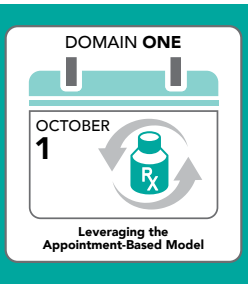
Flip the Pharmacy Change Package
Domain 1



Flip the Pharmacy: Champion Checklist

OVERALL GOALS

- ☐ Commit to a robust medication synchronization program by enrolling at least 30% of your total patient population.
- ☐ Utilize the appointment-based model with patients to identify therapy gaps, provide clinical services, and resolve medication-related issues.

INCREMENTAL GOALS

- ☐ Identify patients who are nonadherent and would benefit from being enrolled into medication synchronization.
- ☐ Enroll at least **10 patients** into into medication synchronization. Focus on patients with a medication for hypertension.
- ☐ Document and **submit an e-Care plan for at least 5-10 patients** that are enrolled.

Team member roles

- Pharmacists will work to implement Synchronization in the early stages of the program.
- Pharmacists will be key clinical decision maker involved in the patient's synchronization plan.
- Pharmacists will provide clinical services during the appointment with patient.
- All staff will identify and recruit patients who are good candidates for the medication synchronization program
- A medication synchronization lead technician (Synch Tech) will learn the process from the pharmacist once the system is running smoothly and will eventually take over day to day operations of Medication Synchronization.
- After the program matures with increasing number of patients enrolled and processes implemented and refined, a second technician will be identified in being cross-trained.

Free up the Pharmacist:
Create More Time for the Patient Care Process

Medication Synchronization is a proactive patient-care approach to align all of the patient's refills to a single appointment date each month. It's not just aligning refills and putting on auto refill. In other words, medication synchronization makes the pharmacy less reactive to when patients decide to show up to a more controlled practice environment where patients are directed to come to the pharmacy to receive their medications and clinical services. Imagine if your patients showed up at scheduled times, there were fewer phone calls, more time for patient prep and interaction, etc. This needs to be the new reality for community pharmacy practice.

Medication Synchronization helps CONTROL the pharmacy workflow and provides the TIME to offer ADDITIONAL patient care services. In addition, utilizing the **APPOINTMENT-BASED MODEL** allows you to schedule a specific time to deliver add-on services.

Medication Synchronization has been shown in multiple studies to directly improve adherence rates. It creates time for a proactive review of the patient's complete medication profile, identify and resolve medication-related problems, and also helps identify potential gaps in care or high-risk medications.

The key to Medication Synchronization is the preparation call and "appointment" or "pick up." The appointment allows for the provision of enhanced services such as comprehensive medication reviews, diabetes services, point of care testing, etc. Tying these pharmacist-led services to the medication pick up cuts down on one common barrier to all patient care: ensuring that the patient shows up for their appointment. Time to provide services has been an obstacle to community pharmacists, medication synchronization with appointment-based model helps to create that "time" needed to provide services.

Are You Optimizing Medication Synchronization?

Assess your Medication Synchronization

Remember: Medication Synchronization creates more time for Pharmacist's to engage in Patient Care – including documentation of eCare plans.

ACTION → **Complete your Medication Synchronization Assessment**

The quick, 5 question **Medication Synchronization Assessment** on the following page will help you determine where to focus your workflow innovation for the month. **Share this with each of your pharmacy team members, compare and discuss results.** This is a great opportunity to identify areas to highlight as team successes and areas to focus on developing.

Medication Synchronization Self-Assessment Quiz

Medication Synchronization vs. Autofill: *Which are you?*

1. How does your pharmacy recruit patients into Medication Synchronization? Please check all that apply and add in anything else you do.

   ☐ We auto enroll all patients that are on a specific set of criteria

   ☐ Our in-window technician offers the service

   ☐ All staff know how to enroll

   _____

   _____

2. About what percentage of your patients are enrolled in Medication Synchronization?

   ☐ 85% or more ☐ 50-85% ☐ 30-50% ☐ 30% ☐ 10%

   _____

   _____

3. Do you document each patient that is enrolled into Medication Synchronization?

   ☐ Yes ☐ No

   _____

   _____

4. What is reviewed in the pre-appointment phone call? (*check all that apply*)

   ☐ Confirm medication to be filled

   ☐ Review any changes to medications

   ☐ Review any new medications

   ☐ Ask if the patient has seen a provider since their last medication pick up

   ☐ Review for potential drug therapy problems?

   ☐ Review for needed services?

   ☐ Do you address medication related problems prior to dispensing medications?

   ☐ Do you assess the need for enhanced services? (e.g., immunization, home delivery)

   _____

   _____

5. What topics are typically discussed and/or what services are typically provided to the patient when they pick up their medications?

   _____

   _____

   _____

   _____

ACTION → **Review and Discuss your Team Results**

Use the results of your Medication Synchronization Self-Assessment to create your Top 3 List: What 3 things will your team **focus on this month** to identify nonadherence, enroll patients into Medication Synchronization, and document the patient encounter?

Medication Synchronization

Below are the 3 changes we will we be implementing this month.
Post this list at your store so everyone on the team is clear about your focus for the month.

Driving **Change** *Top 3 List*

1 _____

_____

_____

_____

_____

2 _____

_____

_____

_____

_____

3 _____

_____

_____

_____

_____

Tips for Patient Enrollment

1. Identify patients who good candidates for medication synchronization

- **Run a report within your dispensing system of patients taking hypertension medications**
- Patients that are impacting your **Electronic Quality Improvement Platform for Plans and Pharmacies** (EQuIPP) scores
- Patients that would benefit from being followed-up each month
- Patients that call the pharmacy multiple times per month for medication refills
- Patients who are delivery customers
- Identify your most complex, high risk patients in your pharmacy. These patients may include:
  - Patients with at least 3 chronic condition medications
  - Patients with frequent emergency department visits or hospitalizations
  - Patients with many different prescribers involved in their care

What is EQuIPP?

Electronic Quality Improvement Platform for Plans & Pharmacies (EQuIPP) is a performance information management platform that makes unbiased, benchmarked performance data available to both health plans and community pharmacy organizations.

Access your "Pharmacy Dashboard" to see your Performance Scores. Key metrics to review related to your patients with diabetes are:

- Proportion of Days Covered: Diabetes Rate or "Diabetes PDC"
- Statin Use in Persons with Diabetes or "Statin Use in Diabetes"

Compare your Performance Score with your Goal. For those metrics where your Performance Score does not exceed your Goal, you should be able to review a list of your "Outliers." The "Outliers" are the patients you should be targeting for Med Sync. For example, the "Diabetes PDC" Outliers are not meeting the PDC goal and need assistance with adherence. Improving the PDC will help to improve your Performance Score and reduce DIR fees. Although there may not be a specific payer program related to these patients, it will help to improve the bottom line and your pharmacy's sustainability.

2. Align medication

- Determine the sync interval
  - 30- or 90-day intervals depending on patient or pharmacy preference
  - 28-day intervals allow for prescriptions to consistently be filled on the same day of the week each month
- Select the anchor medication and med sync or appointment date
  - The appointment date will be the date all the refills will be aligned to
- Considerations for which med to choose for the anchor med:
  - Unbreakable packages
  - Expensive, unit of use, or special order medications
  - Patients on restricted budgets
  - Most refills already aligned
  - Farthest refill date

3. **Pharmacy technician calls the patient for the Pre-Appointment (e.g., med sync call)**
   - Assess adherence to chronic medications, assess and note barriers to taking medications

OCTOBER 15

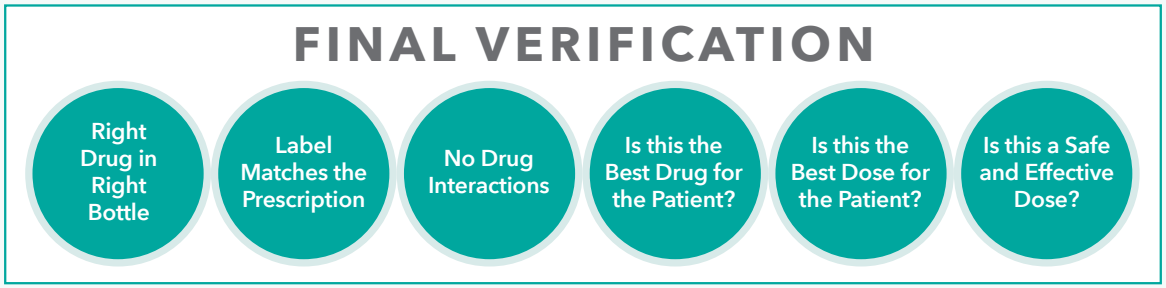
Preparing Prescriptions

As pharmacists review the prescriptions filled each month – they must be assessing for therapeutic outcomes, safety and effectiveness.

Beyond these three questions, the pharmacist is also quickly assess for:

- Any unnecessary therapeutic duplication
- Patient adherence issues
- An appropriate indication

The pharmacist completes a prospective DUR with each patient, at every encounter. And again, if the information on hand is not enough to assess, the pharmacist works to obtain that information to build a strong patient record over time.



4. **Appointment Date (e.g., med sync call pick-up or delivery date)**
   - During the pick-up, the pharmacist educates, counsels and discusses findings during the pre-appointment evaluation

eCare Plan

On the next couple pages, the **Patient Encounter Documentation Form is reviewed**. The intention of this form is to help document the medication synchronization encounters within the eCare Plan. Over the next few months, we will build upon this form.

For more information on the **Test/Sample eCare Plan** case for this month, click **HERE** to review

Patient Encounter Documentation Form

Each time you identify a Medication Related Problem (MRP) during the patient's pre-appointment preparation, be sure to document the intervention. Here is a tool you can use in workflow to document the intervention. Review the guide below to see when and how the tool can be used in the pharmacy.

DOCUMENTING THE MRP:
After you have documented the MRP, intervention, and goal on paper, document within your technology partner for the eCare Plan.

Documenting can be performed in a variety of ways:

1. Immediately after this document has been completed
2. During random downtimes by an appointed pharmacy staff member
3. During designated time throughout the day (e.g., slow periods, towards the end of the day)
4. After getting comfortable with documenting care plans, document directly into the care plan platform within the appointment-based model workflow

How-To Guide

MEDICATION RELATED PROBLEM (MRP): Check the problem that you identify for a patient and put the date that this problem was identified

To the right of each row, common interventions are listed for the MRP

Patient Encounter Documentation Form	
Patient Name:	**Medication:**
DOB:	**Rx #:**
Medication Related Problem Date Identified:_____	**Intervention** Date Resolved:_____
☐ Noncompliance with medication regimen	☐ Medication synchronization or synchronization of repeat medication
Goal:	

GOAL: Free text format that is a goal the patient wants to focus on achieving. Could be different for each patient

INTERVENTION:
Select a resolution (AKA intervention) to the MRP that you identified

Put the date the MRP was resolved. This may or may not be the same date as the MRP was identified

You may select one or more of these interventions for the MRP

There may be other interventions that are applicable to the MRP, but were not listed for simplicity purposes

There could be instances that you have an intervention but not necessarily a MRP

For your reference:

Medication Related Problem	SNOMED CT Code
Noncompliance with medication regimen	129834002
Intervention	**SNOMED CT Code**
Medication synchronization (may be found as synchronization of repeat medication)	415693003

Patient Encounter Documentation Process Assessment

As you begin this progression, start by assessing your clinical documentation process. Documentation should encompass the steps of The Pharmacists' Patient Care Process. Review *Appendix A* for more detailed information about The Pharmacists' Patient Care Process.

As you are assessing your site's documentation process, here are some questions to consider:

- What is your pharmacy's process for documentation of patient care? n Is the documented information easily accessible?
- Is your team routinely reviewing patient records?
- Is your team adding new information after each patient encounter?
- Does your whole team participate in the documentation of care?

Patient Encounter Documentation Form

Patient Encounter Documentation Form	
Patient Name:	**Medication:**
DOB:	**Rx #:**
Medication Related Problem Date Identified:_____	**Intervention** Date Resolved:_____
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☐ Noncompliance with medication regimen	☐ Medication synchronization or synchronization of repeat medication
Goal:	

Med Sync Monthly Check-in Guide

Med Sync Monthly Check-in Guide		
Before calling the patient, review the most recent care plan. In particular, note medication therapy problems that are not yet resolved or interventions that have been planned but not completed, as you will want to follow up on those. Also, review the open patient-centered goals, as you should be asking the patient for an update on their goals at least monthly.		
N/A	N/A	What new medicines, either prescription or over the counter, have you started taking in the past month?
Yes	No	Have you been to the doctor in the past month? If yes, what doctors did you see? Were any changes made to your medicines? If no, when is your next doctor's appointment? Is it a regular check-up, or have you made the appointment because you are feeling ill?
Yes	No	Have you been to the hospital or emergency department in the past month? If so, why? How are you feeling now? Were any changes made to your medicines? If it was your asthma that caused you to go to the hospital, do you know what happened that made your asthma symptoms get worse? Have you already made those changes to your medicine? Do you have a follow up appointment scheduled with your primary care doctor?
Yes	No	Has the doctor prescribed any medicines that you have not filled? Can you tell me a little bit about why you decided not to fill this medicine?
Yes	No	Did the doctor stop any of your medicines or change the directions or the dose? If yes, ask patient for details about medication changes.
Yes	No	Have you stopped or changed any medicines on your own? If yes, is your doctor aware that you stopped this medicine?
Yes	No	Do you get any prescriptions from other pharmacies? If so, which ones?
N/A	N/A	For medicines that you take only when you need them, such as your _____ *[pharmacy staff to give example from the patient's med list - inhalers/creams/etc]*, how much is left? How often have you used it recently? (Compare to most recent fill date.) Do you need more?
Yes	No	Are you going to be able to pay copays for all of your medicines this month?

N/A	N/A	For patients receiving packaging: What day/pack are you currently on? (Consider having delivery driver confirm amount remaining.) For patients with bottles: How many tablets remain in each bottle? (Consider having delivery driver confirm amount remaining.)
N/A	N/A	Review the patient's list of medications, noting the NAME, STRENGTH, and DIRECTIONS for each. Ensure that the patient is taking the medications as they are written and according to the directions we have on file. Note any differences. If the patient appears to be non-adherent, ask the following: How many doses of [medication name] have you missed each week? What is causing you to miss your medications? ☐ Cannot afford them ☐ Concern about side effect(s) ☐ Doesn't help me feel better ☐ Makes me feel worse ☐ Don't believe the medication works ☐ Forget to take it ☐ Lost the prescription ☐ Out of refills ☐ Other: ***If a patient refuses any CHRONIC medications, the pharmacist should be notified and given any explanation the patient offers for not taking the medication.*** Be sure to ask about PRN medications each month. If a patient does not want a PRN medication, this is not considered an adherence concern. ***If any problems, changes, non-compliance, etc are found, the pharmacist should be notified. Consider notifying other care team members as well.***

Red = Recommended for pharmacist review

Please note that the thresholds/responses that are listed as needing pharmacist review are general guidance. Your pharmacy should review the responses in red and change them, if necessary, to align with the comfort level of your pharmacist staff before using the form.

Advancing Med Sync

Once the current system is running smoothly, the pharmacist and technician should choose to start incorporating new disease state specific change plans (listed below) or interventions specific to their site. There will also be time to build upon the current model in the coming months and find a form of the system that runs better in each pharmacy.

Preparing to offer a way for patients to fill out an Immunization Consent Form online and/or schedule an appointment

STEP ONE: Choose a HIPAA Compliant platform to use for scheduling and/or to schedule appointments.

- Two options are Acuity and JotForm.
- For this example, we will use JotForm (this is what is used at Duvall Family Drugs).

STEP TWO: Obtain access to the survey/appointment scheduling tool (i.e., JotForm).

- JotForm is offering their platform for free to healthcare providers from now through Dec 31, 2020.
  - Click **HERE** to apply (takes ~2 hours to receive approval).

STEP THREE: Create your personalized Immunization Consent Form and/or Appointment Availability.

- Duvall Family Drugs has offered their Immunization Consent Form within JotForm.
  - Click **HERE** to view the template that you can edit and customize for your pharmacy (or search for CPESN within JotForm Templates).

STEP FOUR: Create a workflow process for your pharmacy.

- Duvall Family Drugs has shared their process.
  - Click **HERE** to download and edit for your workflow.

STEP FIVE: Get the word out about the new service!

- Create a handout with a QR Code and provide to patients in advance so they can fill out the Immunization Consent Form/Schedule an Appointment
  - Click **HERE** to view the PDF Example from Duvall Family Drugs
  - Click **HERE** to download the document and edit for your pharmacy
  - You can create a free QR code with your logo using this website: **https://www.qrcode-monkey.com**

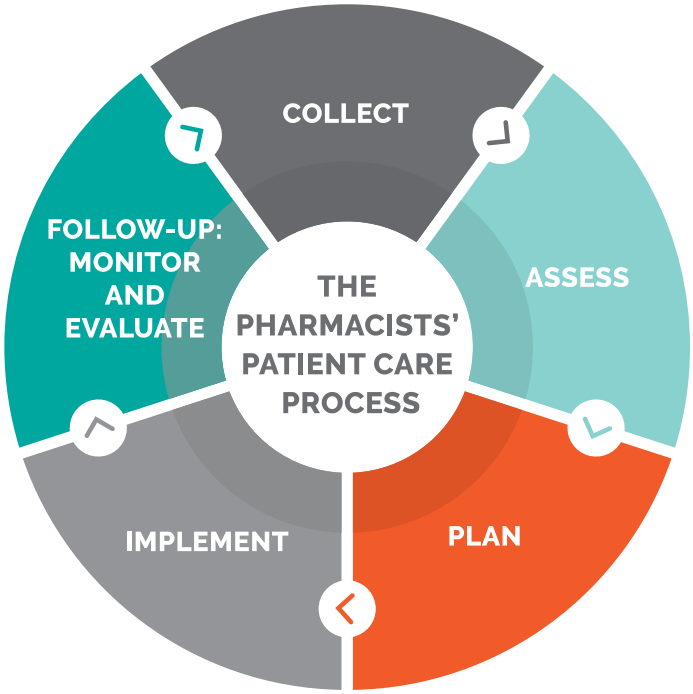
Diabetes Change Package Click **HERE**

Hypertension Change Package Click **HERE**

Immunizations Change Package Click **HERE**

Opioid Change Package Click **HERE**

The Pharmacists' Patient Care Process



THE PHARMACISTS' PATIENT CARE PROCESS*
Pharmacists use a patient-centered approach in collaboration with other providers on the health care team to optimize patient health and medication outcomes.

Using principles of evidence-based practice, pharmacists:

COLLECT
The pharmacist assures the collection of the necessary subjective and objective information about the patient in order to understand the relevant medical/ medication history and clinical status of the patient.

ASSESS
The pharmacist assesses the information collected and analyzes the clinical effects of the patient's therapy in the context of the patient's overall health goals in order to identify and prioritize problems and achieve optimal care.

PLAN
The pharmacist develops an individualized patient-centered care plan, in collaboration with other health care professionals and the patient or caregiver that is evidence-based and cost-effective.

IMPLEMENT
The pharmacist implements the care plan in collaboration with other health care professionals and the patient or caregiver.

FOLLOW-UP: MONITOR AND EVALUATE
The pharmacist monitors and evaluates the effectiveness of the care plan and modifies the plan in collaboration with other health care professionals and the patient or caregiver as needed.

*https://jcpp.net/patient-care-process/

The Pharmacists' Patient Care Process

The Pharmacists' Patient Care Process was released by the Joint Commission of Pharmacy Practitioners in 2014. It offers a comprehensive approach to pharmacist provided, patient-centered care that is delivered in collaboration with other members of the health care team.

This Process Involves the Following Steps:

1. Collecting information about the patient
2. Assessing that information
3. Developing a patient-centered care plan
4. Implementing that plan
5. Following up to monitor and evaluate effectiveness