



Community Pharmacy Medication Therapy Management

PGY1 - Community Pharmacy (D00001)

Faculty:

Site:

Caring Pharmacy

Status: Active

Required

General Description:

The Caring Community Pharmacy provides Comprehensive Medication Reviews (CMR) and Targeted Medication Reviews (TMR) for assigned patients from Outcomes™ or Mirixa™ platforms, for patients enrolling in the medication synchronization program, for patients enrolled in disease state management services at the pharmacy, and for patients who request reviews or are referred for reviews by the staff or other healthcare providers.

Each patient has at least one follow-up phone call or pharmacy clinic visit after the initial encounter to monitor the outcome of the CMR or TMR. Each patient receives a current medication list and a medication action plan (MAP). The primary provider and other designated providers receive visit summaries as well as intervention communications via office visit, telephone, FAX, or secure mail as needed.

Role(s) of Pharmacist(s):

The role of the pharmacist includes, but is not limited to, the following: contacting patients to schedule phone or pharmacy visit appointments, collecting subjective and objective patient information to complete CMRs and TMRs, interviewing the patient, communicating and collaborating with the patient's healthcare provider(s) as needed, counseling patients on the established medication action plan, and monitoring the outcomes of the interventions.

Expectations of Residents:

- * Be on time for all learning experiences, meetings, patient appointments, and other learning experience obligations
- * Demonstrate professionalism in all patient, healthcare provider, and team member interactions
- * Demonstrate professional and polished written and verbal communication with all patients, healthcare providers, and team members
- * Avoid use of personal cell phone/devices when meeting with patients unless for medication management references or communication related to the patient visit; Keep personal devices on silent during patient care visits
- * Ensure all patient care plans/interventions and recommendations to providers are evidence-based and supported by the medical literature
- * Ensure billing and patient encounter documentation are completed in a timely manner per community pharmacy policy

Progression of Residents:

Day 1--Preceptor will review learning experience description with the resident. Preceptor and resident will discuss resident learning experience goals and progression in the residency program to date to determine if learning activities, expected progression, and objectives should be modified based on such. Preceptor will orient the resident to the MTM process including identification of patients for MTM, documentation requirements, billing, and patient outcome tracking expectations.

Week 1--Preceptor will model conducting CMRs and TMRs for initial patient encounters and follow-up encounters. Preceptor will model how to utilize the software to identify patients, schedule patient encounters, documentation in the patient record, bill for eligible patient encounters, and run reports to analyze patient outcomes.

Quarter 1

- * Resident will conduct CMRs and TMRs under the guidance of the preceptor.
- * Resident will observe the preceptor conducting CMRs and TMRs during physician office visits.

Quarter 2

- * Resident will conduct CMRs and TMRs independently. Preceptor will review patient encounter documentation and provide feedback accordingly to the resident.
- * Resident will conduct follow-up visits with the preceptor.
- * Preceptor will observe the resident conducting CMRs and TMRs during physician office visits.

Quarter 3

- * Resident will continue to conduct CMRs and TMRs independently, with more focus on efficiency.
- * Resident will conduct follow-up visits independently.
- * Resident will precept APPE students with the preceptor observing.
- * Resident will conduct CMRs and TMRs independently during physician office visits.

Quarter 4

- * Resident should conduct CMRs and TMRs with follow-up with the added responsibility of precepting APPE students independently. Resident will facilitate topic discussions with the APPE student(s). Resident will complete evaluation of the APPE student(s).
- * Resident will model to APPE students the conducting of CMR and TMR in the physician office.

| | | | Activities |
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| Goal R1.1 | Provide safe and effective patient care services including medication management, health and wellness, immunization, and disease state management following the JCPP Pharmacists' Patient Care Process. Services are provided to a diverse range of patients in collaboration with the health care team. | | |
| OBJ R1.1.1 | (Cognitive - Applying) Demonstrate responsibility and professional behaviors as a member of the health care team. | Taught and Evaluated | <p>Communicate any medication therapy issues not resolved by the end of the day to the appropriate pharmacist.</p> <p>Dress and act professionally.</p> <p>Ensure patients have information and/or access to resources to obtain prescribed medication therapy.</p> <p>Prioritize patient activities to be prepared for all patient care visits. Work to resolve all existing or potential medication therapy issues before leaving for the day.</p> <p>Take responsibility for personal and professional actions. Demonstrate professionalism in all patient and provider interactions including phone calls and in-person medication reviews.</p> |
| OBJ R1.1.2 | (Cognitive - Applying) Establish a patient-centered relationship with the individual patient, family members, and/or caregivers. | Taught and Evaluated | <p>Assess patient healthcare preferences and expressed needs through open-ended questioning during each encounter to personalize care.</p> <p>Build rapport and trusting relationships with patients.</p> <p>Contact assigned patients to explain CMR or TMR benefits and schedule phone or pharmacy clinic appointment.</p> <p>Discuss motivational interviewing with preceptor and demonstrate this skill during patient interactions.</p> <p>Employ cultural competency concepts when interacting with patients, family members, and caregivers.</p> <p>Engage patients in decision-making.</p> <p>Respect patient privacy and follow all HIPAA regulations.</p> <p>Show respect and empathy to patients during all patient interactions, including scheduling appointments, conducting medication reviews, and follow-up encounters.</p> |
| OBJ R1.1.3 | (Cognitive - Analyzing) Collect relevant subjective and objective information for the provision of individualized patient care. | Taught and Evaluated | <p>Collect pertinent information on each assigned CMR or TMR patient from patient record, patient's healthcare provider, and patient (as applicable) prior to patient visit/call and record pertinent data on a data collection form.</p> <p>Gather all pertinent patient-specific information in an organized manner and be prepared to discuss recommendations with preceptor.</p> <p>Perform a medication history, review medical and pharmacy records, and contact prescribing physician as needed when completing current medication list.</p> <p>Record discrepancies found and recommendations on medication history form.</p> <p>Perform physical assessment and point of care testing, when applicable.</p> |
| OBJ R1.1.4 | (Cognitive - Analyzing) Analyze and assess information collected and prioritize problems for provision of individualized patient care. | Taught and Evaluated | <p>Assess need for wellness and prevention services.</p> <p>Assess the clinical effects of the patient's therapy.</p> <p>Identify and prioritize the patient's therapeutic problem list, assessing which healthcare provider is most appropriate to handle each problem.</p> |

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| OBJ R1.1.5 | (Cognitive - Creating) Design a safe and effective individualized patient-centered care plan in collaboration with other health care professionals, the patient, and caregivers. | Taught and Evaluated | Be prepared to discuss recommendations with preceptor prior to submitting the CMR or TMR. Consult with other healthcare professionals about the care plan when needed. Create a MAP for the patient Create patient care plan and monitoring plan to optimize medication therapy using selected evidence-based guidelines. Determine need for self-care recommendations. Engage the patient in the care plan development. Establish patient-centered goals. |
| OBJ R1.1.6 | (Cognitive - Applying) Implement the care plan in collaboration with other health care professionals, the patient, and caregivers. | Taught and Evaluated | Discuss recommendations for addressing medication therapy issues with the patient's healthcare providers and ensure agreed-upon medication changes have been implemented. Educate the patient and/or caregivers on the care plan, including any changes. Make referrals when needed. Schedule follow-up appointments. |
| OBJ R1.1.7 | (Cognitive - Evaluating) Monitor and evaluate the effectiveness of the care plan and modify the plan in collaboration with other health care professionals, the patient, and caregivers as required. | Taught and Evaluated | Consult with other healthcare professionals about care plan modifications. Create a new plan, if needed, and communicate modifications to the patient and/or caregivers and other healthcare providers. Evaluate all clinical endpoints and outcomes. Interview patients for follow-up on CMRs and TMRs. Modify the care plan, if needed. Reassess all medications. |
| OBJ R1.1.8 | (Cognitive - Applying) Collaborate and communicate effectively with patients, family members, and caregivers. | Taught and Evaluated | Assess patients' and/or caregivers understanding of medication therapy and address educational needs through counseling. Conduct patient interviews for CMRs and TMRs. Provide medication education to patients, their families, and/or caregivers. Supply supplemental written communication materials. Support and assist patients with health behavior changes. |
| OBJ R1.1.9 | (Cognitive - Applying) Collaborate and communicate effectively with other health care team members. | Taught and Evaluated | Advocate on behalf of the patient to other members of the healthcare team. Attend one physician office visit each month to review patient CMRs and TMRs for the physicians' patients. Build consensus and manage conflict when making recommendations. Develop and document visit summaries and interventions/recommendations, and communicate information to the patient's other healthcare providers. Make recommendations to other healthcare providers. |
| OBJ R1.1.10 | (Cognitive - Applying) Document patient care activities appropriately and efficiently. | Taught and Evaluated | Document a patient care note in the patient's record for every visit. Document billable MTM encounters in appropriate online portal for payment. Document final medication list for the patient and other healthcare providers. Document MAP developed for the patient. |
| Goal R4.2 | Effectively employ appropriate preceptor skills when engaged in experiential teaching (e.g., students, pharmacy technicians, or other health care professionals) | | |
| OBJ R4.2.1 | (Cognitive - Analyzing) Identify experiential learning activities and select appropriate preceptor roles to meet learners' educational needs. | Taught and Evaluated | Create a schedule for APPE students on the MTM rotation. Create a syllabus for the APPE rotation. Know and demonstrate the four preceptor roles while precepting APPE students. Observe your preceptor as they precept APPE students. Discuss precepting issues as they arise during the learning experience. Select activities for the APPE student to complete that meet the objectives of the APPE rotation. |

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| OBJ R4.2.2 | (Cognitive - Analyzing) Provide appropriate and timely formative and summative feedback and ensure learner understands the feedback during experiential learning. | Taught and Evaluated | Complete a midpoint and endpoint evaluation in the college/school's documentation system for the APPE students. Participate in the preceptor development webinar on providing feedback in the clinical setting. Provide feedback to the APPE student after each CMR and TMR. Schedule a daily time to provide feedback to the APPE student during the rotation. |
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Assessments:

| | Evaluator | Evaluated | Timing |
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| Summative Evaluation | All Preceptors | Each Resident Taking this Learning Experience | Ending and Quarterly if Needed |
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| ASHP Preceptor Evaluation | Residents | All Preceptors of this Learning Experience | Ending and Quarterly if Needed |
| ASHP Learning Experience Evaluation | Residents | Learning Experience | Ending and Quarterly if Needed |