



# Community Pharmacy Medication Therapy Management

PGY1 - Community Pharmacy (D00001)

Faculty: Hyduk-Cardillo, Amy E.

## 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.

		<b>Activities</b>	
<b>Goal R1.1</b>	<b>Provide safe and effective patient care services following JCPP (Pharmacists' Patient Care Process)</b>		
OBJ R1.1.1	(Cognitive - Analyzing) Collect relevant subjective and objective information about the patient.	Taught and Evaluated	Contact assigned patients to explain CMR or TMR benefits and schedule phone or pharmacy clinic appointment. Gather all pertinent patient-specific information in an organized manner and be prepared to discuss recommendations with preceptor.
OBJ R1.1.2	(Cognitive - Evaluating) Assess clinical information collected and analyze its impact on the patient's overall health goals.	Taught and Evaluated	Assess need for wellness and prevention services. Identify if patient is up to date on immunizations. Provide recommendations to patients for immunizations identified as needed and administer immunizations if patient consents.
OBJ R1.1.3	(Cognitive - Creating) Develop evidence-based, cost effective, and comprehensive patient-centered care plans.	Taught and Evaluated	Create a MAP for the patient Identify and prioritize the patient's therapeutic problem list, assessing which healthcare provider is most appropriate to handle each problem.

OBJ R1.1.4	(Cognitive - Applying) Implement care plans.	Taught and Evaluated	Be prepared to discuss recommendations with preceptor prior to submitting the CMR or TMR. Discuss recommendations for addressing medication therapy issues with the patient's healthcare providers and ensure agreed-upon medication changes have been implemented.
OBJ R1.1.5	(Cognitive - Creating) Follow-up: Monitor therapy, evaluate progress toward or achievement of patient outcomes, and modify care plans.	Taught and Evaluated	Interview patients for follow-up on CMRs and TMRs. Modify the care plan, if needed. Reassess all medications.
OBJ R1.1.6	(Cognitive - Analyzing) Identify and address medication-related needs of individual patients experiencing care transitions regarding physical location, level of care, providers, or access to medications.	Taught and Evaluated	Complete full medication reconciliation during initial encounter. Review and update medication history with each follow-up encounter. Ensure patients have information and/or access to resources to obtain prescribed medication therapy. Identify patient access programs applicable to the medication therapy and patient. Complete prior authorization paperwork as needed.
<b>Goal R1.2</b>	<b>Provide patient-centered care through interacting and facilitating effective communication with patients, caregivers, and stakeholders.</b>		
OBJ R1.2.2	(Cognitive - Applying) Communicate effectively with patients and caregivers.	Taught and Evaluated	Show respect and empathy to patients during all patient interactions, including scheduling appointments, conducting medication reviews, and follow-up encounters.
OBJ R1.2.3	(Cognitive - Applying) Document patient care activities in the medical record or where appropriate.	Taught and Evaluated	Document billable MTM encounters in appropriate online portal for payment. Perform a medication history, review medical and pharmacy records, and contact prescribing physician as needed when completing current medication list. Record discrepancies found and recommendations on medication history form. Document each patient encounter with follow-up monitoring in patient record.

**Assessments:**

	Evaluator	Evaluated	Timing
Summative Evaluation	All Preceptors	Each Resident Taking this Learning Experience	Ending and Quarterly if Needed
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