



Workflow WEDNESDAYS

PS³ - Appointment Based Model

Topic: Beyond the Bench

Presenters: Melodi Graham, Solution Center Manager at Chancy Drugs, GA & Sirena Kalinski, Director of Pharmacy Operations at Duvall Family Drugs, WA

Key Insight

Pharmacy Services Support Staff is critical to the success of pharmacy practice transformation and the sustainability of enhanced services. Click [HERE](#) to watch the recorded PS3 Webinar.

The **Flip the Pharmacy** program aims to transform community pharmacies away from point in-time prescription-level care to **longitudinal patient-level care**.

Domain 3: Developing New Roles for Pharmacy Services Support Staff

Gone are the days of limiting pharmacies to two types of roles- Pharmacist & Pharmacy Technicians. Pharmacy technicians are uniquely positioned to identify and engage patients who would benefit from pharmacist patient care services - given that patients frequently approach pharmacy technicians before interacting with the pharmacist.

 Click [HERE](#) to access publicly available FtP Domain 3 resources

Pharmacy Teams' Roles Must Address 4 Key Areas

- Patient Engagement
- Analysis of Data
- Care Team Communications
- Social Determinants of Health

Progressive Staffing Models in Community Pharmacy Practice

Reengineering your staffing model to support the Patient Care Process in the Community Pharmacy Setting will take time to evolve. See [page 2](#) for Patient Care Process Steps.

 Click [HERE](#) to listen to a 30-minute podcast titled *Progressive Staffing Models in Community Pharmacy Practice*



Click [HERE](#) to find all of the **Flip the Pharmacy** change packages and other practice transformation resources

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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



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/>



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