

LIVING WELL

WITH PHARMACY CARE

A newsletter for people living in retirement homes

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TRAINING UNREGULATED CARE PROVIDERS

“Teach what you know” said Simone Weil. As one of the pioneers of clinical consulting pharmacy, Ann Garnett has taken this to heart. In the early 1990s she noticed that many of the workers who were delivering personal assistance in homes were also often administering medications. Here was an opportunity to innovate to improve the safety and quality of care for residents. Technically called ‘unregulated care providers’ or UCPs, they are also called community health workers and personal or home support workers. They are unregulated because, unlike doctors and nurses, there is no professional college licensing them. More practically, their level of training in medications may vary. As Julie Kyte, Resident Services Manager at the Barton Retirement Residence in Newmarket notes, without formal training UCPs “lacked self-confidence and awareness of the importance of medications.”

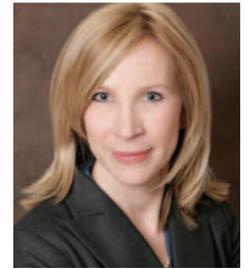
The opportunity was there for Ann to fill that knowledge gap. Research showed her that not much was available from the various colleges, associations or even governments. Turning to front-line nurses and home administrators, Ann developed a comprehensive list of jobs that UCPs can be given. Based on this, she wrote detailed guidelines in layperson’s language. The result was the very first manual in Ontario for training and monitoring UCPs.



Hello from Teresa Pitre

Spring is in the air, bringing changes everywhere including Medical Pharmacies!

We recently welcomed our new CEO, Ed Jamieson, to our trusted 55-year-old organization. Ed brings a wealth of experience in leading healthcare and service industries. He has a fresh perspective to help us continuously improve healthcare and quality of life for all our cherished clients. In this issue you’ll learn about “UCPs” – unregulated care providers in retirement homes, and how we teach them to safely help with medications to better serve your needs. **LW**



Teresa Pitre
V.P. Client Services

She didn’t stop there. Because we learn visually, Ann created a series of training videos showing UCPs and home administrators how to give out medications. Then she took it one step further and built and delivered training workshops to equip nurses with the knowledge to teach UCPs under their oversight. The end result is a comprehensive



People – our reason for caring

training program that hundreds of UCPs across the province have gone through. Backing it up are safeguards and a monitoring program. With the program in place, UCPs know they're an important part of the care team and, as Julie Kyte says, "they know how to make residents feel safe and confident they're getting the medications they were prescribed."

As our health care system evolves and the role of unregulated care professionals expands, training programs like Ann's are ensuring they get the real-world skills development they need to deliver quality care and keep seniors safe and healthy. **LW**

Ann Garnett – Training Pioneer

1965. The Beatles play Shea Stadium in New York in front of 55,000 people, Canada gets a new flag and My Fair Lady wins the Oscar for best picture. And a very young Ann Garnett graduates from the University of Wales with a degree in pharmacy. She settles in the Toronto suburb of Rexdale and learns the pharmacy trade at a local drugstore. In 1973 Ann makes the leap to the Ontario College of Pharmacists. There she's responsible for licensing all of the province's pharmacists, making sure they have the skills to do the job. Returning to the field, Ann becomes a Clinical Consultant Pharmacist, helping patients, residents and health care providers make the best medication choices. She carries on in this role with the newly formed Medical Pharmacies, blending practical knowledge with a passion for educating other health care professionals. Aside from caring for people, Ann is perhaps best known as the person who almost single-handedly crafted the program that teaches personal support workers and other 'unregulated care providers' about safe medication practices. She puts her success in over 30 years of seniors' care down to listening, "everyone has something to teach you." **LW**



ST. JOSEPH'S VILLA GETS FUNDING FOR FITNESS CENTRE

Residents and seniors in the community in and around Dundas will soon be working out in a new, expanded gym, thanks to a \$145,000 grant from the Aviva Community Fund. The Seniors in Motion program offers classes and programs like yoga, strength training, walking and improving balance. Being healthy and active can improve your overall wellbeing as well as help reduce the risk of injuries, such as falls. Having a well-equipped facility with good programs makes staying fit that much easier. For more information call 905-627-3541, extension 2109, or visit www.seniorsinmotion.net. **LW**

Contact

Got a story idea or a comment on something you've read here? Drop us a line at: reports@medicalpharmacies.com

ABOUT US

Founded in 1957, Medical Pharmacies serves people in neighbourhoods, retirement and long-term care homes across Ontario. A pioneer in clinical consultant pharmacy, we work hard not only to dispense the medications our customers need but also to provide the expertise to make sure that the best prescribing choices are made. Our pharmacists are an essential part of the care team for more than 40,000 people living in retirement and long-term care homes. We're also a research and education leader, supporting the development and implementation of best practices in pharmacy care.