



Your Pharmacy Partner



THE HOLLYWOOD SPIRIT

APHS PHARMACY MOVES INTO HOLLYWOOD PRIVATE HOSPITAL

When APHS walked into Hollywood Private Hospital on Sunday 3 April, it was clear the 550 bed hospital was something to be admired. As they prepared to complete one of the largest pharmacy transitions in recent years, APHS' focus was resolute - deliver a pharmacy service that matches the hospital's exceptional standard of care and reflects the 'Hollywood Spirit'.

With an equal mix of innovation and clinical experience, APHS is striving to take Hollywood Private Hospital's pharmacy service to the next level. Stuart Giles, APHS Managing Partner & Group CEO, explains "our 15 years servicing Greenslopes Private Hospital, a Ramsay hospital with a strikingly similar model to Hollywood's veteran past and current market position, sees us well equipped for the challenge".

The commencement of service by APHS Pharmacy Hollywood marks the beginning of a renewal process. This will include a complete refit of the existing premises and thorough evaluation of current pharmacy processes with the aim of increasing efficiency. APHS is no stranger to identifying and redeveloping processes. They undertook this exact process after acquiring a large chemotherapy compounding pharmacy, stripping back the pharmacy's processes and applying 'Lean' principles to them. Primarily used by manufactures, 'Lean' principles are designed to achieve an optimum workflow. The result was a more timely pharmacy service with greater product reliability and integrity. It is this attention to workflow that has the capacity to deliver quality improvements and gains in pharmacy at Hollywood Private Hospital.

"Not only do we plan to scrutinise our processes, the pharmacy is undergoing a complete refit. This combination should result in an extremely efficient workflow, much like what we have achieved at other pharmacies in our group" said Russell Hill, APHS State Manager for Western Australia.

This partnership is an exciting evolution for APHS' Western Australian division, which continues to take great strides since their introduction to the market in 2007. With a smooth transition complete, APHS Pharmacy looks forward to a solid partnership with every member of the **amazing** Hollywood team.

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FROM STUART GILES
Managing Partner and Group CEO

As we approach the end of the financial year it is amazing to consider just how much has occurred over the last few months. It is very easy to forget that only five months ago we entered a series of national and international disasters. The solidarity that emerged out of these events was inspirational, within both our organisation and community. I was incredibly proud of APHS' response to the Queensland floods, which directly impacted such a large portion of our customer network. In the face of unimaginable challenges, they made sure patients received essential medication. This outcome was an incredible achievement, and we owe a great deal of gratitude to the SES and the flotilla of boats, planes and helicopters that assisted.

The energy and commitment displayed by APHS was reflected in workplaces and communities far and wide. Although we are several months down the track, business partners, friends, and communities across the world are still picking up the pieces. Their struggles remain in our thoughts.

On a business front these last few months have been full of significant milestones. After twelve months of preparation, commencing at Hollywood Private Hospital was an exciting achievement for APHS. As the largest pharmacy start-up in our company's history, and indeed one of if not the most significant pharmacy transition in the private hospital landscape, I am delighted to finally see APHS Pharmacy Hollywood swing into action. The welcoming nature of Hollywood's staff has certainly made the transition smooth and we look forward to being part of Hollywood's 'amazing' team for many years.

The first half of 2011 also saw the official launch of our APHS Packaging offering at APP, the pharmacy industry's largest national conference. To say the launch event, and associated trade exhibition, was a resounding success is indeed an understatement. Our seven APHS Packaging representatives barely drew breath throughout APP, with interest in our products incredibly strong. When you consider their potential in an ageing population this outcome is not surprising. A comprehensive article on one of our feature products, the Medido Medication Compliance Device, is included in this edition of the APHS News. I encourage you to gain further insight into this revolutionary product and the world leading technology that is helping us drive positive change for elderly Australians and the healthcare industry.

As we prepare for a new financial year, these positive activities will help us confront an increasingly difficult pharmacy landscape. While the 2011 budget was relatively stable for the pharmacy industry, key policies continue to affect us and our clients. These include private hospital pharmacy remuneration, the impact of price disclosure, further PBS reform through the Medicines Australia MoU, the implementation of chemotherapy funding arrangements from previous budgets and the renewed efforts of the Gillard Government to reduce the Private Health Insurance Rebate. As we respond to each and every one of these challenges it is heartening to know we have an APHS team that lives and breathes our values. It is our award winning people like Libby Roberts, whose story is featured in this edition, which will see us continue to deliver an energetic, purposeful, innovative and connected service despite these challenges.

LAUNCHING A COMPLIANCE D

APHS Packaging captures the imagination of a healthcare industry

Rarely has a product captured the imagination of an industry. Yet at the 2011 Australian Pharmacy Guild conference APHS Packaging's Monitored Compliance Device did just that.

Developed in the Netherlands, the Medido Monitored Compliance Device is the only one of its kind worldwide. A sophisticated medication monitoring and alert system, the device has been revolutionising the European medication compliance market over the last five years.

So what exactly can the device do and why is it so appealing to the healthcare industry?

It takes medication compliance to the next level. For years we have all praised dose administration aids (DAAs) and their role in helping the elderly manage an increasing medication regimen. Yet as much as they take the work out of deciding which medications to take, they don't alert the person when to take them or monitor their compliance. The Medido Monitored Compliance Device hits the nail on the head when it comes to these deficiencies.

So how exactly does it work? Sachet-based DAAs are loaded into the device on a weekly or fortnightly basis, depending on a person's requirements. At the same time, the person's basic medication data is entered into a web portal, i.e. how many DAA sachets are to be dispensed, at what time and on what day. This information is sent to the machine via mobile phone technology. The device alarms according to this data, telling the person that their medication is due. The person simply presses OK and the DAA sachet they require is ejected from the device. Now here comes the brilliant part. If the person doesn't press OK to eject their DAA within a certain period, say 1 hour from the time their dose was due, an email and SMS is sent to a nominated care giver or care givers. No longer are we just helping the elderly decide which medication they are meant to take, we are reminding them to take it and monitoring if they have done so. It may all sound a bit like 'Big Brother', but monitoring their medication intake gives them a safety net if they become ill or fall without compromising their privacy, independence or ability to self-medicate.

A customer currently trialling the device in her Brisbane home couldn't have higher praise for the product. Mrs Robertson explains "I am now 90 and living alone in my own home. Having the device gives me extra security, I know if I can't take my medication for some reason my daughter will call or be on my doorstep. Really the only thing it doesn't do is deliver me a hot cup of tea with my 7am dose. That would be a real luxury!". It has also given peace of mind to Robertson's daughter. "I got Mum an alert device to wear around her neck, but she always seemed to take it off and leave it around the house. This device not only helps her remember to take her medication, which is very important at 90 years of age, but enables me to 'check in with her' without invading her privacy. It gives me peace of mind to know she won't slip over and be left unattended for days; I will know as soon as her next medication round is due. There is real value in that".

Cathie Reid, APHS Packaging Managing Partner and the person responsible for bringing this technology to Australia, believes the device holds the key to helping our ageing population. "We all know our elderly population is growing more rapidly than the number of residential aged care spaces available for them" says Reid. "Like Mrs Robertson more people are going to be living on their own, in their own home, for longer. This device gives them the independence and security to do that without increased hospitalisation due to medication misadventure. It not only presents a real opportunity to support the elderly and their families, but also the public purse that wears the cost of increased hospitalisation among an elderly community at increased risk".

So does the Medido Monitored Compliance Device solve a substantial risk factor in a rapidly ageing population? It certainly has the capacity to. Medication misadventure accounts for a significant portion of hospitalisations and nursing home admissions among our elderly community. Any device which has the capacity to reduce this is going to have a significant impact, not only on our Mums and Dads or Grandmas and Grandpas, but on the government spending that will continue to increase in line with an ageing population. Already in Europe the machine has evolved to perform other health care roles, including blood glucose and blood pressure monitoring, which could see the product become even more than a medication monitoring device in Australia.

"The device is a tool that could really add value in our evolving healthcare environment" says Reid. "Our trials to date have been very positive, which should see us open it to the market in the second half of this year. If the level of market interest is anything to go by, the Medido Medication Compliance Device will certainly become a household name".

MEDICATION DYNAMO

“This device not only helps her remember to take her medication, but enables me to ‘check in with her’ without invading her privacy.”



A person receives their weekly roll of dose administration sachets ready for loading into the Medido



A person's dose administration sachets are fed into the device, which is controlled via a secure, user-friendly web portal



Dose times are entered into a web portal, which communicates with the device via mobile phone technology. This enables the device to alert a person when their medication is due



Alarms are both audio and visual, with the ability to also set custom alarms for non-packed medications



On ejecting, the device cuts the sachet. This assists a person to easily access their medication



If a person fails to eject their medication sachet within a nominated period of time the device alerts a care giver for follow up



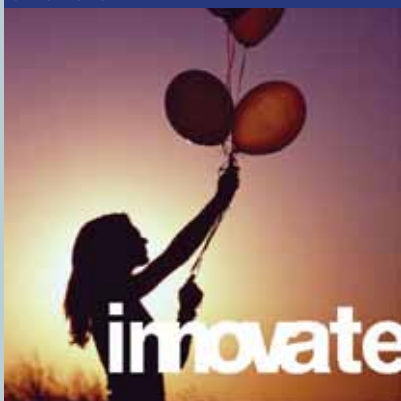
The Medido Monitored Compliance Device takes medication compliance to the next level



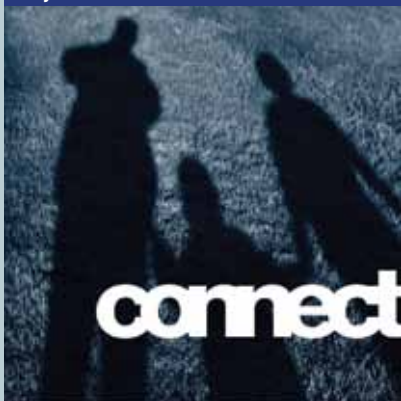
I approach my work in a way that energises me and the people around me



I strive for a balanced and meaningful life that supports my organisation and ambitions



I approach my work with imagination and a desire to make things the best they can be



I strive to deliver results above and beyond the expectations of my clients and colleagues



Libby Roberts... Innovate Award Winner and extraordinary person!

ENERGY, PURPOSE, INNOVATE, CONNECT... EPIC

APHS delivers on its values

Organisational values can sometimes seem trite. All too often a group of people evaluate what they believe is important to staff and come up with a set of words that are meant to represent what is good about the people and the business.

Yet at APHS the values just seem to hit the nail on the head. People all over the organisation live and breathe them; they believe in the values and believe they help us deliver something pretty special for our clients. This was clear when we set out on our 2010 annual award winners' journey. The usual nomination and announcement process was turned on its head as we took to the road with a camera crew and spent time getting to know what it was that made our teams tick. On that journey we met some incredible people; people who epitomised energy, purpose, innovate and connect. These people were EPIC, and while all of their stories are incredible, perhaps this one will give you some insight into what makes APHS tick.

Libby is a Pharmacist, yet her professional skills are not why she won an award for innovation. Working at APHS' largest oncology pharmacy, Libby knew it was commonplace for pre-prepared chemotherapy to go unused if a patient was too sick to have their treatment on the day. While all efforts would be made to use the treatment for another patient before the manufactured product expired, too often the dose would get lost in the system. The result was wasted chemotherapy, wasted dollars and an adverse environmental impact.

With an interest in workplace computer applications, Libby decided there had to be a better way. The tracking system for unused

chemotherapy was clunky. The spare stock and potential cost impact needed to be more obvious and easy to interpret. So Libby took home some data to play with and invented the Spare Stock Program. The program generates a report that flags manufactured but unsupplied chemotherapy which is due to expire in the short term. It also outlines the cost associated with discarding that item. Since implementing the program where Libby works, chemotherapy wastage has decreased by 80%. This is an astounding result, especially considering all it took was one pharmacist who was curious and driven enough to believe she could make a change.

Since then APHS has Libby working with IT to continue developing the program and implement it nationally. This will enable APHS pharmacies to share pre manufactured but unsupplied chemotherapy, further reducing wastage. By living innovation, Libby has made APHS a better company and we couldn't be more proud.

If you would like a copy of the DVD please contact APHS' Communication Team on 07 3347 9526.



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