

Pharmacy Reflection of Staffing Models Pharmacist Assessment

Date _____

Assessor Name / Role / Email _____

Pharmacist Name / Role / Email _____

Pharmacy Name / City / State / Phone _____

Pharmacy NPI _____ CPESN Network Affiliation _____

Review of the Pharmacist Role

About how often do you as a pharmacist spend time in the following areas?

(Guide for Score: Never - 0, Rarely - 1, Sometimes - 2, Often - 3, Almost Always - 4)

Counsel with new patients

- Complete a medication history
- Identify potential medication challenge through patient interview
- Communicate with prescriber if challenge is identified, therapy could be adjusted

Counsel on new prescriptions

- Review for duplicate medication therapies
- Review for changes in therapy through sig or verbal instruction to patient
- Communicate with prescriber if challenge is identified, therapy could be adjusted

Counsel on refill prescriptions

- Review for duplicate therapies
- Review for changes in therapy through sig or verbal instruction to patient
- Communicate with prescriber if challenge is identified, therapy could be adjusted

Process to dispense non-Controlled Substances prescription

- Intake / data entry
- Med-Sync monthly review
- Submit insurance claim
- Pull & count med to dispense
- Verify order / package med for pick-up

Manage non-Controlled Substances inventory

- Ordering legacy meds / OTC meds
- Put stock away
- Manage product costs
- Reconcile Reimbursements
- Verify Cold Storage temps

Manage Controlled Substances Inventory

- Continuous inventory counts
- Order CS Inventory
- Manage pain management medications (CS2 meds)

Provide Clinical Services

Immunizations

- Screen for eligibility
- Submit insurance claim for coverage
- Schedule patient appointment to administer vaccination
- Take walk-ins to administer vaccination

Point of Care Testing

- COVID
- Strep
- Flu

Blood Pressure Measure

- Monthly patient appointment to review memory from BP device
- Record reports from BP device through wi-fi transmission
- Review if current medication pattern assists with BP control

Blood Glucose Monitor

- Monthly patient review from BG device memory of measure
- Record reports from BG device through w-fi transmission
- Record reports from CGM device through wi-fi transmission
- Review patient food diary
- Review if current medication pattern assists with BG control

Describe the current pattern for a patient to pick-up a new medication - Is patient counseling involved?

What are the biggest challenges to create opportunity for you to engage in patient-centered tasks?

(Guide for Score: Identify your TOP 5 challenges and label 1 through 5 with 5 being the most difficult. Add comments in the space below each if desired)

___ State practice permissions are too strict to let PS3 Staff expand their task responsibility.

___ As a pharmacist, I do not have time to train the staff and still take care of patients.

___ I find it difficult to trust a pharmacy technician to have a health-related conversation with the patient.

___ Staff is not willing to learn new skills so that they can move into new roles, not willing to learn on their own time, not willing to invest in themselves.

___ Revenue is so tight that there are no extra funds to invest in new services or programs.

Additional comments

Pharmacy Reflection of Staffing Models PS3 Staff Assessment

Date _____

Assessor Name / Role / Email _____

PS3 Staff Name / Role / Email _____

Pharmacy Name / City / State / Phone _____

Pharmacy NPI _____ CPESN Network Affiliation _____

Review of the PS3 Staff Role

About how often do you as a PS3 staff member spend time in the following areas?

(Guide for Score: Never - 0, Rarely - 1, Sometimes - 2, Often - 3, Almost Always - 4)

Interview with new patients

- Complete a medication history
- Identify potential medication challenge through patient interview
- Communicate with pharmacist if challenge is identified

Interview patient with new prescriptions

- Review for duplicate medication therapies
- Review for changes in therapy through sig or verbal instruction to patient
- Communicate with pharmacist if challenge is identified

Counsel on refill prescriptions

- Review for duplicate medication therapies
- Review for changes in therapy through sig or verbal instruction to patient
- Communicate with pharmacist if challenge is identified

Process to dispense non-Controlled Substances prescription

- Intake / data entry
- Med-Sync monthly review
- Submit insurance claim
- Adherence Packaging - hand process / machine-driven packaging system
- Pull & count med to dispense

Manage non-Controlled Substances inventory

- Ordering legacy meds / OTC meds
- Put stock away
- Manage product costs
- Reconcile reimbursement payments
- Verify cold storage temps

Manage Controlled Substances Inventory (if applicable)

- Only pharmacist counts & dispenses CS medications
- Order / Receive / Stock CS inventory
- Continuous CS inventory counts
- Manage ALL pain management medications (CS2 meds)

Provide Clinical Services

Immunizations

- Screen for eligibility
- Submit insurance claim for coverage
- Schedule patient appointment vs. take walk-ins to administer vaccination

Point of Care Testing

- COVID / Flu / Strep - "Test and Treat" - patient intake, prep / swab patient
- PGx - Patient Intake, Prep / Swab Patient

Blood Pressure Measure

- Monthly patient appointment to review memory from BP device
- Record reports from BP device through wi-fi transmission
- Review if current medication pattern assists with BP control

Blood Glucose Monitor

- Monthly patient review from BG device memory of measure
- Record reports from BG device through w-fi transmission
- Record reports from CGM device through wi-fi transmission
- Review patient food diary
- Review if current medication pattern assists with BG control

Describe the current pattern for a patient to pick-up a new medication - Is patient counseling involved?

What are the biggest challenges to create opportunity for you to engage in patient-centered tasks?

(Guide for Score: Identify your TOP 5 challenges and label 1 through 5 with 5 being the most difficult. Add comments in the space below each if desired)

___ State practice permissions are too strict to let PS3 Staff expand their task responsibility.

___ Resources to learn new skills / roles are not available to me.

___ My co-workers are not willing to learn new methods or skills so that I can move into new roles.

___ My co-workers do not want to do any more than they already do.

___ The pharmacists do not trust that PS3 Staff can engage with patient-centric tasks.

___ Our pharmacy is small, no designated area to complete specific tasks like Med-Sync; no place to make private phone calls to patients.

___ Our workflow is always busy so no time to learn while I am working; am not paid to learn at home.

Additional comments