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# How to Get at Least 50% Patients Med Synced and Unlock Workflow Efficiencies, Increased Inventory Turns, and Better Adherence

**Chelsea Anderson**, CPhT, CPESN<sup>®</sup> Beacon, Chief Financial Officer, Tyson Drugs, Inc.

**Tiffany Capps**, CPhT, CPESN<sup>®</sup> Beacon, Operations Manager, Galloway-Sands Pharmacy



**Chelsea Anderson, CPhT**

CPESN<sup>®</sup> Beacon  
Chief Financial Officer  
Tyson Drugs, Inc.



**Tiffany Capps, CPhT**

CPESN<sup>®</sup> Beacon  
Pharmacy Operations Manager  
Galloway-Sands Pharmacy

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# Disclosure Statement

There are no relevant financial relationships with ACPE defined commercial interests for anyone who was in control of the content of the activity.



# Pharmacist and Technician Learning Objectives

1. Discuss the advantages and how to operationalize an “opt-out” med sync program.
2. Describe how to set goals for growth, and track and measure success.
3. List staff resources for learning and becoming experts in med sync.

## *Why 50%*

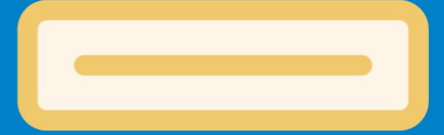
**Offering Med Sync is one thing, making it a core tenant of your business is another.**



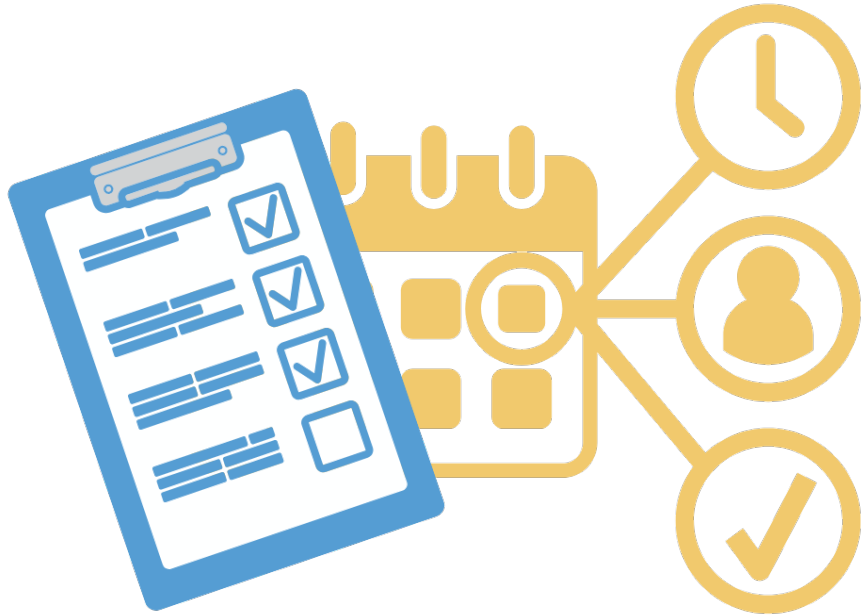
# Operationalize an Opt-Out Med Sync Program Model

Set Goals for Growth and  
Measure Success

Provide Staff Resources  
for Becoming Experts in  
Med Sync



# Opt-Out Model Defined



## The Opt-Out Enrollment Model

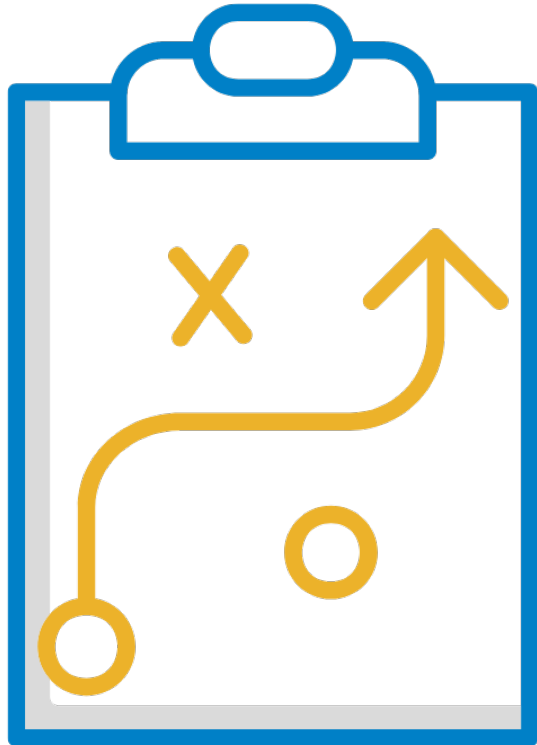
- You control the order of enrollment
- Med Sync is NOT autofill

## Advantages of the Opt-Out Model

- Increase Med Sync enrollment rates
- Reduce the burden on patients to take active steps to enroll
- Ensures all eligible patients are enrolled
- Accelerate ROI – high inventory turns, free up cash flow, and operating efficiencies quicker



# Implement the Opt-Out Model – Strategies & Best Practices



## Best Practices

- Change in mindset – It's how we do business
- Explain the What & Why
- Indicate patient sync status

## New Patients vs Existing Patients

## Written vs Verbal Agreement

# Implement the Opt-Out Model - Overcome Challenges

## ***Turn Issues into Opportunities!***

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### **Patient Resistance/Opt-outs**

- Build on your already established trust
- Take opportunities to offer solutions

### **Staff Challenges**

- Lead by example
- Provide resources

### **Give Yourself (and your Team) Grace!**

- Perfect the process over time, one step at a time

Operationalize an Opt-Out  
Med Sync Program Model

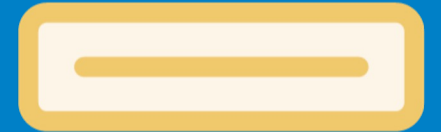
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①



②



③



# Measure & Track Med Sync Growth

*“Anything measured improves, anything measured and reported improves exponentially”*



## Numbers Required for KPI Calculation

- Count (#) of patients served
- Count (#) of patients synced
- Total Prescription Count (#) Filled
- Total Sync Prescription Count (#) Filled

## Determine a Calculation Method

- Be consistent in reporting/analysis
- Establish baseline & track growth month to month

## Examples

## Example Calculation Methods

### KPI: Active Patients Enrolled in Sync %

*Calculate:* # of active patients enrolled divided by total # of active patients x100

### KPI: Prescriptions Filled through Sync %

*Calculate:* # of sync prescriptions filled divided by total # of prescriptions filled x100

### KPI: Active Eligible Patient Volume in Sync %\*

*Calculate:*

Step 1. Average total Rx count of the past 3 months divided by 6\* (This number determines total active eligible patient VOLUME)

Step 2. # of total patients enrolled in sync divided by active patient VOLUME x100

*\*Uses averages to account for acute meds*

|  |   |                                   |
|--|---|-----------------------------------|
| <b>Avg Script Count of Past 3 Months</b> | = | <b># of Active Patient VOLUME</b> |
| <u>6 (Avg Rx per Patient)</u>            |   |                                   |

|                                  |   |                                    |
|----------------------------------|---|------------------------------------|
| <b>6,031 (Avg 3m. Rx Count)*</b> | = | <b>1,005 Active Patient VOLUME</b> |
| <u>6 (Avg Rx per Patient)</u>    |   |                                    |

|   |        |   |   |
|---|--------|---|---|
| <b>665 Total Patients Sync Enrolled</b> | x 100% | = | <b>66.19% of Active Patient VOLUME Synced</b> |
| <u>1,005 Active Patient Volume</u>      |        |   |   |

$$*5851 + 6255 + 5987 = \frac{18,093}{3} = 6031$$

|  |        |   |   |
|--|--------|---|---|
| <b># of Active Patients Enrolled in Sync</b> | x 100% | = | <b>% of Active Patients Synced (in that time frame)</b> |
| <u># of Total Active Patients</u>            |        |   |   |

|                                   |        |   |   |
|-----------------------------------|--------|---|---|
| <b>1039 Sync Patients</b>         | x 100% | = | <b>42.58% of Active Patients (that Month) were Synced</b> |
| <u>2440 Total Active Patients</u> |        |   |   |

|  |        |   |  |
|--|--------|---|--|
| <b># of Sync Prescriptions Filled</b>  | x 100% | = | <b>% of Rx Filled were Sync (in that time frame)</b> |
| <u># of Total Prescriptions Filled</u> |        |   |  |

|  |        |   |   |
|--|--------|---|---|
| <b>6529 Sync Prescriptions Filled</b>  | x 100% | = | <b>75.82% of Total Rx Filled (that Month) were synced</b> |
| <u>8611 Total Prescriptions Filled</u> |        |   |   |

# Set Achievable Goals



## Set SMART Goals

### Short-Term vs Long-Term Sync Goal

- Monthly Goal –  
*“Our team will increase sync enrollment by xx patients by the end of the month”*
- Overall Goal = > 50%

### Track & Document Success

- Utilize Internal Dashboard & Visual Scoreboards

**Tip:** Break down monthly goals into patient/script count. For example, if your pharmacy is at 20%, what number of patients would get you to 23%?

**Operationalize an Opt-Out  
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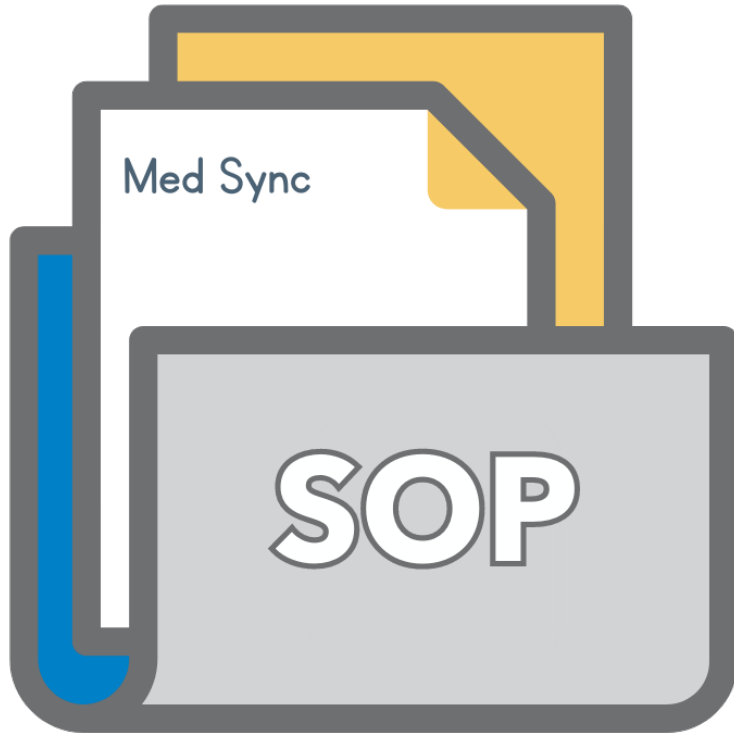
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# Educate & Empower the ENTIRE Team



## Staff Training

- SOP, SOP, SOP!
- Adherence and Part D Performance Measures

## Make it a Priority

- Allocate time & space – let workflow work
- **Cross Train** on the basics! Have a Sync Lead, but everyone should know how to do it

## Make it Fun!

# Available Resources

## FtP Workflow WEDNESDAYS

### PS3 - Practice Management

Topic: Practice Transformation (Performance Measures)

Presenters: Christine Cline-Dahlman, PharmD  
& Tiffany Capps, BA, CPhT, Operations Manager

#### Key Insight

Pharmacy Services Support Staff is critical to the sustainability of enhanced services. C

Pharmacy Technicians & Support Staff can help with adherence measures and the targeted drug classes engagement and quality improvement to positions.

#### Define Performance Measures & Manage

- Targeted drug classes are tied to Part D adherence
- Goal Adherence rate for each patient - Green
- Adherence measures are scores that represent your pharmacy

As an example - if you see an adherence rate of 93% for the 100 patients, 93% of the time for the time period.

- EQUIPP - performance information management performance calculations
- OutcomesMTM - Medication Therapy Management

#### Recognize Targeted Drug Classes & Therapies

- Diabetes PDC (Non-Insulin) - Click [HERE](#) for more
- RASA PDC (Hypertension) - Click [HERE](#) for more
- Statin PDC (Cholesterol) - Click [HERE](#) for more

➔ See page 2 for a break down of

## FtP Workflow WEDNESDAYS

### Max My Sync

Topic: Set SMART Med Sync Goals

Presenters: Weston Humphreys, Chief Operations Officer at Tyson Drugs Inc  
& Tiffany Capps, Operations Manager, CPhT at Galloway-Sands Pharmacy

#### Best Practice

Set SMART goals to generate growth for your pharmacy's Med Sync program and define strategies that promote sustainability. Click [HERE](#) to watch the recorded Webinar.

#### Determine a Measurement Method that works for your Pharmacy

- Click [HERE](#) for example measurement methods

#### Define SMART Med Sync Goals

- Set short-term monthly goals - "Our team will increase sync enrollment by 20 patients by the end of the month"
- Set long-term (overall) goals based on your pharmacy tracking method.

See Max My Sync long term goal suggestions below:

- % of Total Active Patients Synced = 40 - 45%
- % of Total Rx Filled that were Sync = 65 - 75%
- % of Active Patient Volume Synced = 50 - 60%

➔ Tip: Break down monthly goals into patient/script count. For example, if your pharmacy is at 20%, what NUMBER of patients would get you to 23%?

#### Use Dashboard to Document and Track Growth

Document monthly sync numbers/measurements using a dashboard to track progress overtime.

Track metrics electronically (Excel or Google Sheet) to ensure data is not lost overtime & you can analyze trends

Keep a visual scoreboard for the entire team to see & update it routinely

Click [HERE](#) to find all of the **Flip the Pharmacy change packages and other practice transformation resources**

Scan QR Code or Click [HERE](#) to Access Workflow Wednesdays Webinars and Social Learning Communities

Updated: January 11, 2023



## Flip the Pharmacy® – Max My Sync

- Weekly Webinars – LIVE Every Wed 3pm Eastern
- Social Learning Community
- Flip the Pharmacy Website

## Pharmacy Peers & Networks

- CPESN Beacons & PS<sup>3</sup>
- Tyson Drugs

## Software & Technology Partners



## Contact

**Chelsea Anderson**  
[chelsea@tysondrugs.com](mailto:chelsea@tysondrugs.com)

**Tiffany Capps**  
[tcapps@cpesn.com](mailto:tcapps@cpesn.com)



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