

ASHP BEST PRACTICES AWARD

Implementation of remote certified pharmacy technician ambulatory care services in a large physician network

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Introduction

St. Elizabeth Physicians

- Founded 2010
- Multi-specialty physicians' network in Northern Kentucky and Southeast Indiana
- 170 medical offices
- 2,000+ associates
- Accountable Care Organization with 12-17 value-based contracts annually

Pharmacy Services

- Value-Based Performance Department
- 18 certified pharmacy technicians (CPhTs)
- 8 full time ambulatory care pharmacists, 2 pharmacy residents, 1 clinical faculty member, 1 research faculty member
- Leadership Team: 1 Ambulatory Care Pharmacy Manager, 1 Lead Pharmacy Technician, 2 Senior Technicians
- Partnered with the University of Cincinnati James L. Winkle College of Pharmacy in 2014 to promote the expansion of pharmacy services, evaluate these advancements, and disseminate knowledge gained specifically in value-based care and population health
- CPhT Roles:
 - Centralized Refill Services
 - Clinical Support Staff

Description of the Program

Purpose: Describe the expansion and impact of pharmacy technician services remotely supporting value-based care initiatives by responding to medication refill requests and as clinical support staff for pharmacists.

Centralized Refill Service (CRS) CPhTs

Implementation

- Epic® refill protocols were evaluated and modified by the ambulatory care pharmacy manager, chief medical information officer, and a physician subject matter expert
- Protocols approved by internal, interprofessional Quality Committee
- Implemented in April 2019

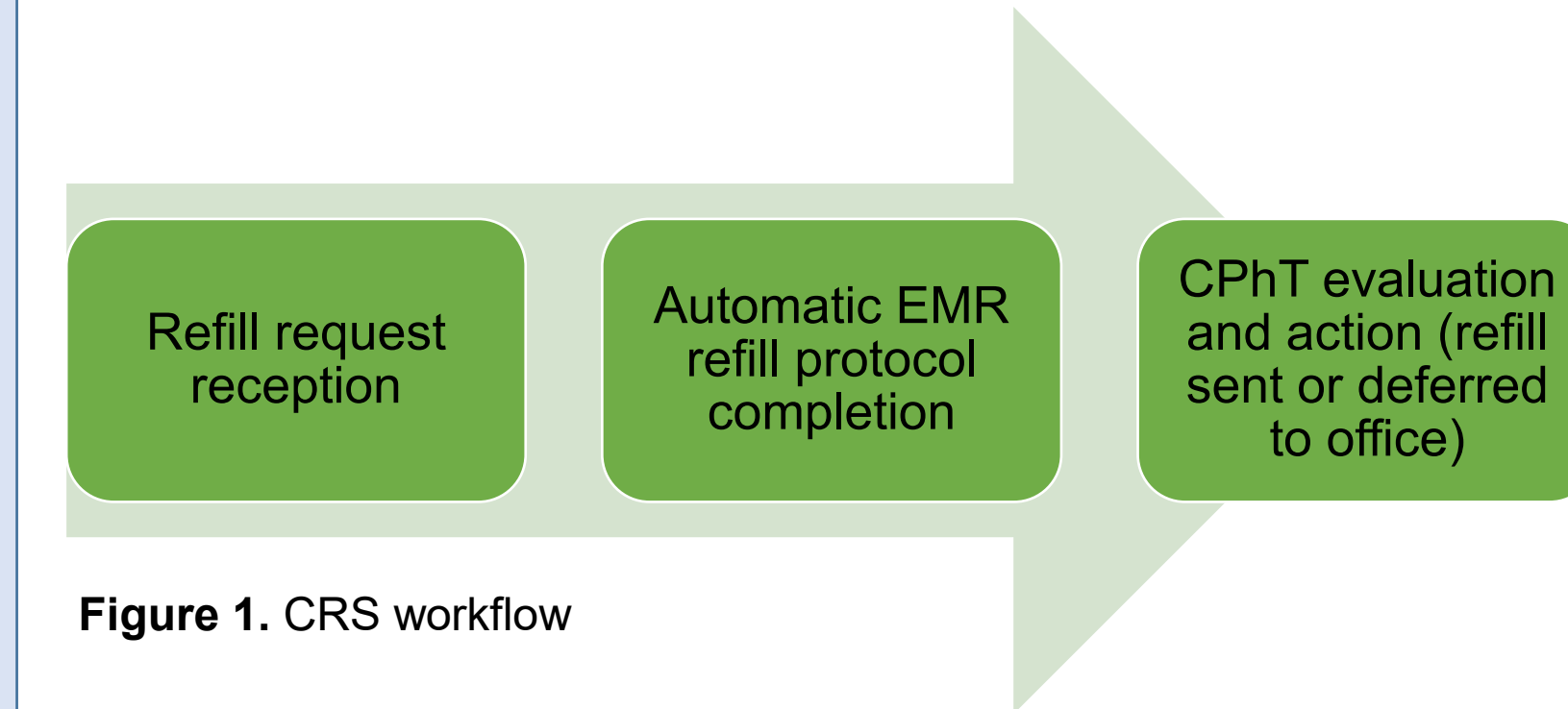


Figure 1. CRS workflow

Clinical CPhTs

- 4 CPhTs to support 9 pharmacist FTEs
- Duties
 - Schedule appointments
 - Bill through OutcomesMTM®
 - Outreach on value-based contract care gaps
 - Orient APPE students

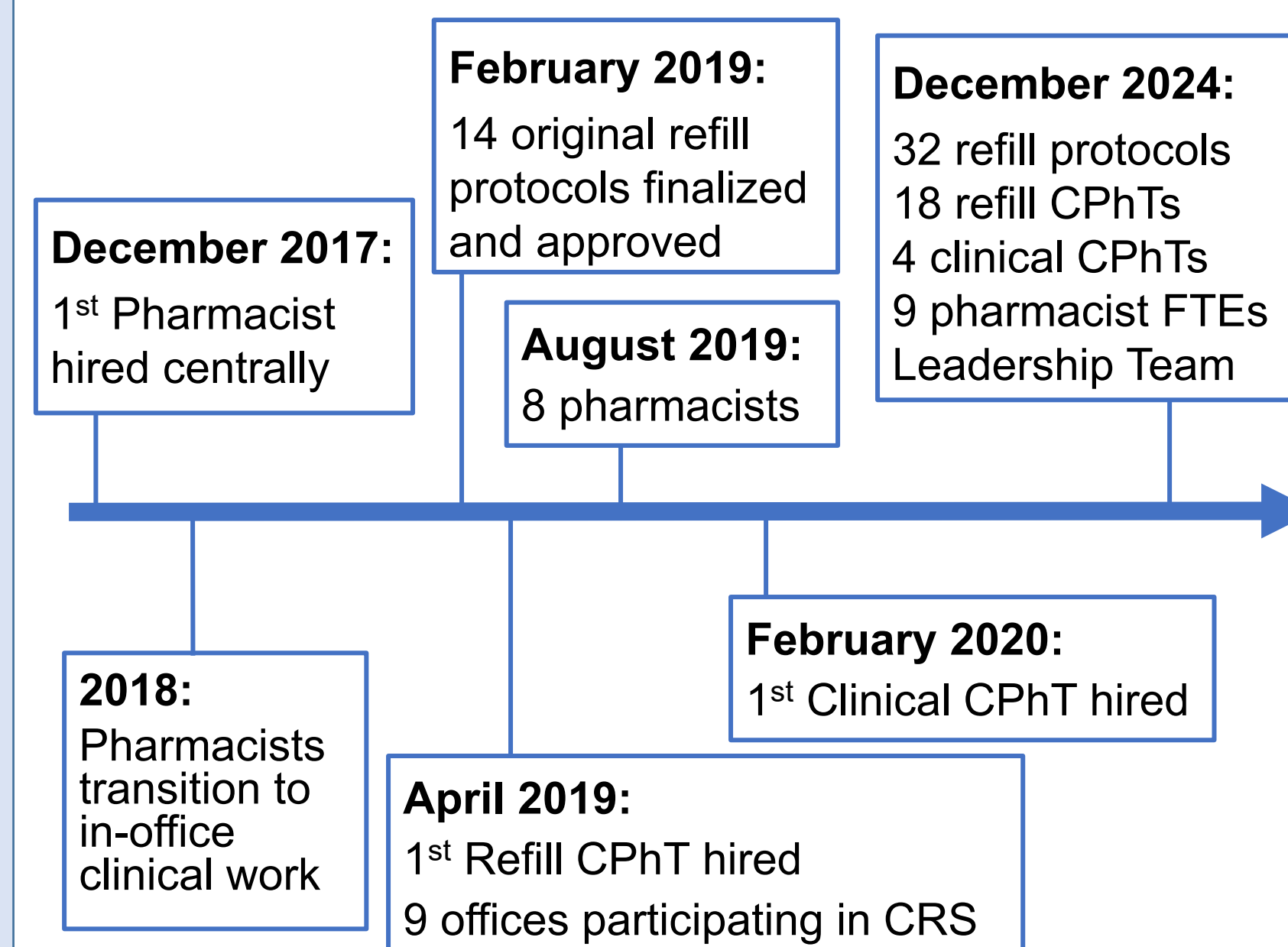


Figure 2. Timeline of certified pharmacy technician service implementation

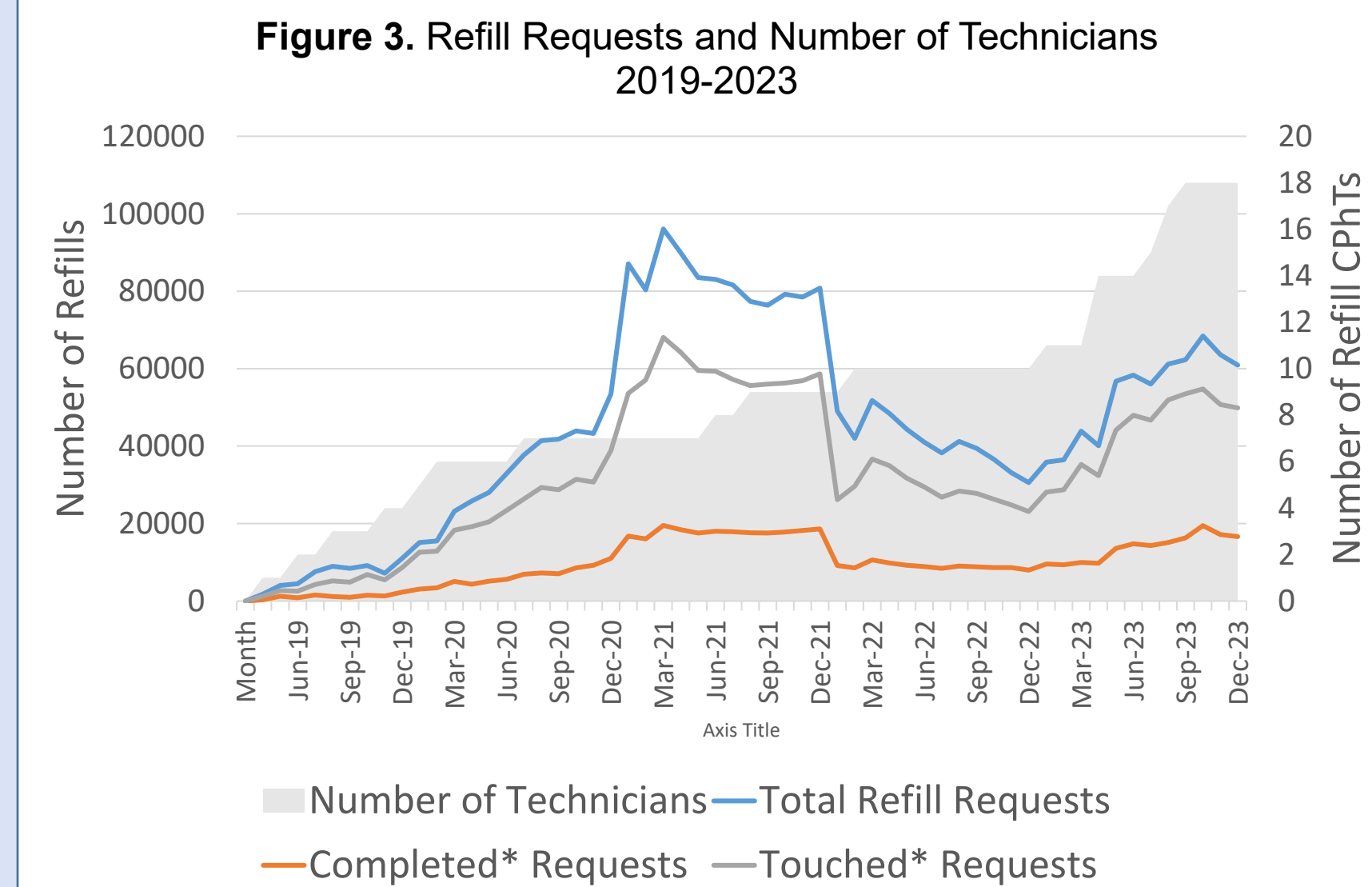
Experience with the Program

CRS Modifications Since Implementation

- Additional protocols: 14→32 medication classes
- Increased CRS CPhTs: 6→18 CPhTs
- Added participating offices: 9→40 (34 primary care, 6 specialty care)
- Developed leadership structure: 2 senior technicians, 1 lead technician
- 100-day supplies approved
- Monthly meetings with leadership team and practice managers to maintain transparency and allow feedback

CRS Impact

- In 2019-2023 CRS team received 2.5 million refill requests and touched* 1.9 million (75%) of these
- Figure 3 shows refill requests received, those touched*, and those completed*
- Frees up office staff time
- Provides consistency in refill request processes



*Touched requests have been evaluated by technician staff and acted upon according to the protocols. Completed requests have completed passed the protocols and CPhTs sent refills to the pharmacy.

Clinical CPhT Impact

- Table 1 shows outreach completed by clinical CPhTs in 2023 and through July 2024
- OutcomesMTM® revenue: \$22,584 in 2022, \$26,825 in 2023, and \$23,923 through September 2024

Table 1. Clinical CPhT Outreach 2023 – July 2024

Type of Outreach	2023	2024 (through July)	Total
Referral outreach	669	559	1228
Care of Older Adults (COA) measure outreach	391	109	500
Collaborative care agreement outreach	143	36	179
Collaborative care agreement MyChart message	63	14	77
Appointment scheduled	1073	708	1781
OutcomesMTM® comprehensive medication review completed	476	378	854
OutcomesMTM® other outreach	170	68	238

Discussion / Conclusion

Organization Level Impact

- Streamlining medication refills
- Frees up office staff and pharmacist time for direct patient care
- Ensures appropriate follow-up on chronic medications
- Contributed to organization's high performance on quality measures, which will be even more important as the organization transitions from shared savings to shared risk value-based contracts
- Continues to elevate the role of the ambulatory pharmacy team within the organization
- High job satisfaction of CPhT team with 0% turnover over the last year

Broader Impact

- Model for other organizations implementing similar programs
- Aligns with ASHP's Practice Advancement Initiative 2030 recommendations:
 - Pharmacy technicians should be in advanced roles in all settings
 - All pharmacy technicians should be certified
 - Pharmacy technicians should have complete responsibility for advanced technical and supporting activities

Conclusion

- Pharmacy technicians can be tremendously impactful in ambulatory care while working remotely as part of a centralized refill service and clinical support staff for pharmacists

Future Directions

- Measure the clinical impact of CRS and clinical CPhTs
- Expand CRS to all offices within the health system

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