

WPQC UPDATE:

Wisconsin Community Pharmacy...Let's Flip the Pharmacy with Team WPQC!

by Ryan Fan, PharmD, Michelle Farrell, PharmD, BCACP, Kari Trapskin, PharmD



CPESN® Wisconsin Luminaries, Michelle Farrell, Abbi Linde, and Dimmy Sokhal, with the assistance of Kari Trapskin (PSW), prepared a grant application for the Community Pharmacy Foundation's Flip the Pharmacy grant opportunity last summer. In August, they were awarded a 2-year grant to support 6 coaching teams for 40 community pharmacies across Wisconsin. This group has taken the name Team WPQC (Wisconsin Pharmacy Quality Collaborative) with the goal to integrate Pharmacist eCare Plan

documentation into community pharmacy workflow. The ultimate goal is to enhance the ability of participating pharmacies to engage in WPQC and other payer program opportunities.

About Flip the Pharmacy

Flip the Pharmacy is a multi-year program that aims to transform community-based CPESN pharmacies from point-in-time care processes towards longitudinal patient care processes. The program involves Practice Transformation Teams that serve as coaches for participating pharmacies and

offer assistance in implementation of the program at each practice site. Pharmacies participating in each cohort of the program will undergo a two-year long transformation period where workflow processes will be gradually shifted on a monthly basis towards longitudinal patient-care processes through the implementation of monthly Change Packages. These Change Packages are categorized into six different domains, each with a different monthly patient care focus. Each Change Package includes resources and tools that help pharmacies implement longitudinal care processes into daily workflow. Over

Below: Michelle Farrell, Lead Luminary with CPESN, visits Cross Plains Pharmacy. Pictured below with Michelle are Flip the Pharmacy members, Lisa Kostecki and Matt Jensen.



the next five years, the Flip the Pharmacy program intends to graduate over 1,000 pharmacies from the two-year long cohorts in an effort to reach sufficient scale to have widespread practice and policy effects. Success is crucial for the future sustainability of community-based practice as pharmacists shift away from point-in-time practices limited by prescription fills to longitudinal practices that focus on continuity of care for each patient as a whole.

Each cohort in the Flip the Pharmacy program participates in a two-year long transformation period which includes twenty-four monthly Change Packages. Domains that are looped in sequence over the two-year long transformation period and focus on the implementation of various community-based pharmacy services and workflow practices to better fit longitudinal patient-care practice models.

Domain 1: Leveraging the Appointment-Based Model focuses on medication synchronization and strategies to help community pharmacies implement or improve medication synchronization practices.

Domain 2: Improving Patient Follow Up and Monitoring focuses on the identification of patients with hypertension for Pharmacist eCare Plan documentation along with non-pharmacist staff blood pressure training.

Domain 3: Developing New Roles for Non-Pharmacist Support Staff focuses on Pharmacist eCare Plan documentation of blood pressure measurements by non-pharmacist staff for patients previously identified with hypertension in Domain 2.

Domain 4: Optimizing the Utilization of Technology and electronic Pharmacist Care Plans aims to implement and optimize technology within the community pharmacy along with the continued follow up of blood pressure measurements from previous months.

Domain 5: Establishing Working Relationships with other Care Team Members, and

Domain 6: Developing the Business Model and Expressing Value, aims to measure the value of maintaining working relationships with other care team members participating in the Flip the Pharmacy program and shifting towards longitudinal

About CPESN® Wisconsin



CPESN® Wisconsin (WI) was started in 2015 by PSW member, Jake Olson, PharmD. Several Luminaries currently lead the charge of CPESN WI, including Lead Luminary, Michelle Farrell, Boscobel Pharmacy; Abbi Linde, Hometown Beaver Dam Pharmacy; Kristen Weiler-Nytes, Sniteman Pharmacy; Thad Schumacher, Fitchburg Family Pharmacy; Matt Mabie, Forward Pharmacy; and Marv Moore, Two Rivers Medicine Shoppe Pharmacy. Each luminary serves on a workgroup. The goal is to expand the network, develop payer relationships, and demonstrate the high level of care that community pharmacists provide their patients. Abbi Linde serves as the CPESN USA board member.

CPESN WI is a high-performance network that has adopted the tenets of value-based health care—to increase the quality of patient care and reduce overall health care costs. CPESN WI is focused on improving the health of patients by working collaboratively with other health care providers and ensuring that patients are achieving therapeutic outcomes with safe and effective therapy. WPQC-accreditation, or another approved quality-based accreditation, is a requirement for inclusion in the CPESN WI network.

Key to the CPESN WI approach is active integration of community pharmacist activity with the larger care team, including primary care physicians, specialty providers such as behavioral health professionals, and the extended care team. CPESN WI will seek pharmacy participation with those who have demonstrated interest in delivering high-quality, patient-centered care that exceeds traditional pharmacy dispensing services. CPESN pharmacies are accountable for their care of the patient.

CPESN® Wisconsin Minimum Service Sets

- **Comprehensive Medication Reviews**— A systematic assessment of medications, including prescription, over-the-counter (OTC), herbal medications and dietary supplements to identify medication-related problems, prioritize a list of medication therapy problems and create a patient-specific plan to resolve medication therapy problems working with the extended healthcare team.
- **Medication Synchronization Program**— Aligning a patient's routine medications to be filled at the same time each month. The pharmacists will provide clinical medication management and monitoring for progression toward desired therapeutic goals during the patient appointment at time of medication pick-up or delivery.
- **Immunizations**— Screening patients for Advisory Committee on Immunization Practices (ACIP) recommended immunizations, educating patients about needed immunizations and administering immunizations when appropriate.
- **Medication Reconciliation**— The process of comparing a patient's medication orders to all of the medications that the patient has been taking (active, chronic, as needed and OTC, including herbal) to avoid medication errors. This service is especially important during transitions of care when patients are most vulnerable to medication errors or mishaps.
- **Personal Medication Record**— Ability to create a comprehensive list of current patient medications manually or from dispensing software.
- **Face-to-Face Access** — Providing each patient receiving a dispensed medication from the participating pharmacy ready access to unscheduled face-to-face meeting(s) with a pharmacist employed by the participating CPESN pharmacy during operational hours. For pharmacies not staffing a pharmacist during operational hours, a non-pharmacist involved in the patient's care must be available for the unscheduled face-to-face visit as well as a pharmacist via appropriate telecommunication methods upon request by the patient or the pharmacy staff-person who provides service in support of that pharmacy.

To join or learn more about the CPESN WI network, please contact Michelle Farrell, Lead Luminary, mfarrell@boscobelpharmacy.com, or send an email to wi@cpesn.com.

patient-care delivery.

Flip the Pharmacy – TeamWPQC is part of the first cohort and has completed the first three domains with pharmacies and is currently working to implement the fourth domain into daily workflow. The last two domains will be completed during the months of February and March of 2020. Following the first cycle of the 6 domains, each pharmacy will loop back and revisit implementation of the first domain. This repeated cycle of practice transformation over a two-year period will assure that practice among the participating pharmacies remains shifted towards the longitudinal patient care model after completion of the Flip the Pharmacy program.

What is the Pharmacist eCare Plan?

The Pharmacist eCare Plan is a standardized tool that allows for the documentation and sharing of information involving patient and drug information, patient encounter reason and type, pharmacist interventions and education, patient goals and outcomes, and referrals and healthcare provider coordination across different stakeholders and care team members. The Pharmacist eCare Plan is a central focus of the Flip the Pharmacy program as each participating pharmacy is required to submit a minimum of at least 25 Pharmacist eCare Plans to CPESN on the current monthly focus while building upon and following up on Pharmacist eCare Plan submissions from the previous months. The implementation of Pharmacist eCare Plans into daily workflow provides pharmacies with the ability to document patient care longitudinally for continuity of care across each patient encounter. During the first months of the Flip the Pharmacy program, pharmacies were assigned to create initial Pharmacist eCare Plans involving medication synchronization and blood pressure measurements. These initial Pharmacist eCare Plans are then used as a reference and updated according to the requirements set by each monthly Change Package through each additional patient encounter.



Above: Flip the Pharmacy members from Ballweg Family Pharmacy in Prairie Du Sac, WI; Nicole Sandberg and Dennis Ballweg.

Below: Michelle Farrell (far left) with her pharmacy staff at Boscobel Pharmacy in Boscobel, WI. Front Left to Right: Michelle Farrells, Lisa Folbrecht, and Kailey Baumeister. Back Left to Right: Penny Biba, Pam Yahn, Miki Bowen, and Brenda Kalish.



First Quarter Progress in WI

The documentation of Pharmacist eCare Plans has been growing in the state of Wisconsin since the onset of the Flip the Pharmacy program in October 2019. At the time this article was compiled (January 2020), Pharmacist eCare Plan documentation had grown from 21 to 30

pharmacies submitting Pharmacist eCare Plans. In the first two months of the Flip the Pharmacy program, TeamWPQC pharmacies saw more than a 50% increase in the number of Pharmacist eCare Plans submitted and double the number of pharmacies reaching the monthly goal of more than 50 Pharmacist eCare Plan

submissions. Between the second and third months of the Flip the Pharmacy program, TeamWPQC pharmacies increased documentation of blood pressure measurements by more than ten-fold. The number of TeamWPQC pharmacies meeting the minimum goal of at least 25 Pharmacist eCare Plans each month continues to grow steadily. In December 2019, 33% of TeamWPQC pharmacies met the goal as compared to the national average of 32%.

Team WPQC Coaches include Abbi Linde, PharmD, Hometown Pharmacy; Dimmy Sokhal, PharmD, Hayat Pharmacy; Ryan Bender, PharmD, Forward Pharmacy; Nicole Schreiner, PharmD, Streu's Pharmacy; Marv Moore, PharmD, Two Rivers Medicine Shoppe; and Matt Wlodgya and Nicole Sheldon, Chet Johnson Drug. These coaches have worked to provide support to the 40 pharmacies across the state participating in Flip the

Pharmacy. They are dedicating time weekly to touch base with Michelle Farrell, Team WPQC Lead, while also making time to touch base monthly with the pharmacies they are coaching. Special thanks to these coaches and their entire support staff for allowing them to help facilitate such an important program.

Team WPQC Co-Lead and PSW staff member, Kari Trapskin, PharmD, has provided support to this effort by identifying how existing WPQC resources can best be utilized in tandem with the monthly Change Package releases. Team WPQC provides a monthly webinar to participating pharmacies regarding the Change Packages, and Kari provides the team updated WPQC submission data illustrating the engagement of participating pharmacies. It is anticipated that the Flip the Pharmacy transformation will enhance the ability of Wisconsin community pharmacies to engage in the WPQC program and other payer opportunities.

Ryan Fan is a PGY-1 UW-Madison Community Resident at Boscobel Pharmacy in Boscobel, WI. Michelle Farrell is the Owner of Boscobel Pharmacy in Boscobel, WI. Kari Trapskin is the Vice President of Health Care Quality Initiatives at the Pharmacy Society of Wisconsin in Madison, WI.

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