

## **ICHHP Position Statement - Patient-Centered Care**

The Illinois Council of Health-System Pharmacists (ICHHP) promotes the practice of Patient-Centered Care.

The foundational components of a patient-centered care process include:

- Establishing an effective, trusting patient-pharmacist relationship;
- Engaging in effective communication between the pharmacist and the patient, the patient's family, and/or the patient's caregivers;
- Continuing collaboration, documentation, and communication of recommendations by the pharmacist with the patient's physicians and other health care providers;
- Facilitating a process enhanced by interoperable information technology systems that share effective and efficient communication.

The goal of patient-centered care is to optimize the patient's health-related quality of life and achieve positive clinical outcomes within realistic economic expenditures.

A consistent process for delivery of patient-centered care across the profession supports the profession's provider status initiative, allows for the development of standardized measurement of outcomes, and meets the demands of an evolving healthcare system. To promote consistency, the Joint Commission of Pharmacy Practitioners (JCPP) released the Pharmacists' Patient Care Process in 2014. The five-step process (Figure 1) is applicable to any practice setting where pharmacists provide patient care and for any patient care service provided by pharmacists. The Pharmacists' Patient Care Process was endorsed by the American Society of Health-System Pharmacists in 2014, and this position is fully supported by ICHHP.



Figure 1. Patient Care Process

Consistent with the American Society of Health-System Pharmacists policy position 1114 on Pharmacist Accountability for Patient Care Outcomes, the Illinois Council of Health System Pharmacists promotes pharmacist accountability for patient outcomes as a fundamental component of pharmacy practice to other health care professionals, standards-setting and regulatory organizations, and patients.

More information on the Patient Care Process can be found at this link:

<https://jcphp.net/wp-content/uploads/2016/03/PatientCareProcess-with-supporting-organizations.pdf>, accessed 9/30/2021.

Joint Commission of Pharmacy Practitioners. Pharmacists' Patient Care Process. May 29, 2014.

<https://www.pharmacist.com/principles-practice-pharmaceutical-care>, accessed 9/30/2021.

## References

ASHP Policy Statement 1114-Pharmacist accountability for patient outcomes. <https://www.ashp.org/pharmacy-practice/policy-positions-and-guidelines>, accessed 9/30/2021.

ASHP Statement on standards-based pharmacy practice in hospitals and health-systems. <https://www.ashp.org/-/media/assets/policy-guidelines/docs/guidelines/standardized-method-pharmaceutical-care.pdf>, accessed 9/30/2021.

ASHP endorsed document: Joint Commission of Pharmacy Practitioners Vision for Pharmacists' Practice. [https://www.ashp.org/-/media/assets/policy-guidelines/docs/endorsed-documents/endorsed\\_documents-jcpp-vision-for-pharmacists-practice.pdf](https://www.ashp.org/-/media/assets/policy-guidelines/docs/endorsed-documents/endorsed_documents-jcpp-vision-for-pharmacists-practice.pdf), accessed 9/30/2021.

Revised 3/22