

Flip the Pharmacy Team CPESN USA Syllabus and Expectations

Monthly Webinars: 1st Wednesday of each month at 1 PM EST

<u>Instructors</u>	<u>Contact Information</u>	<u>One-on-One Discussions Office Hours</u>
Course Coordinator: <i>Randy P. McDonough, PharmD, MS, BCPG, BCPS</i>	<i>e-mail: mcdonough@towncrest.com Phone (cell); 319-430-4476</i>	<i>By email or appointment</i>

Cohort Description:

Team CPESN USA is a cohort of pharmacies that have completed their two year enrollment in Flip the Pharmacy, but are still interested in engaging their pharmacy in practice transformation efforts. This will be accomplished through monthly webinars with planned presentations, weekly practice reflections in which a case scenario, practice question, or practitioner video is provided for the participants are to reflect on, apply to, and discuss how they can implement within their practice. In addition, other advanced topics will be addressed including therapeutic updates, practice and business strategies, clinical considerations, and furthering the advancement in the six domains of FtP. Since this is a remote program, engagement of both course instructor and Leads/Coaches/Staff at practice sites is imperative. Engagement happens when both parties communicate in a timely manner, keep the communication lines open, participate within group activities, complete practice transformation assignments/requests, and stay committed to the overall goal—to continue to improve your practice through transformation strategies.

Cohort Objectives

By participating and engaging in this cohort, you should be able to:

Cohort Objectives	Instructional Technique(s)	Assessment Technique(s)	Practice Outcome(s)
Leveraging the Appointment-Based Model. <ul style="list-style-type: none"> Discuss strategies on how to maximize clinical opportunities with Med Sync and ABM Identifying and resolving medication-related problems Developing therapeutic relationships with patients Becoming interventionists 	<ol style="list-style-type: none"> 1. Video/podcast/guest speaker and monthly presentation 2. Max My Sync 	<ol style="list-style-type: none"> 1. Action items 2. Practice reflections 3. Discussion 	<ol style="list-style-type: none"> 1. Improving the patient interface 2. Developing therapeutic relationships 3. Identifying medication-related problems 4. Communication and intervening to resolve medication-related problems
Improving Patient Follow Up and Monitoring <ul style="list-style-type: none"> Review importance of the ongoing monitoring and follow-up of patients 	<ol style="list-style-type: none"> 1. Video/podcast/guest speaker and monthly presentation 	<ol style="list-style-type: none"> 1. Action items 2. Practice reflections 3. Discussion 	<ol style="list-style-type: none"> 1. Creating monitoring/follow-up plans for patients 2. Developing strategies to collect

<ul style="list-style-type: none"> Determining appropriate labs/vitals/evaluations that should be performed on patients Review strategies on how to provide ongoing monitoring services and appropriate follow-up 			<p>relevant patient information</p> <ol style="list-style-type: none"> Utilizing ongoing collection of patient clinical data to ensure medication optimization
Developing New Roles for Non-pharmacists Support Staff <ul style="list-style-type: none"> Preparing staff for changes in responsibilities Motivating staff Developing bonus incentives Expanding the clinical roles of support staff <ul style="list-style-type: none"> Technician product verification Immunizations Community Health Worker (CHW) Triaging 	<ol style="list-style-type: none"> Video/podcast/guest speaker and monthly presentation PS3 <ol style="list-style-type: none"> ABM Patient experience Practice management Business development 	<ol style="list-style-type: none"> Action items Practice reflections Discussion 	<ol style="list-style-type: none"> Evolving roles of technicians Evolving roles of other non-pharmacist support staff Freeing up the pharmacists to provide clinical services Utilizing each staff member to the level of their training/licensing Challenging old pharmacy practice regs to permit the evolution of new roles
Optimizing the Utilization of Technology and eCare Plans <ul style="list-style-type: none"> Committing to documentation Developing strategies to make clinical documentation part of work-flow Determining what to document Incorporating technology to improve practice efficiencies 	<ol style="list-style-type: none"> Video/podcast/guest speaker and monthly presentation 	<ol style="list-style-type: none"> Action items Practice reflections Discussion 	<ol style="list-style-type: none"> Documenting regularly and consistently during workflow Developing a recurrent structure and process to documentation Incorporating technology to improve practice efficiencies
Establishing Working Relationships with other Care Team Members <ul style="list-style-type: none"> Developing collaborative working relationships Recognizing the importance of becoming an interventionist Creating collaborative practice agreements Developing new business relationships with providers 	<ol style="list-style-type: none"> Video/podcast/guest speaker and monthly presentation 	<ol style="list-style-type: none"> Action items Practice reflections Discussions 	<ol style="list-style-type: none"> Reaching out to other providers to start conversations about collaboration opportunities Developing referral systems Creating collaborative practice agreements Developing new business relationships with providers

<ul style="list-style-type: none"> • Developing strategies to increase referrals to your practice • Recognizing other team members/agencies/organizations within the community 			
Developing the Business Model and Expressing Value <ul style="list-style-type: none"> • Reviewing strategies for successful implementation of value-based reimbursement programs • Creating new business models for revenue generation • Ensuring performance on payer programs 	1. Video/podcast/guest speaker and monthly presentation	1. Action items 2. Practice reflections 3. Discussions	1. Implementing new revenue generating business models 2. Increased revenue being generated by non-dispensing enhanced services 3. Performing on payer programs