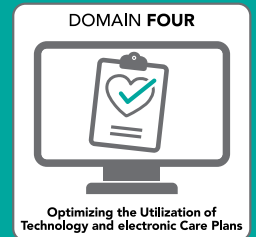


Flip the Pharmacy Change Package Domain 4



Flip the Pharmacy: Champion Checklist

- ❑ Listen to the ThriveSubscribe Podcast Episode 14: Optimizing the Use of Technology.
- ❑ Complete the Technology Checklist to determine opportunities for workflow efficiencies.
- ❑ Document and submit an eCare plan for at least 5-10 patients that are enrolled

Team member roles

- Pharmacists and technicians both need to stay up to date on how to use technology and eCare plans to their fullest abilities.
- Pharmacists should begin the changes in how technology is used and technicians should learn once the process is running smoothly so that everybody has the same level of technology education.

Workflow Innovation: Optimizing the Use of Technology including the integration of eCare Plans

Reengineering your pharmacy to optimize the use of technology will take time to evolve. Technology can add efficiencies to your workflow, but it can also be costly so it is important to prioritize your needs and purchase those technology solutions that you will utilize as soon as possible within your practice. Technology should be used to improve pharmacy operations and workflow, assist in patient care activities, and provide a way to document your patient care or care planning (eCare Plan platforms). This Change Package, the podcast, and the checklist are tools to help you better integrate technology into your practice.

STEP ONE: Listen to the ThriveSubscribe Podcast Episode 14: Optimizing the Use of Technology in Community Pharmacy Practice (Vol 2-1) 1/1/20

- Listen to this 45-minute podcast, **Optimizing the Use of Technology in Community Pharmacy Practice**, to hear from your peers about what they are doing to maintain and evolve their technology.
 - This podcast includes pharmacy staff members discussing the need for technology considerations.

ACTION ➔ **The Pharmacy Champion should listen to the podcast and share with other members of the team. The Podcast is available on ThriveSubscribe which is available via iTunes and Soundcloud. Click [HERE](#) for direct access**

STEP TWO: Complete the Technology Checklist

How do you implement, utilize and optimize technology within your practice to improve practice efficiencies? The goal is to create an efficient practice so you can *flip* your workflow to be patient focused vs. prescription focused.

Check off each item on the list below to create your plan:

- Review the list of Technology best practices below
- Evaluate which items you can implement in your pharmacy and the impact they will have to create workflow efficiencies allowing more time for patient care
- Discuss with the FtP Coach about the top 1-2 items that can impact the pharmacy's practice and why. Discuss how to overcome any implementation challenges with your pharmacy's coach.

Technology Check List

Work with your technology vendor(s) to optimize your current technology tools

- Medication Synchronization Platforms.** Although many of the current pharmacy management systems have incorporated a medication synchronization function—some may be more robust than others. Review the options available for medication synchronization whether it be integrated within a pharmacy management system or it is a stand-alone platform. The use of a robust, automated, technology solution for medication synchronization cannot be understated, as a good system can add tremendous efficiencies to your workflow and patient care activities.
- Review automation options.** Even if you can't yet secure automation, review existing options and prioritize which is right for your pharmacy. Automation can range from a tablet counter to a robot that counts packages, into med bottles to a med packaging system for compliance packaging. Talk with the staff of other pharmacies that have incorporated technology, perform your own research, and make an informed decision on what may work best for you, your practice, and your patients.
- Pharmacy management Systems**
Maximize the ability to toggle between various resources
 - Use keyboard short cuts
 - **"Alt-tab"** will allow you to quickly toggle between the current window and your last viewed window
 - **"Ctrl-alt-tab"** will allow you to display an overlay screen with all windows programs. You can hit tab to toggle between them
 - Add a screen at the pharmacist station so there are 2 monitors. This helps with the number of tabs you need to have open at all times
- Implement a messaging system for staff communication.** Much like other the other technology platforms mentioned earlier, there are multiple messaging systems that pharmacies have used. Research, discuss with current users, and make a determination on what is best for your employees and your practice.

- **Review appointment scheduling options if you do not have one in place.** This will help to streamline workflows, such as immunization scheduling and other clinical services. There are different vendors for patient scheduling. Do your research to determine which platform fits the needs of your practice and your patients.
 - Click [HERE](#) for **Messaging Tools to Aid Communication between Your Team, Patients, and Other Providers.**

eCare Plan

Documenting your patient care activities (care planning) is an essential and important part of a transformed community pharmacy. There are several reasons why you document your care. The first and foremost reason is providing continuity of care to your patients and providing a documentation trail that can be used by other pharmacy staff to track the patient care activities that have been performed to date. The second reason is that this is a practice's legal record of care. This is your record of care—a way to prove that you did something if it ever comes into questions (e.g. opioid stewardship). The third reason why you document is prove to payers that you actually did the activity in which you are being paid/incentivized. In other words, the record can be audited to determine that the patient care actually occurred. All three reasons are equally important—but a good patient care record provides the evidence needed for the other two reasons.

Incorporating documentation within workflow is challenging—just as it is for other providers—but it must be done. It is important to familiarize yourself with your current eCare Plan vendor so you know how to optimally utilize their system. It requires commitment, engagement, and persistence. The more you do it, the better you get at it. Soon it becomes second nature as it is just incorporated into what you do. Work with your eCare Plan vendor to improve their system by providing them with feedback on issues, challenges, and obstacles that you have had with their system.

On the next page, the **Patient Encounter Documentation Form** is reviewed. The intention of this form is to help document the medication synchronization encounters within the eCare Plan. The form is a way for you to familiarize yourself with the different components of a care plan and that need to be documented. The form is used as a tool and does not replace the eCare Plan platform, but rather as a way to improve your ability to succinctly create a care plan for your patients.

Moving forward

It is important that technology is always used to its fullest in the pharmacy to decrease workflow strain and optimize patient care. Pharmacies should look for new innovative ways to make the systems work best for them and their stores.

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: _____ |
| <input type="checkbox"/> Noncompliance with medication regimen | <input type="checkbox"/> 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 |

➔ Click [HERE](#) for more information on eCare Plan documentation and to access the Patient Encounter Documentation Form