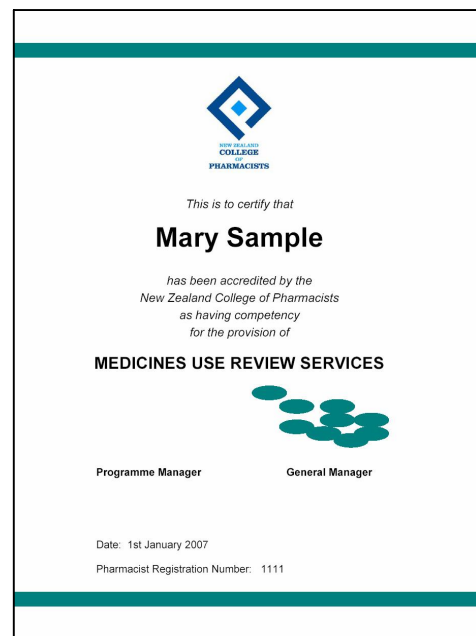
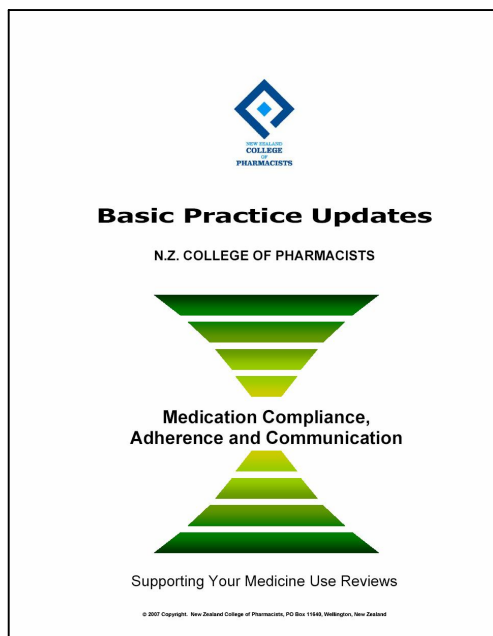
Key Issues:

- Context relates to: Pharmacy Council Competence Framework for Medicine Management Services; tasks, limitations, responsibilities and boundaries for MUR; Government Strategy documents; local area healthcare organisations.
- Code of Health and Disability Services Consumers' Rights and the Health Information Privacy Code relevant to MUR.
- Cultural awareness and diversity; looking for assumptions and concepts that impact on cultural and health beliefs.

- Quality issues in terms of Continuing Professional Development requirements for pharmacists undertaking MUR services, including recognition of professional limitations; quality improvement plans and evaluation of the service provided; the what, why, where and how of peer support networks.
- Communication: the importance of the therapeutic relationship between the pharmacist and the patient, with the pharmacist actively eliciting the patient's viewpoint and perspective; mutual agreement between the pharmacist and the patient in determining the recommendations and creating the action plan.
- Developing an effective working relationship with the healthcare team; attitudes; referrals and feedback; appropriate styles.
- Process and documentation of the MUR consultation with the patient; record keeping; using practice-based cases with experienced MUR pharmacists.

3. Accreditation

- Short quizzes Parts A and B (above) must be passed at 70% or over
- Short answer questions (Part C) must be completed and passed.
- Then pharmacist completes one real MUR review in their practice
- Documents from practice (Part D) submitted for final accreditation
- Resubmission of incomplete answers if required
- Certificate of accreditation issued (see example below right)
- NZCP will notify Pharmacy Council when the pharmacist becomes accredited



Time Schedule

- Enrolment must be received two weeks prior to the workshop date, in order to complete the pre-course work, submit the quiz and pass at 70%, prior to the workshop.
- Assessments for Parts B and C must be submitted within two weeks of the workshop.
- Pharmacist carries out first review and completes Part D of assessment within eight weeks of the workshop.
- Pharmacist notified of accreditation between ten and twelve weeks from workshop.

Costs and Refund Policies: Details are on the reverse side of the enrolment form.

Recognition of Prior Learning:

Exemptions

- If the pharmacist has already participated in the audioconference "Supporting Your Patients' Compliance" in June 2006 or studied using the audiopack, and passed the quiz, they will be exempt from the pre-course study pack.
- If the pharmacist has already been carrying out MUR type reviews, one of these may be used for the documentation required in Part D assessment.

Portfolio

- If a pharmacist is seeking recognition of prior learning for MUR, an assessment tool is available from the NZCP to assist with this pathway to accreditation. This competence tool is for self assessment against MUR 1-4 (given above) and involves the submission of a portfolio of evidence that demonstrates competence in every one of the MUR standards and activities. The cost of assessment via this pathway will be \$1,050 plus gst with a minimum processing time of three months.
- It is mandatory for pharmacists to be active members of peer support groups and these will be established at the NZCP training sessions. If a pharmacist intends to claim recognition of prior learning, this requirement needs to be in place and described in the evidence submitted.