

## WPQC UPDATE:

# Wisconsin Community Pharmacy Enhancement Initiatives

by J. Grady Easterling, PharmD, Michelle Farrell, PharmD, BCACP, Kari Trapskin, PharmD

**C**ommunity pharmacy enhancement initiatives can be challenging to understand for a few reasons. First, there are many acronyms to be familiar with. Second, community pharmacies might be participating in more than one of these initiatives. Third, some pieces of the initiatives overlap with one another. This article aims to review the basics of the Wisconsin Pharmacy Quality Collaborative (WPQC), the Community Pharmacy Enhanced Services Network (CPESN), and Flip the Pharmacy (FTP), along with providing an overview of the progress of each.

When CPESN was first marketed, there was a lot of confusion, since the Pharmacy

Society of Wisconsin (PSW) had been supporting the similar WPQC program since 2008, and there were many pieces of the programs that seemed to overlap. In particular, CPESN and WPQC both help pharmacists to practice at the top of their clinical ability, provide exceptional patient care, and seek equitable reimbursement for clinical services.

## WPQC

The Wisconsin Pharmacy Quality Collaborative (WPQC) was established by PSW in 2008 as a network of pharmacies with pharmacists who provide medication therapy management (MTM) services, such as comprehensive medication review and assessment (CMR/A), for patients with

the ultimate goal of resolving drug therapy problems, improving adherence, and engaging patients in their own care.

The Wisconsin ForwardHealth (Medicaid) MTM program is based on the WPQC program and provides reimbursement for CMR/As to pharmacies that meet WPQC accreditation standards. Additionally, in Dane County, WPQC pharmacists are reimbursed to provide community-based CMR/A services at senior or community centers, or via telehealth. The program is funded partially by the United Way of Dane County. PSW provides education and support to the network in addition to connecting pharmacies with opportunities for growth and partnership statewide. This program has been in place since 2008 with different payers supporting the work throughout the years, but pharmacies have struggled to fully implement advanced clinical care into workflows. The relatively low numbers of Medicaid CMR/A service submissions, and active pharmacies in the program, reflect this difficulty. The active pharmacies, however, do inspire perseverance. In 2020, more than 25 pharmacies provided over 2,400 CMR/A services to Wisconsin Medicaid members. Finally, WEA Trust/Neugen has successfully partnered twice in the last several years with WPQC pharmacies to expand hypertension and cardiovascular disease control and management for patients who have WEA Trust/Neugen insurance. One outcome has been that these patients work closer with their healthcare team (pharmacists and physicians) to maintain tighter control of their blood pressure by blood pressure self-measurement, remote monitoring, and coaching. Overall, patients were highly engaged in both projects and improved self-management and motivation to manage their chronic conditions through multiple

**Below:** Flip the Pharmacy Coaches. Top row, left to right: Michelle Farrell (Boscobel Pharmacy), FTP Lead, Abbi Linde (Beaver Dam Hometown Pharmacy), Nicole Schreiner (Streu's Pharmacy). Bottom Row, left to right: Nicole Sheldon (Chet Johnson Drug), Dimmy Sokhal (Hayat Pharmacy), Matthew Wlodyga (Chet Johnson Drug).



meetings with the community pharmacist.

## CPESN

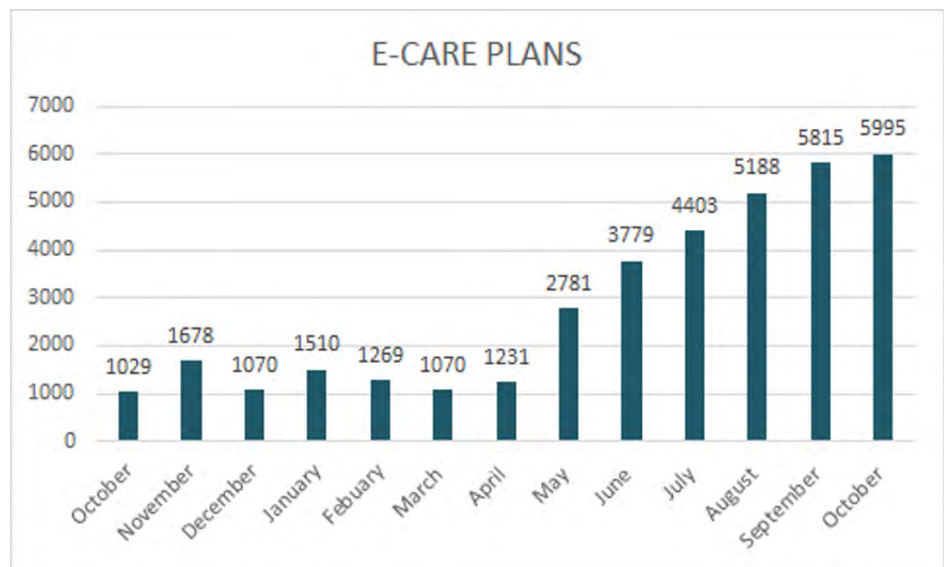
CPESN developed out of the Community Care of North Carolina (CCNC) program, which coordinates patient care through the medical home model. In 2015, CCNC expanded its mission and philosophy, leading to the development of CPESN. CPESN is a network of high-performing, clinically integrated community pharmacies that aims to coordinate patient care within the broader care team, providing medication optimization activities and enhanced services for high-risk patients. Ultimately, CPESN strives to attract regional and national payers to support value-based models for payment in order to improve the quality of community-based patient care. CPESN pharmacies deliver care based on minimum service sets and consistent delivery of services. CPESN Wisconsin pharmacies are required to be WPQC-accredited in order to demonstrate dedication to implementation of meaningful quality-based best practices.

CPESN networks are developed in most states, and CPESN USA at the national level has been able to provide payer opportunities to several states. In late 2020, Humana presented CPESN WI pharmacies with enhanced opportunities for service provision. CPESN pharmacies have also been able to participate in the national P-MAPP (Personalized-Medication Adherence and Persistence Program) study, which was the result of high performance in the OutcomesMTM platform. The focus of P-MAPP is to evaluate motivational interviewing effects on patients with diabetes health outcomes.

## Flip the Pharmacy: Team WPQC

In August 2019, Michelle Farrell, Abbi Linde, Dimmy Sokhal, and Kari Trapskin worked together with a number of pharmacy partners to submit a grant application to the Community Pharmacy Foundation (CPF) on behalf of CPESN Wisconsin. The funding has allowed a group of CPESN Wisconsin pharmacies to participate in the two-year Flip the

**FIGURE 1. Number of Pharmacist eCare Plans Submitted by Month by FTP Pharmacies**



Pharmacy program. Flip the Pharmacy aims to help CPESN pharmacies pivot from filling one prescription at a time to providing longitudinal care, by developing skills around care planning. The group saw the potential for Flip the Pharmacy to not only help Wisconsin CPESN/WPQC pharmacies with care planning, but also to enhance the delivery of patient care within the WPQC program, coining the name “Team WPQC.” The FTP model has engaged coaches across the state, including Nicole Schreiner, Marv Moore, Matt Wlodgya, Nicole Sheldon, and Ryan Bender, who coach their own pharmacies as well as other network pharmacies. The coaches provide support in person and telephonically to help pharmacies integrate changes into their workflow, act as mentors, and provide support. Team WPQC started with 21 pharmacies and currently coaches 42 pharmacies across Wisconsin.

One of the FTP program’s goals is consistent use of the Pharmacist eCare Plan in community pharmacy workflow. The Pharmacist eCare Plan is a standardized documentation format embedded in pharmacy software systems that can be used to communicate with fellow providers and payers. CPESN pharmacies use Pharmacist eCare Plans as documentation to further demonstrate the value that pharmacist-provided clinical services bring to patients within the broader health care system. The implementation of Pharmacist eCare Plans into workflows provides pharmacies

with the ability to document patient care longitudinally for continuity of care across each patient encounter. As pharmacists are all taught in school, “if it wasn’t documented, it didn’t happen.”

One of the main goals for each FTP pharmacy has been to submit 25 Pharmacist eCare Plans per month related to specific areas of clinical focus. To accomplish this transformation, participating pharmacies implement change packages that focus on a specific disease state or medication, called progressions, in stepwise domains. The domains are:

1. Leveraging the Appointment-Based Model
2. Improving Patient Follow Up and Monitoring
3. Developing New Roles for Non-Pharmacist Support Staff
4. Optimizing the Utilization of Technology and Electronic Pharmacist Care Plan
5. Establishing Working Relationships with Other Care Team Members
6. Developing the Business Model and Expressing Value

## Results

Flip the Pharmacy has moved through domains 1-6 for progressions 1 and 2 (hypertension and opioids). FTP is currently focused on immunizations and diabetes, in addition to COVID vaccine preparation, progressing through each of the six domains while maintaining the

clinical and longitudinal aspects of the previous two progressions. At the time this article was written, Pharmacist eCare Plan intervention documentation data had focused on hypertension, opioids, and COVID planning. Between October 2019 and October 2020, Pharmacist eCare Plans submitted by FTP pharmacies increased five-fold (Figure 1).

## Collaboration

There are clear ties among all three of these community pharmacy enhancement initiatives. Collaboration has been instrumental in attaining these results. For instance, PSW/WPQC and CPESN/FTP pharmacists have collaborated to provide opportunities for networking and Q&A through the PSW Community Pharmacy Forum, which was started in October 2020. The forum is a 30-minute informal video chat for independent community pharmacists to discuss their strategies to integrate services into their pharmacies. Topics have focused on immunizations during the current pandemic, COVID testing, and planning for the COVID vaccination rollout. Additionally, PSW has collaborated with community pharmacists to launch the inaugural PSW Community Pharmacy Advisory Committee (CPAC), comprised of community pharmacists from different types of practice settings.

PSW and CPESN/FTP have initiated community pharmacy-focused webinars on topics like Pharmacist eCare Plans, the appointment based model, diabetes prevention program, and diabetes self-management education and support, and telehealth. Educational toolkits are another hidden gem of PSW/WPQC and Flip the

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**My engagement with the application for the Flip the Pharmacy grant and listening to the change packages has helped me evolve as a pharmacist. It has been an amazing experience listening to other pharmacists and sharing it with pharmacies in our network. I think FTP is all about growth for practice of community pharmacy. The workflow and support offered through FTP is integral and helps set you up for success.**

**- Dimmy Sokhal (Hayat Pharmacy)**

Pharmacy. PSW provides clinical toolkits to WPQC/CPESN pharmacies in addition to supporting an electronic collaborative practice agreement toolkit with templates and a delegate verification (“tech check tech”) toolkit. The work through FTP has generated best practice toolkits, available to pharmacists nationwide, that promise to improve and inform practice advancement.

Additionally, collaboration among these groups led to technician-focused CMR/A workgroup sessions to help pharmacy technicians achieve confidence in assisting with the delivery of CMR/A services. The most recent technician workgroup was held in June 2020, and the next session will begin in January 2021.

Collaboration is very important to the success of pharmacy practice enhancement initiatives. During this time of uncertainty and the need to provide more support than ever to patients with chronic conditions, it is encouraging to see the continued motivation and open collaboration among these groups to expand enhanced pharmacy services in the community setting.

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## More Information

For more information about CPESN, WPQC, and Flip the Pharmacy, please refer to the March/April 2020 issue of the Journal of PSW. Other great resources are: [www.pswi.org/WPQC/About-WPQC/About-WPQC](http://www.pswi.org/WPQC/About-WPQC/About-WPQC), [www.cpesn.com](http://www.cpesn.com), and [www.flipthepharmacy.com](http://www.flipthepharmacy.com).