



**The Pharmacy
Guild of Australia**
VIC Branch

Strong Room Pre-Budget Submission

Dear Assistant Treasurer

RE: Strong Room Pre-Budget submission

This letter confirms the Pharmacy Guild of Australia (Victoria Branch) ('the Guild') in-principle support for the pre-budget submission provided by *Strong Room* regarding their medicine management and reporting software solution.

The Pharmacy Guild of Australia is a national employers' organisation registered under the Federal Fair Work Act 2009, with over 90 years of experience in representing and promoting the value of community pharmacy in the Australian health care system. Community pharmacies are a vital part of our national health system with the potential to make an even bigger contribution to the health of all Australians.

The COVID-19 pandemic has forced the healthcare sector to be more agile and respond to multifaceted challenges in a timely manner.

Community pharmacies play a significant role in providing access to medicines and essential health services particularly in regional, rural and remote areas no matter where they live, including in residential aged care.

The Guild is supportive of the work of *Strong Room* to help improve safety and quality in delivery of patient services in residential aged care, reduce the administrative burden of community pharmacies and help foster greater collaboration with other health professionals in delivering that care.

We hope that such work will help assist the Australian government's response to the Royal Commission into Aged Care.

If you have any other queries, please do not hesitate to contact me.

Yours sincerely

Anthony Tassone
Victorian Branch President

27 January 2022

Victoria

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Gunn & McConville Medication Management

398 Balwyn Rd, Balwyn North 3104

8 December 2021

To Whom It May Concern,

I write this letter in support of a 12-month trial of Strong Room's aged care medication management platform being offered to aged care providers.

Gunn & McConville Medication Management is an independently owned pharmacy providing medication services to over 80 Aged Care Homes in Victoria.

The aged care sector's digital infrastructure is limited and disjointed, with many administrative tasks still done predominantly by hand and across multiple paper forms and electronic platforms. These processes are immensely time consuming and subsequently take caregivers away from direct resident care.

The lack of connected IT platforms also unfortunately leads to administrative errors and direct resident harm as a result. In addition, there are ongoing delays in the production and sharing of up-to-date medication management programs. In the worst case these errors and delays will lead to adverse drug events (ADE) and admissions into hospital or other serious events. It is critical for patient's medical information to be accurate and readily accessible between facilities and caregivers during these events.

After reviewing Strong Room's application, we believe there is a need for a widespread adoption of their proposed end-to-end digital platform. This advance is necessary and has the potential to transform the ability of caregivers to provide a safer and more co-ordinated care in the aged care sector. Strong Room's platform not only allows for providers to modernise outdated medication management systems and automate compliance, but it would also enable real-time data insights and evaluation processes around medication management. Strong Room's platforms in polypharmacy and medication management reviews will enable consulting pharmacists to better understand the medication needs of their patients and mitigate harmful medication interactions and the Aged Care providers with tools that will automate compliance with the new Aged Care Quality and Safety Commissions medication quality indicators.

The benefits of adopting this technology are its potential to decrease the incidence of ADE, increase the time that caregivers can spend providing the care needs of residents, and preventable hospital admissions. These benefits are aligned to the recent recommendations in the Royal Commission on Aged Care Quality and Safety.

Sincerest regards,



David McConville B. Pharm MPS AACPA MAICD

Manager – Aged Care Services

Gunn & McConville Medication Management