



PR_xOACT INSIDER

Newsletter

This month, the PR_xOACT...

COMPLETE CARE *Challenge*

...continues!

Team, **Round 2 of the Complete Care Challenge** is your chance to make an even greater impact—by ensuring every care plan is completed and every follow-up is delivered. These actions aren't just checkboxes; they are essential steps in providing **high-quality cardiovascular care**, strengthening the **continuity of care** that patients depend on.

As trusted clinicians, your **duty of care** extends beyond the prescription—it's about guiding patients through their journey, preventing gaps, and helping them achieve lasting outcomes. By staying **pr_xoactive** with **care plans and follow-ups**, you reinforce the heart of our mission: act today to protect your patients' tomorrow.

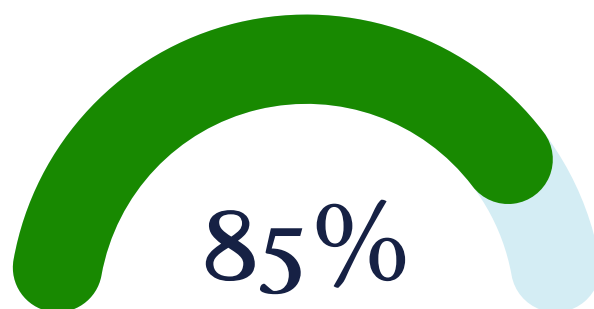


In case you missed it...

Click above to watch our PR_xOACT Investigators Meeting held on 18th September in which we covered the latest Hypertension Canada Guideline Updates, Awards Ceremony, and featured our patient partners!

More information on how our Care Pathway update reflects the new Hypertension Canada Guidelines [here](#).

Enrollment Update



846 out of 1000

Patients enrolled into the PR_xOACT Initiative

Enrollment open until the end of 2025

(or until we reach 1000!)

Keep up the great work, everyone!

The PR_xOACT Complete Care Hall of Fame

**Shoppers Drug Mart
#2042**
(Sheril & Team)



Silver: 35 patients enrolled &
90% of care plans & follow-
ups completed

Calgary Co-op Strathmore
(Helen & Team)
Shoppers Drug Mart #4770
(Sagar & Team)
Shoppers Drug Mart #2318
(Hyder & Team)



Gold: 50 patients enrolled & 90%
of care plans & follow-ups
completed

London Drugs #60 (Riley)
Medicine Shoppe #398 (Amyn
& Team)
Calgary Co-op Oakridge
(Jackie & Team)
Shoppers Drug Mart #350
(Ahmed & Team)



Bronze: 25 patients enrolled
& 90% of care plans & follow-
ups completed

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***We will be recognizing additional winners in
the coming months!***

Make sure you complete your care plans & follow-ups!
Reach the targets above to be awarded a **PR_xOACT Heart Health
Champion Lapel Pin** to honor **quality** CV care.



Questions? Contact Shania at:



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The PR_xOACT Complete Care Hall of Fame

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Words of advice from our Complete Care Champions...

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“My main piece of advice is to **cast a broad net**. Thus at our pharmacy we ask every single person who comes whether they'd be willing to participate and figure out whether they're actually eligible afterward, instead of spending time checking a patients eligibility first before speaking with them about the study. This helps with the staff's comfortability in bring the topic up and speaking to anyone regarding the project, and B doesn't involve time investment looking into patient background until after they've agreed to participate. I've yet to have anyone get upset when I come back to say, "I'm sorry but it turns out you aren't eligible to participate but we appreciate your interest"” - Helen

“My biggest tip is **making good use of your dispensary software** and making as many **notes to remind yourself to follow up** with your pts! Additionally, using your software to remind yourself what you're following up on is also an easy way of making sure you stay up to date!” - Riley

“I think the success is **having someone assigned to booking the patients in as routine follow up** as well as identifying them as PROACT patients on their patient profile so that all staff have access and can follow up.” - Aryn

“Probably the biggest thing would be **communication**, setting a **team goal** and looking for every **opportunity that would benefit our patients**.” - Ahmed

“I get most of my enrolments **while doing in-person med reviews** so I get the consent forms back right away. I read the room, and if they are engaging with me, tell them about the initiative at the end. I emphasize that it is easy for them - only bloodwork is needed, and a lot of them already have baseline labs. No extra travel, just me via phone if needed, and an emailed lab req after 6 months. Usually, they are willing, especially if I am able to provide them with valuable information during the med review.” - Jackie

“Having the **POCT A1C and Lipid assessments** help us alot because in general patients find it harder to go to the labs for their blood work especially our rural folk. So being able to get some of this information on the outset right here in the Pharmacy when they visit for meds is very helpful. We usually use our Healthwatch system to set 'Call Backs' as reminders to follow up with patients so this is helpful and allows for multiple Pharmacists to conduct follow up calls which they document on Healthwatch. I typically go into the website every couple of weeks to see who's due for a follow up and whether the notes have been entered on Healthwatch, and if they have, I document it on the website.” - Sheril

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More advice from our Complete Care Champions...

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“Working in a newer pharmacy has allowed me the time and flexibility to focus on completing care plans and follow-ups consistently. Here are a few practical strategies that have helped me:

1. Review the Care Pathway Site Regularly

- a. I check the Care Pathway site 1–2 times per week. This keeps me on top of follow-ups and ensures patients don’t fall through the cracks.

2. Use the 'Overdue' Search Function

- a. Searching “overdue” on the Care Pathway site helps me quickly find patients who missed their phone appointments or didn’t show up at the pharmacy. I then follow up with those individuals directly.

3. Flag Prescriptions for Follow-Up

- a. I place sticky notes on the prescription bags of Care Pathway patients. This reminds the pharmacist (often myself) to follow up during medication pickup, making the most of every patient interaction.

4. Build Strong Patient Relationships

- a. I make an effort to build good rapport with my patients so they trust me as their pharmacist. When patients understand that we genuinely care about their health, they’re much more willing to engage in follow-ups and care plans.

5. Engage the Pharmacy Team

- a. I talk to my staff about the importance of the Care Pathway program — that it’s not just paperwork, but a meaningful study designed to improve patient outcomes. Once they understand the purpose, they’re much more supportive and willing to help out.

These small but consistent efforts have made a big difference in staying organized and ensuring patients receive the care and follow-up they need.” - Sagar

“-Bookmark study portal

-Have a huddle with the team to **educate them about eligibility criteria** so they can flag patients and put notes and utilize care concierge at the clinic

-Keep it a daily focus and **review upcoming appointments** and **send reminders** or reschedule if needed

-**Celebrate success** with the team and remind them that they are **making huge differences** in health outcomes of our patients.” - Hyder



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