CHEMICAL DEPENDENCY AND
THE PHARMACY PROFESSION

WRAPP – WASHINGTON RECOVERY ASSISTANCE
PROGRAM FOR PHARMACY

Washington Recovery Assistance Program for
Pharmacy

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DRUGS IN THE WORKPLACE:
WHY BE CONCERNED?

• COST – use of drugs/alcohol
  in the workplace results in
  $110 billion in direct/indirect
  costs
• THEFT
  • More money needed
    than what salary
    provides
  • Diversion for self use
DRUGS IN THE WORKPLACE: WHY BE CONCERNED?

• Increased use of SICK LEAVE and MEDICAL BENEFITS

• ABSENTEEISM – rate in using employees is 2 to 3 times higher than in non-using employees

• RETRAINING – new employees

DRUGS IN THE WORKPLACE: WHY BE CONCERNED?

• SAFETY – 50% of all on-the-job accidents are drug and/or alcohol-related

• INJURY TO SELF – poor judgment, clumsy performance

• INJURY TO OTHERS

• Healthcare Workers – PUBLIC HEALTH AND SAFETY

DRUGS IN THE WORKPLACE: WHY BE CONCERNED?

• MORALE – DEMORALIZATION OF THE SOBER WORKFORCE
  – Seeing fellow employees working, driving while intoxicated, sleeping at work or dealing drugs on the job . . . . . NEGATIVE IMPACT
  – “ENABLING” – Protecting or covering up for a coworker’s absenteeism, tardiness or poor work performance. . . . . HELPS NO ONE
DRUGS IN THE WORKPLACE: WHY BE CONCERNED?

- **EFFICIENCY**
  - Productivity decreases
  - Breakage, rejected products
  - Waste, poor workmanship
  - Cost increases due to excess losses

ALCOHOLISM AND CHEMICAL DEPENDENCY ARE CHRONIC, TREATABLE CONDITIONS WITH FAR-REACHING CONSEQUENCES:

- They affect all aspects of one’s life, including physical, social, emotional and spiritual health
- They exert profound influences on one’s family life and the community as a whole

Job performance of the impaired person is seriously affected, causing multiple consequences to self, to the employer and to the people dependent upon the individual’s services
THE SERIOUSNESS OF THIS PROBLEM IS EVIDENT:

• In recent years, there have been an increasing number of criminal and disciplinary actions against health care professionals whose practices are deteriorating because of alcohol or other drug dependency.

• Approximately 10-15% of practicing pharmacists have a substance abuse problem

• Identification of alcohol or other drug dependency in pharmacy professionals is often delayed

• “ENABLING BEHAVIORS”: Colleagues and supervisors tend to protect, blame, promote, transfer or ignore the affected person but seldom assume the responsibility of dealing with the problem

• This occurs despite the fact that alcoholism and drug dependency are recognized as treatable conditions in which chances of recovery are enhanced by early identification
AN IMPAIRED PHARMACIST

• Is a pharmacist who is "unable to practice pharmacy with judgment, skill, competency and safety to the public due to chemical dependence on alcohol and/or other drugs, emotional illness, the aging process or loss of memory or motor skills.

PROFESSIONAL RESPONSIBILITY

• Protection and safeguarding of public health

• Protection and safeguarding of the well-being of its own members

BOTH RESPONSIBILITIES REQUIRE THAT THE PROFESSION OF PHARMACY:

• Establish a mechanism to detect cases of pharmacist impairment in its early stages

• Protect the patient from consequences of an impaired practitioner

• Make a compassionate and concerted effort to rehabilitate the impaired pharmacist
**DRUGS IN THE WORKPLACE: A PLAN OF ACTION**

**PHARMACISTS HELPING PHARMACISTS**

- In October 1983, the Washington State Pharmacists Association (WSPA) in cooperation with the Washington State Society of Hospital Pharmacists (WSSHP) established WRAPP, the Washington Recovery Assistance Program for Pharmacy.

**WHY CALL WRAPP?**

- Prior to 1983, the only way of dealing with an impaired pharmacist had been through disciplinary measures of the Washington State Board of Pharmacy.
WRAPP PROVIDES:

- A confidential, caring and non-coercive resource to assist in the identification, referral to treatment, recovery support and rehabilitation of the impaired pharmacist so he/she can return to, or continue to practice pharmacy.

WRAPP PROVIDES:

- Assistance will be provided to any pharmacist, pharmacy technician, pharmacy assistant, pharmacy student (intern) with impairment in functioning within the scope of their practice.

WRAPP PROVIDES:

- Although the emphasis is on alcohol and/or drug abuse or dependency, WRAPP will provide support and referral to other resources as needed.
WAC 246-867-030
REPORTING AND FREEDOM FROM LIABILITY

• If any pharmacist or pharmacy owner knows or suspects that a pharmacist is impaired by chemical dependence, mental illness, physical incapacity, or other factors, that person shall report any relevant information to a pharmacy recovery assistance program or to the Pharmacy Quality Assurance Commission (PQAC).

Pharmacy Quality Assurance Commission

WAC 246-867-030
REPORTING AND FREEDOM FROM LIABILITY

• If a person is required by law to report an alleged impaired pharmacist to the Commission, the requirement is satisfied when the person reports the pharmacist to a commission-approved and contracted pharmacist recovery assistance program.

• WRAPP is a recovery assistance and substance abuse monitoring program approved by and contracted with the Washington State Pharmacy Quality Assurance Commission (PQAC).

Pharmacy Quality Assurance Commission

WAC 246-867-030
REPORTING AND FREEDOM FROM LIABILITY

• Any person who in good faith reports information concerning a suspected impaired pharmacist to a recovery assistance program or to the Pharmacy Quality Assurance Commission (PQAC) shall be immune from civil liability.

Pharmacy Quality Assurance Commission
DRUGS IN THE WORKPLACE – A PLAN OF ACTION

REPORTING DIVERSION AND SUSPECTED IMPAIRMENT

Drug Diversion:
Commission (PQAC)
Responsible Manager in workplace

Recovery Assistance:
WRAPP – Washington Recovery Assistance Program for Pharmacy

HOW DOES WRAPP WORK?

• When a pharmacist, friend, family member, colleague or employer seeks assistance from WRAPP, they will encounter a trained member of WRAPP.
• Voluntary calls are held in strict confidence from the Pharmacy Quality Assurance Commission (PQAC) at this point.

WRAPP MAY ASSIST IN THE FOLLOWING:

• Intervention services to persuade the impaired pharmacist to recognize the problem and seek treatment
• Referral for evaluation services and appropriate treatment facilities, programs or professionals
WRAPP MAY ASSIST IN THE FOLLOWING:

- Monitoring the impaired pharmacist's treatment, aftercare, rehabilitation and re-entry into the profession
- Working with the pharmacist, family, employer and the Pharmacy Quality Assurance Commission (PQAC), if necessary, to provide support of recovery.

WRAPP MAY ASSIST IN THE FOLLOWING:

- Referral to the pharmacist's support group meetings in which pharmacists may safely discuss licensure issues, drug diversion, return-to-work and other issues related to recovery.

WHO PROVIDES WRAPP SERVICES?

- WRAPP does not provide any direct counseling, treatment or aftercare
- WRAPP utilizes a variety of qualified professionals to assist in initial evaluation and to provide inpatient or outpatient treatment in facilities approved by the Washington State Division of Behavioral Health and Recovery (DBHR), and the Washington Department of Health.
WHO PROVIDES WRAPP SERVICES?

• In addition, a cadre of pharmacists have been trained to serve as interveners and to function as a support network for recovering participants in WRAPP

IS THERE A CHARGE FOR SERVICES?

• There is no fee for referral, recovery assistance or rehabilitation support services through WRAPP
• When a referral is made for evaluation and treatment, the cost of treatment services, including drug screening, will be the responsibility of the individual participant. Many of these services are reimbursable through health insurance plans.

HOW DOES A PHARMACY PROFESSIONAL GET HELP THROUGH WRAPP?

• Call WRAPP at (800)446-7220 and ask to speak to a WRAPP representative. Your call will be promptly returned.
• All requests for information and assistance are held in STRICT CONFIDENCE in accordance with state and federal law
HOW DOES A PHARMACY PROFESSIONAL GET HELP THROUGH WRAPP?

• The caller will be asked to identify him or herself and give specific reasons for believing that a problem exists. This is done to minimize “crank calls”. The identity of the caller will be held in strict confidence.

• Information must be factual and well-documented.

HOW DOES A PHARMACY PROFESSIONAL GET HELP THROUGH WRAPP?

• A WRAPP representative will make arrangements to examine the information further, arrange for intervention assistance or schedule the individual to meet with a licensed professional who will make a confidential evaluation and suggest an appropriate treatment plan.

If there is no apparent problem or if insufficient information is available, the case will be closed.

HOW DOES A PHARMACY PROFESSIONAL GET HELP THROUGH WRAPP?

• If treatment is necessary, WRAPP will monitor the individual’s progress according to terms stipulated in a contract between WRAPP and the individual.

• WRAPP will also provide assistance and monitoring to individuals who are referred through the Washington State Pharmacy Quality Assurance Commission (PQAC).
Is the State Pharmacy Quality Assurance Commission Involved?

• The answer to this question will vary according to individual circumstances. Three scenarios are most frequently encountered.

• #1 An individual who voluntarily seeks assistance from WRAPP is held in strict confidence from the PQAC as long as that individual is in compliance with the monitored treatment program.

VOLUNTARY ASSISTANCE

• #2 An individual who involuntarily seeks assistance from WRAPP (after a concerned individual has intervened) may also be held in strict confidence from the Pharmacy Quality Assurance Commission (PQAC), as long as that individual is in compliance with the monitored treatment.

– However, if the knowledge of the individual’s substance abuse was also linked to a drug theft, the individual’s identity may be reported to the Pharmacy Commission (or the DEA) by the individual’s employer, pharmacy manager, etc.

– WRAPP WILL NOT REPORT DRUG DIVERSION TO THE PHARMACY QUALITY ASSURANCE COMMISSION.
CASE-IN-PROGRESS ASSISTANCE
(may be in lieu of disciplinary action)

• #3 An individual who may be seeking assistance from WRAPP, but who has also been identified by the Pharmacy Quality Assurance Commission (PQAC), will be advised to cooperate with the Commission.

CASE-IN-PROGRESS ASSISTANCE
(may be in lieu of disciplinary action)

• Commission Licensees and certificate holders are subject to the provisions of the Uniform Disciplinary Act (UDA)
• Under the UDA, the PQAC has the authority to allow licensees and certificate holders to participate in a voluntary substance abuse monitoring program in lieu of disciplinary action.

CASE-IN-PROGRESS ASSISTANCE
(may be in lieu of disciplinary action)

• If a member of the Pharmacy Commission determines that the licensee or certificate holder shall be referred to WRAPP, WRAPP will execute a contract with the identified individual.
CASE-IN-PROGRESS ASSISTANCE
(may be in lieu of disciplinary action)

- If the licensee/certificate holder successfully completes the contract, no disciplinary action is taken and their participation in the program is kept confidential.
- If the licensee/certificate holder does not consent to a WRAPP referral or fails to comply with their contract, the PQAC can take disciplinary action.

BOARD-ORDERED ASSISTANCE

- If a member of the Pharmacy Quality Assurance Commission (PQAC), determines that a licensee/certificate holder shall not be referred to WRAPP, the Commission will issue a statement of charges, prepared by an Assistant Attorney General. At this point, WRAPP will no longer serve as an advocate for the individual although the Commission may ask WRAPP to monitor compliance with the Commission-ordered rehabilitation program.

WRAPP MONITORING PROCESS

- WRAPP suggests temporary removal from pharmacy practice and refers the individual for assessment and evaluation.
- If assessment determines that the individual is chemically dependent, or otherwise impaired, the individual is asked to sign a WRAPP Monitoring Contract.
WRAPP MONITORING PROCESS

• The individual enters and completes an approved substance abuse (and/or other) treatment program.

WRAPP MONITORING PROCESS

• The treatment provider provides WRAPP with the following information:
  – Diagnosis of any medical, psychiatric, behavioral or emotional-related conditions
  – Diagnosis of alcohol or drug-related conditions
  – Prognosis of conditions identified
  – Assessment of success in treatment and likelihood of continued abstinence
  – Recommendations for continuing care
  – Assessment of ability to return to work
  – Recommendation of restrictions that should be placed upon the practice of pharmacy
WRAPP MONITORING PROCESS

• Random Urinalysis Drug Screening Program:
  – Positive urinalysis will be reported to the Board of Pharmacy within 24 hours, with follow-up to the client. WRAPP must provide the Commission with the reason for the positive urinalysis report. WRAPP must notify the Commission if an individual does not report for urinalysis.

WRAPP MONITORING PROCESS

• Twelve Step meeting attendance – two meetings per week must be affirmatively reported by the individual.

WRAPP MONITORING PROCESS

• Documentation of employment in a health-related field or any entity licensed by the Pharmacy Quality Assurance Commission
  – A written job description must be submitted within 30 days of employment or signing of a WRAPP Monitoring Contract
  – Employer must submit written documentation of awareness of terms of the employee’s Monitoring Contract
WRAPP MONITORING PROCESS

• Individual must submit quarterly declarations of compliance with terms of the Monitoring Contract

• Supervising Pharmacist (Employer) must submit quarterly report

WRAPP MONITORING PROCESS

• WRAPP Monitoring Program Manager provides immediate feedback to the individual regarding compliance

• Non-compliance will be reported to the Pharmacy Quality Assurance Commission (PQAC).

WRAPP MONITORING PROCESS

• Length of WRAPP Monitoring Contract – Five (5) years of uninterrupted sobriety and compliance with the terms of the Monitoring Contract

• (May be extended in Pharmacy Quality Assurance Commission referred cases).
A CLOSING THOUGHT

• A considerable amount of time, hard work, self-discipline and financial resources go into education and training of a pharmacist

AAAAAAAAAAAAAAA The profession of pharmacy must not allow this to be lost without a sincere attempt at rehabilitation of an impaired pharmacist.

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