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Fusion fix for workflows

EXCLUSIVE

A HUMAN-centred design in pharmacy will help unravel the tech integration challenges that many businesses face, according to pharmacist Marta Stybowski, Director of Fusion Health Space.



At PSA 2024 this week, Stybowski will share her strategies on how technology can effectively be used to improve workflow within community pharmacies.

Speaking to *Pharmacy Daily*, Stybowski (pictured) highlighted the overwhelming technologies available, and the common issue of systems not being well-interlinked.

This often results in pharmacists juggling multiple platforms, leading to inefficiencies and frustration.

"Pharmacy computers have 20 tabs open checking a range of different things, and I think that makes it quite challenging," she said.

The importance of fully understanding and utilising existing software before seeking new solutions can't be under emphasised, she added.

"Many pharmacy staff struggle to dedicate time for thorough training due to their demanding schedules, which leads to under utilisation of software capabilities," she added.

Stybowski pointed out the tendency of some to continuously add new systems, creating a tangled web of technology that complicates workflows.

One major challenge is the disparity between those who choose the technology and those

who use it.

For instance, pharmacy owners may implement systems without fully considering the practicalities for on-ground staff.

"This disconnect can hinder the effectiveness of the technology," she commented.

Stybowski stressed the critical role of in-store customer and patient experience as key to driving the success of any pharmacy.

She noted that regardless of the industry, enhancing customer experience is paramount.

Stybowski used the example of a pharmacy redesign project she was involved in, which focused on improving the patient experience through better interaction spaces and workflow optimisation, which increased business success.

She outlined key takeaways for optimising pharmacy workflows, which include breaking down complex environments into simpler workflows, automating non-value tasks, and redesigning processes with the patient experience as a priority, freeing up staff to focus on patient care.

"Efficient workflows and well-implemented systems not only improve operational efficiency, but also ensure that patients receive better service, ultimately contributing to the pharmacy's success," Stybowski said. JG

Sim re-elected

LEADING an experienced team for a third term, A/Prof Fei Sim has been re-elected as National President of the Pharmaceutical Society of Australia (PSA) (PD breaking news).

CEO Steve Morris said, "under her continued leadership, the Board continues to drive a strong vision for the future of pharmacy practice".

To learn about the full Board appointees, [CLICK HERE](#).

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OA stem cell therapy relief in sight

NEW research by Australian biotechnology company Magellan Stem Cells shows promising therapeutic benefits of an off-the-shelf donor stem cell therapy for a debilitating knee joint disease.

“One in five Australians over 45 suffer with osteoarthritis (OA) and the only treatment options available to most are pain relief drugs, prescribed exercise, and joint replacement surgery,” said lead researcher A/Prof Freitag.

He explained that appropriately developed and regulated stem cell treatments have the potential to change all that, providing a more effective, less painful, longer lasting and affordable option.

“Our research indicates that Magellan’s off-the-shelf donor stem cell treatment is safe and effective in improving joint function, reducing pain levels, and may potentially halt the progression of osteoarthritis,” explained Freitag.

The Phase I/II clinical trial evaluated the safety and efficacy



of MAG200, an allogeneic (donor) stem cell therapy, specifically for osteoarthritis of the knee.

Key findings from the trial include a sustained pain improvement of 58% after 12 months, and a doubling of quality-of-life scores for patients receiving

the stem cell treatment.

“The trial also indicated that Magellan’s cell therapy may delay or prevent the progression of osteoarthritis, with observed improvement in cartilage volume in patients receiving stem cell treatment, while the placebo group showed either no change or disease progression,” A/Prof Freitag noted.

A long-term follow-up of this double-blind, ascending dose, randomised-controlled trial revealed that improvements from a single injection of donor stem cells were maintained beyond four years in patients.

He added that the trial provides a solid evidence base to justify further research.

The research findings have been published in *Osteoarthritis and Cartilage Open*, the open-access journal of the Osteoarthritis Research Society International, which publishes evidence-based, international consensus guidelines on osteoarthritis management. JG

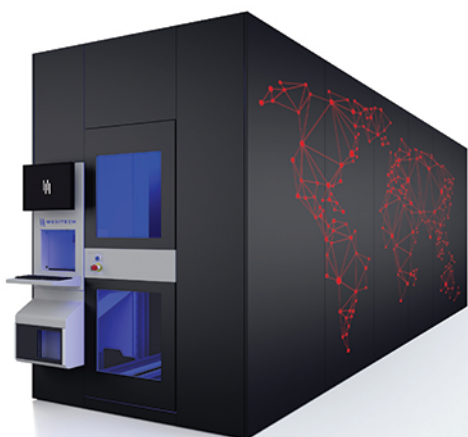
IV fluids shortage

THE TGA has shared that it is aware of shortages of multiple intravenous (IV) fluid products from all three Australian suppliers including Baxter Healthcare, B.Braun, and Fresenius Kabi.

To minimise the impact of these shortages, the TGA has approved multiple overseas-registered alternative substitute products.

The regulatory authority will continue to work closely with the product sponsors and jurisdictions to reduce the impact of these shortages.

To learn more about the available IV products substitutes, **CLICK HERE**.



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Dispensary Corner

THE 2024 Paris Olympics opened with a bang, and not just because of the fireworks.

The infamous "anti-sex" cardboard beds rumour has resurfaced on social media, sparking heated debates and laughter, according to *Forbes*.

It all began in 2021 when American track star Paul Chelimo tweeted about the cardboard beds in the Olympic Village, claiming they were designed to prevent athletes from getting too cosy.

"Beds will withstand the weight of a single person to avoid situations beyond sports," Chelimo wrote, adding he might have to practice sleeping on the floor.

Photos of the supposedly flimsy beds went viral, suggesting they would collapse under, well, vigorous activity.

Athletes, however, quickly debunked this online myth, sharing videos of themselves jumping on the beds to prove their durability.

Fast forward to 2024, and the myth has returned, amusing athletes and netizens alike.

Once again, the athletes confirmed that the beds are sturdy, holding up to 440lb (199kg), and designed with eco-friendliness in mind.

American canoeist Evy Leibfarth noted the beds come with soft mattresses, though some athletes have resorted to buying mattress covers for a better night's sleep.

Despite the rumours, the beds aren't putting a dampener on anyone's fun.

Reflux relief guidelines



THE Australasian College of Pharmacy's new guidelines on the management of gastroesophageal reflux will provide evidence-based recommendations for community pharmacists on the assessment of reflux symptoms.

The guidelines will also refine the criteria for management of reflux, non-pharmacological interventions, safe and effective use of non-prescription medicines, patient counselling, and when to refer for further medical advice.

Community pharmacists provide accessible and affordable primary healthcare, and are often the first

healthcare provider consulted when a patient experiences symptoms such as heart burn, regurgitation or reflux.

As one of the health conditions included in the Queensland Community Pharmacy Scope of Practice Pilot, pharmacists are encouraged to utilise the guidelines as a valuable resource to support them when providing care in the primary health setting.

The College will be presenting the guidelines during the clinical session on Fri 06 Sep at the Pharmacy Connect 2024 in Sydney - to learn more **CLICK HERE**. JG

Tribunal strips pharmacist of licence

PHARMACIST Mina Elisha Akhnouk Awad faced the NSW Civil and Administrative Tribunal after the Health Care Complaints Commission prosecuted a series of charges against him.

Between 2021 and 2023, while working as a locum pharmacist, Awad was convicted of several offenses: driving under the influence of drugs in 2021, and stealing from a pharmacy in 2022.

He also had violations for driving while disqualified, unregistered, uninsured, and with false registration plates in

2022 and 2023.

Additionally, Awad failed to notify the National Board within seven days of being charged with an offense and was found to have an impairment.

On 12 Jul, the Tribunal confirmed the complaint, and found Awad guilty of unsatisfactory professional conduct and impairment.

Consequently, the Tribunal has cancelled Awad's registration and imposed a 12-month non-review period - to see the full NSW Caselaw decision, **CLICK HERE**.



Guild Update

Pharmacy Connect Student Summit program out now

CHECK out what's in store at the Pharmacy Connect Student Summit.

The program is out now for this free, must-attend event for pharmacy students and interns on 06 Sep at the Hyatt Regency Sydney.

The summit will kick off with major sponsor PDL, who will present 'Set Yourself Up for Success in Pharmacy Practice', highlighting essential habits to minimise risk in your career.

This will be followed by the Pharmacy Guild of Australia's NSW branch, who will discuss new regulations around vaping reforms in pharmacy.

ACON Australia will present a session on 'LGBTQ+ Inclusive Practices in Pharmacy', addressing the challenges the community faces in healthcare settings, and how you can be more inclusive in your pharmacy practice.

The summit concludes with Dr Zac Seidler's keynote address, 'From Isolation to Inclusion: Tackling the Age of Loneliness', offering insights on combating loneliness and its impact on mental health.

Make sure to register so you don't miss out on this exciting opportunity to shape your future in pharmacy.

To register, **CLICK HERE**.

Do The Math(s)!

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