


Community Pharmacy Policy and Procedures: Home Health Care Services

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ABSTRACT

Objectives: This paper is dedicated to highlighting the crucial role of home care policy in community pharmacy practice, which is a significant and innovative initiative in Saudi Arabia. **Methods:** This review was conducted meticulously and comprehensively, involving a comprehensive search of databases, including PubMed, Medline and Google Scholar, from the 1960s until October 2024. The search was conducted in English and included narrative reviews, systematic reviews, meta-analyses and guidelines. All hospital or community pharmacy services were included in the search term, along with national and international guidelines of general hospital practice. The committee of Pharmacy Home Care was formulated and consisted of various expert members, including expert community pharmacists, clinical pharmacists and Home Care Services pharmacist specialists. The guidelines of the policy draft by one member and the second member were reviewed and corrected. The home care specialist did the 3rd revision. The topic is pharmacy home care policy and procedures. This comprehensive review, which left no stone unturned, ensures that the findings presented in this paper are reliable and can be trusted by the audience. **Results:** The Community Pharmacy Home Care policy consisted of various items. That has included Home Care of medication reconciliation, Home care medical services delivery, home care pharmacy visits, home care medication administration, Home care nutrition support services, Home Care medications counseling, Home Care of medication safety, home care medication reaction reporting system, Home Care and approved indications and Home Care clinical pharmacy services. **Conclusion:** The Community Pharmacy Home Care policy is a new initiative and a potential game-changer in community pharmacy and related performances. It offers post-patient discharge services, home care therapy delivery, home care medication safety, patient counseling and home clinical pharmacy services. With a more patient-stratification system, close drug therapy monitoring and less cost than inpatient or ambulatory care services; the Community Pharmacy Home Care policy holds excellent promise. Its implementation in community service settings is not just recommended but also brings a sense of optimism and hope for the future of healthcare in Saudi Arabia, promising a more efficient and patient-centered approach.

Keywords: Home Care, Policy, Pharmacy, Services, Saudi Arabia.

INTRODUCTION

Home healthcare has well-established services at government and private healthcare facilities in Saudi Arabia.¹⁻³ It is estimated that more than twenty years with various healthcare services. That includes geriatric patients with chronic conditions and disabilities.¹⁻³ Provide ready-made oral and enteral feeding for paralysis patients. Provide immunization services, chronic disease treatment and monitoring such as diabetic patients and stroke therapy for cardiovascular diseases.¹⁻³ The health care home care consists of physicians, nurses and pharmacists. The team visits the patient at home with a physician and nurse to assess, diagnose and monitor chronic disease and the nursing care of all chronic illnesses to all types of populations, such as elderly and disabled pediatric patients.¹⁻⁵ The pharmacist's role in providing home care medication through nurses or relative support providers and monitoring all drug therapy required of home care residents is not just vital but integral to the success of the Home Care policy. Their expertise and dedication make them a cornerstone of the healthcare system, ensuring patients receive the best care in their

homes.⁵⁻⁷ The hospital pharmacists provide home care and clinical pharmacy services to patients in the local country.^{8,9} However, a new system called Saudi Managed Care Pharmacy (SMCP) Services (Wasfaty) started several years ago and patients receive their prescribed medication from a community pharmacy.¹⁰⁻¹² The SMCP was started with prescriptions for primary healthcare centers and expanded to ambulatory care pharmacies and home health prescriptions. Regular community pharmacies might provide various services to home care patients, including but not limited to prescribed medications, nutrition support with oral ready-made nutrition, dispensing chronic medication by the refilling system, immunization services, cosmetics of skin care of paralysis patients, providing all healthcare devices such as diabetic devices, hypertension monitoring devices, stock and handicap devices, all geriatric drug therapy.^{1-5,7} A few kinds of literature discussed how community pharmacies offer home healthcare services.¹³⁻¹⁵ However, community pharmacy services to home care patients needed to be completed. Home care facilities are well-established and unrelated to

community pharmacy services. Besides, the author is unfamiliar with any literature discussing the home care facilities provided by community pharmacists. The current aim of the review is to explore the policy and practices of home care services provided by community pharmacies.

MATERIALS AND METHODS

It was a narrative review of new aspects of home care policy and procedures in community pharmacies. Litterateur searched various databases, including PubMed, Medline and Google Scholar, about specific topics related to Community pharmacy policy and procedures. The search period is from the 1960s until October 2024. The term is in English and they included Full-text Full text, Case Reports, Classical Articles, Clinical Conferences, Clinical Studies, Clinical Trials, Clinical Trials, Phase I, Clinical Trials, Phase II, Clinical Trials, Phase III, Clinical Trials, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans and English. All community pharmacy services are included in a search term. The Community pharmacy services included point of sale at a community pharmacy, Human Resources of community pharmacy, education and training, compounding center, Community pharmacy store and clinical Community pharmacy services. Besides, the National and international guidelines of general community pharmacy practice policy and procedures in a community setting.¹⁶⁻²³ These included the American Pharmaceutical Association, the American Society of Health-System Pharmacists (ASHP)¹⁶⁻¹⁸ and other literature^{4-9,19-27} The Community Pharmacy Policy and Procedures committee was formulated and consisted of various expert members. That includes pharmacists, expert community pharmacists and clinical pharmacist specialists. One member drafted the policy guidelines and reviewed and corrected them with the second member; a clinical pharmacist specialist did the third revision. The Home Care at the Community pharmacy consisted of various topics, including Home Care of medication reconciliation, home care medical services delivery, home care pharmacy visits, home care medication administration, Home care nutrition support services, Home Care medications counseling, Home Care of medication safety, home care medication reaction reporting system, Home Care and approved indications and Home Care clinical pharmacy services.

Search: (community pharmacy[Title/Abstract]) AND (home care[Title/Abstract]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

("community pharmacy"[Title/Abstract] AND "home care"[Title/Abstract]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Search: (community pharmacy[MeSH Terms]) AND (home care[MeSH Terms]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

("pharmacies"[MeSH Terms] AND "home care services"[MeSH Terms]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter]))

Translations

Community pharmacy[MeSH Terms]: "pharmacies"[MeSH Terms].

Home care[MeSH Terms]: "home care services"[MeSH Terms].

Search: (community pharmacy[Text Word]) AND (home care[Text Word]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

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Search: (retail pharmacy[Title/Abstract]) AND (home care[Title/Abstract]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

("retail pharmacy"[Title/Abstract] AND "home care"[Title/Abstract]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Search: (retail pharmacy[MeSH Terms]) AND (home care[MeSH Terms]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

((("retail"[All Fields] OR "retailed"[All Fields] OR "retailer"[All Fields] OR "retailer s"[All Fields] OR "retailers"[All Fields] OR "retailing"[All Fields] OR "retails"[All Fields]) AND ("pharmacy"[MeSH Terms] OR "pharmacies"[MeSH Terms]) AND "home care services"[MeSH Terms]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR

clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (fft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Translations

retail: “retail”[All Fields] OR “retailed”[All Fields] OR “retailer”[All Fields] OR “retailer’s”[All Fields] OR “retailers”[All Fields] OR “retailing”[All Fields] OR “retails”[All Fields].

Pharmacy[MeSH Terms]: “pharmacy”[MeSH Terms] OR “pharmacies”[MeSH Terms].

Home care[MeSH Terms]: “home care services”[MeSH Terms].

Search: (retail pharmacy[Text Word]) AND (home care[Text Word])

Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

(“retail pharmacy”[Text Word] AND “home care”[Text Word]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (fft[Filter]) AND (humans[Filter]) AND (english[Filter])).

RESULTS AND DISCUSSION

- The pharmacist suggested following the policy and procedures for home care services for community pharmacies.
- The pharmacy assigns a pharmacist or pharmacy technician the responsibility of Home Care Services.
- The community pharmacy should establish a strategic plan for home care services and an annual plan and revise them periodically.
- The home care pharmacist should assess home care services for community pharmacies based on the guidelines and publications.
- The score level should be determined based on the assessment, a plan should be set accordingly and reassessments should be made annually.
- According to published policies and procedures, all pharmacy staff should take education and training courses in pharmacy Home Care Services.
- The pharmacy should distribute pharmacist Home Care Services to all pharmacy employees with special training based on national and international guidelines.
- The pharmacist’s in-home care services follow the specific published procedures and guidelines of the home care department, including medication reconciliation, home care medical services delivery, home care pharmacy visits, home care medication administration and home care nutrition support services. Besides, Home Care medication counseling, Home Care of medication safety, home care medication reaction reporting system, Home Care and approved indications and Home Care clinical pharmacy services.
- When dispensing all Home Care medication or devices, the pharmacist should check the patient’s history of Home Care and level of insurance related to disease management and medications.

- The pharmacist should check the history of Home Care drug therapy management.
- The pharmacist should check the success and progress of Home Care drug therapy management.
- The pharmacist should check the allergy history of Home Care drug therapy management and the level of allergy severity.
- The pharmacist should search for evidence-based and approved SFDA indications for Home Care drug therapy management before dispensing.
- The pharmacist should check about Home Care clinical pharmacy services, with an emphasis on Medication Therapy Management (MTM)- related systems.
- The pharmacist should double-check the adherence and compliance of Home Care drug therapy management.
- The pharmacist should make counseling based on international standards.
- The pharmacist provides the counseling material about Home Care drug therapy management.
- If there is any medication safety and adverse Home Care drug therapy management reaction, the pharmacist should document it and send a copy to SFDA and the manufacturer.
- The Home Care Services pharmacist should set a quality management plan for Home Care Services and healthcare and related key performance indicators according to published guidelines and procedures.

CONCLUSION

Home healthcare, an essential service of most healthcare facilities locally and internationally, provides appropriate care to disabled people and geriatric patients with chronic illnesses. This service involves a team visiting patients at home, assessing, giving medication and supportive therapy and monitoring related diseases. The involvement of community pharmacies in delivering medication, adult vaccines, nutrition and devices to all patients, with a focus on those receiving home care, is crucial. To ensure the quality and safety of these services, it is highly recommended that policies and procedures for home healthcare be established.

ACKNOWLEDGEMENT

None.

CONFLICT OF INTEREST

The authors declare that there is no conflict of interest.

ABBREVIATIONS

MOH: Ministry of Health; **KSA:** Kingdom of Saudi Arabia; **SFDA:** Saudi Food and Drug Authority; **SMCP:** Saudi Managed Care Pharmacy; **WHO:** World Health Organization; **ASHP:** American Society of Health-System Pharmacists.

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