



Optimizing Workflow to Prioritize Clinical Services

Jacqueline Eide, PharmD
Owner, Goldendale Pharmacy
Cascadia Pharmacy Group

Tara Pfund, PharmD
Chief Strategy Officer
Cascadia Pharmacy Group

Speakers



Jacqueline Eide, PharmD
Owner, Goldendale Pharmacy
Cascadia Pharmacy Group



Tara Pfund, PharmD
Chief Strategy Officer
Cascadia Pharmacy Group

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 benefits that a proactive dispensing workflow can have on expanding clinical services.
2. Identify opportunities within the pharmacy to capitalize on quick patient interactions.
3. Outline strategies for engaging non-pharmacist staff members to optimize workflows.
4. Develop an action plan for improving an existing service or implementing a new clinical service.

Streamlining Workflow

Why Optimization Matters

Changed Pharmacy Practice Model

Providers
Patients
Pharmacists

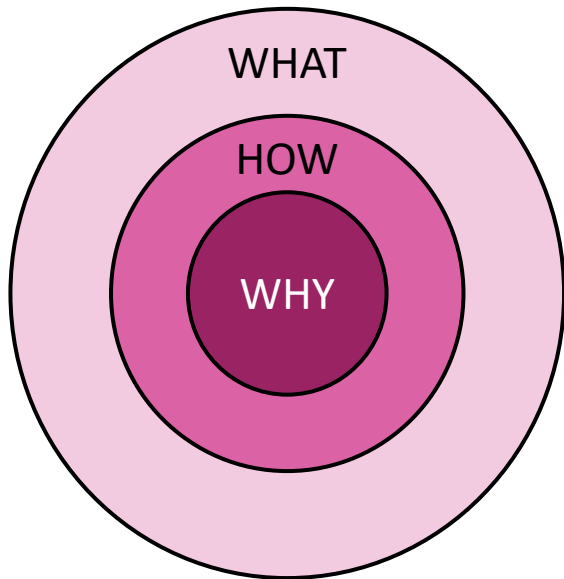
Entire Team

Two
Workflows

Expectations

It Gets Easier
the More You
Do It!

Why Reconsider Workflow



Maximized Efficiency

Patient Care

Value as Providers

Job Satisfaction

Medical Billing & Revenue

Changed Perspective

Modification Suggestions

Intake: Medical Insurance & Demographics

Data Entry/PreCheck: Identify Clinical Opportunities

Verification: Medication Synchronization

Clinical Encounter & Counseling: PRIOR to Point of Sale

- Over the Counter
- Clinical Services
- Overall Health

Proactive Dispensing Workflow

The power of Medication Synchronization

Before Medication Synchronization

Pharmacy Interactions

Patient A

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

5 mins

10 mins

5 mins

Patient B

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

5 mins

20 mins

Patient C

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

10 mins

10 mins

Total Time: 65 Minute for 3 patients in one week

After Medication Synchronization

Pharmacy Interactions

Patient A

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

10 mins

Patient B

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

20 mins

Patient C

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

10 mins

Total Time: 40 minute for 3 patients in one week

Medication Synchronization Advantages

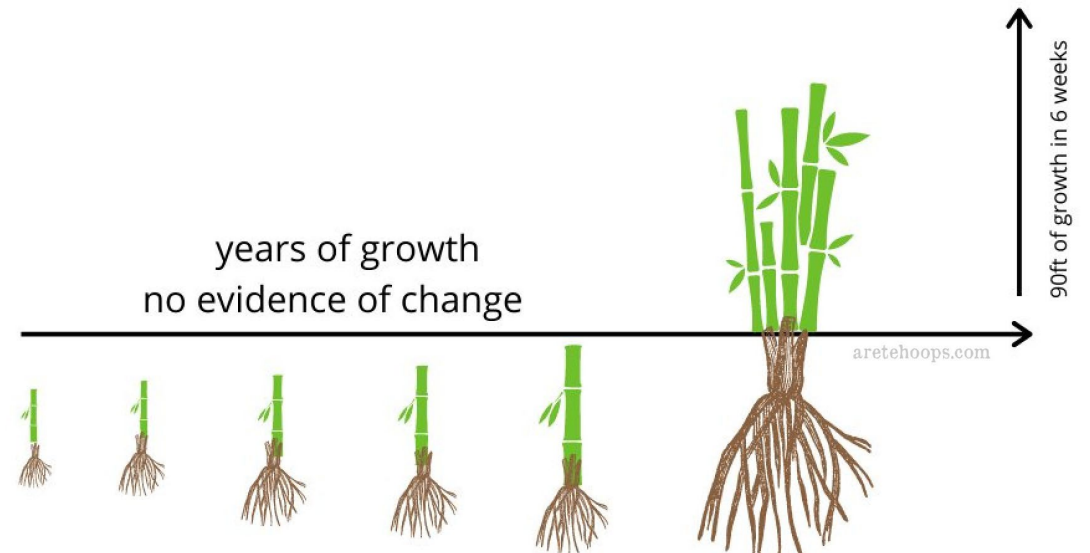
- Verify all patients' meds at once
- Decrease time reviewing patient profiles and transactional steps
- Inventory management
- Improved adherence
- Patient satisfaction (in-stock, wait times, expectations)
- Improved medication management
- Intervention identification
- Quality patient interactions and relationships

Proactive Dispensing Workflow

- Invest now to create the future
- New opportunities are afforded
- Future doors open

For 5 years there is no evidence of growth, it all takes place underground.
In 6 weeks bamboo plants can grow up to 90ft tall.

Just because you don't see visible results right away, doesn't mean progress isn't being made. Stay the course.



Putting It Into Practice: How Goldendale Is Optimizing Clinical Services



Capitalize on Quick Interactions

What can happen in 5 minutes

Current Practice: Put Off Big Projects

- Overwhelming
 - Fear of failure
 - Too much time
 - “Tomorrow”
-
- Investment into the now →
 - Efficiency for the future



Patient Fliers In Workflow

- Vaccine Recommendation Cards
- Used to notify patient of services
- Workflow:
 - Pharmacist verification
 - Medication synchronization patients
 - Place flier with product
- Additional Examples:
 - DM Supplies
 - Naloxone



ARE YOU AND YOUR FAMILY UP TO DATE ON YOUR IMMUNIZATIONS?

Getting vaccinated against preventable diseases is the best way to protect our community, especially because some of the most vulnerable are often not eligible for many vaccines.

Our pharmacists recommend:

- ☐ Tdap (Tetanus/Diphtheria/Pertussis)
- ☐ Shingles
- ☐ MMR (Measles/Mumps/Rubella)
- ☐ Pneumonia
- ☐ COVID-19
- ☐ Hepatitis A
- ☐ Hepatitis B
- ☐ HPV (Human Papillomavirus)
- ☐ Meningitis
- ☐ Varicella (Chicken Pox)
- ☐ Influenza (seasonal)



BOOK YOUR APPOINTMENT TODAY



Reports

- Use for any service requiring a prescription written by pharmacist
- Includes
 - Prepopulated patient information
 - Patient questions
 - Counseling points
 - Prescription templates



Date: 02/28/2023

Insulin Risk Assessment

Patient: JACQUELINE EIDE

DOB: 10/22/1983

Insulin Risk Assessment Questions

- ☐ How often do you change your needles?..... ☐ Yes ☐ No
- ☐ How do you rotate injection sites?..... ☐ Yes ☐ No
- ☐ What length of needle do you use?..... ☐ Yes ☐ No
- ☐ How do you clean your skin?..... ☐ Yes ☐ No
- ☐ How do you dispose of your needles?..... ☐ Yes ☐ No
- ☐ Do you have concerns about your insulin? If yes please describe

Please list any Medical Conditions have you been diagnosed with:

Please list any Allergies:

Please list any medications you take:

Education Discussed/Counseling:

Please counsel on the following:

- ☐ Importance of using new needles
- ☐ Proper injection site rotation
- ☐ Educated on cleaningskin prior to injection
- ☐ Other (please describe):

New Product: _____

Quantity: _____

Directions: _____

New Product: _____

Quantity: _____

Directions: _____

☐ I authorize this fill plus _____ additional refills.

☐ Recommendation declined. Reason:

Jacqueline Eide, PharmD

NPI: 1225130941

Substitution Permitted

Dispense as Written

Reports

- Start small with like pen needles or alcohol swabs
- Expand to larger initiatives, such as opioid risk assessments and naloxone
- Leverage medical billing where applicable



Date: 02/28/2023

Insulin Risk Assessment

Patient: JACQUELINE EIDE

DOB: 10/22/1983

Insulin Risk Assessment Questions

- ☐ How often do you change your needles?..... ☐ Yes ☐ No
- ☐ How do you rotate injection sites?..... ☐ Yes ☐ No
- ☐ What length of needle do you use?..... ☐ Yes ☐ No
- ☐ How do you clean your skin?..... ☐ Yes ☐ No
- ☐ How do you dispose of your needles?..... ☐ Yes ☐ No
- ☐ Do you have concerns about your insulin? If yes please describe

Please list any Medical Conditions have you been diagnosed with:

Please list any Allergies:

Please list any medications you take:

Education Discussed/Counseling:

Please counsel on the following:

- ☐ Importance of using new needles
- ☐ Proper injection site rotation
- ☐ Educated on cleaningskin prior to injection
- ☐ Other (please describe):

New Product: _____

Quantity: _____

Directions: _____

New Product: _____

Quantity: _____

Directions: _____

☐ I authorize this fill plus ____ additional refills.

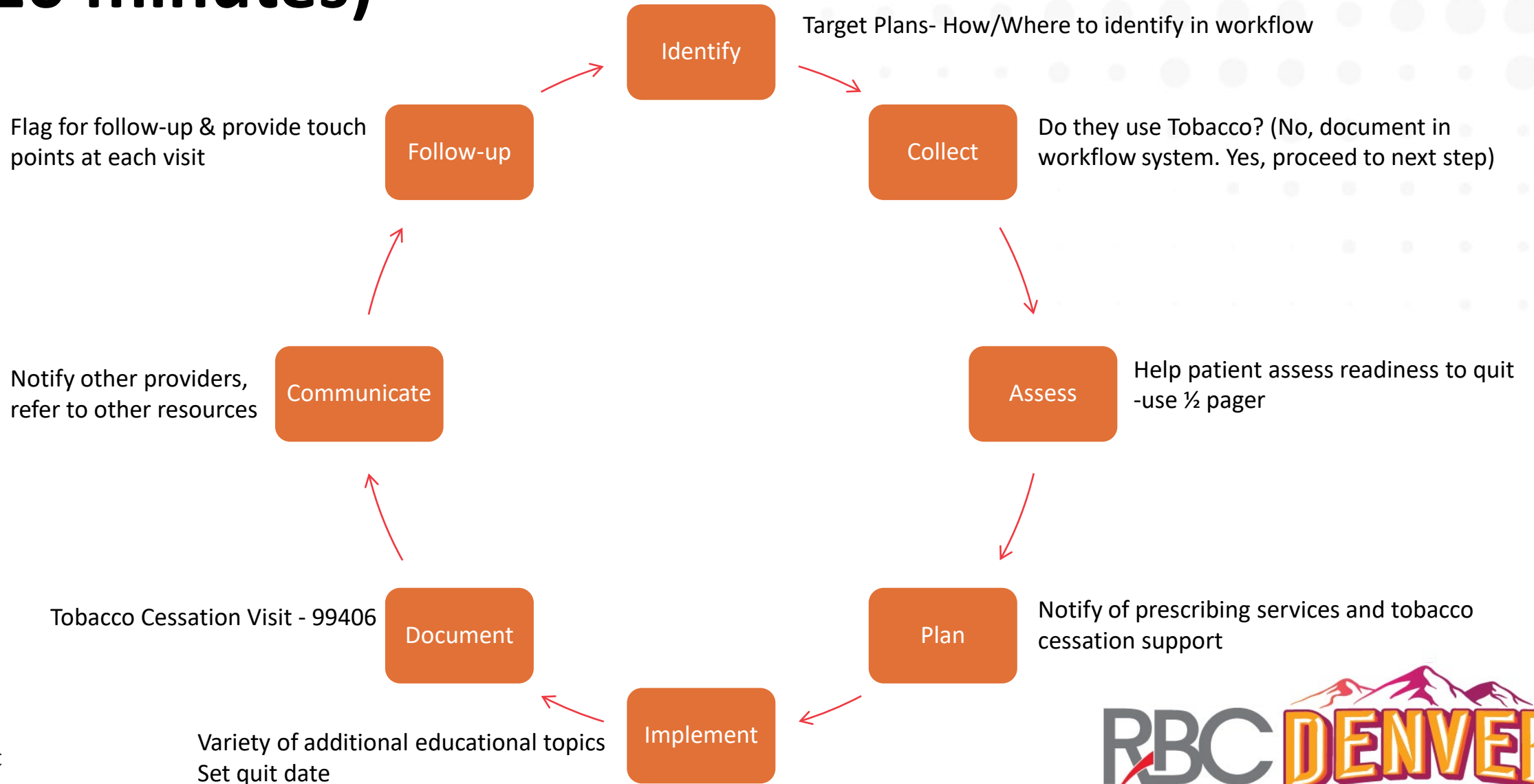
☐ Recommendation declined. Reason:

Jacqueline Eide, PharmD
NPI: 1225130941

Substitution Permitted

Dispense as Written

Tobacco Cessation Screenings & Education (3-10 minutes)



Maximizing Current Services

- Medication Synchronization
- Vaccine Intake
- MTM Services
- Payor Programs (i.e., CPESN)
- Counseling Sessions
- Medication Utilization Reviews
- Provider Notifications
- Advanced Clinical Services



The Power of Small Moments

- In just 5 minutes, you can:
 - Check a medication and prevent harm
 - Build trust with a patient
 - Offer a vaccine that protects a family
 - **Encourage one person and inspire an entire household to change**



Doing the Work: Goldendale's Groundwork for Ongoing Services



Engaging All Staff Members

Team Utilization

Why It Matters

“Teamwork is the secret that makes common people achieve uncommon results.”

- Ifeanyi Enoch Onuoha



Practice at Top Of *Everyone's* License & Training



Clerks

Intake
Identification



Technicians

Vaccines
Documentation
Patient Conversations



Interns

Prepare Clinical
Information
Vitals and Labs



Residents

Patient recruitment
Medical decision-making
Charting and billing



Pharmacists

Medical Decision-Making
Patient-Provider
Relationships



Owners

Scheduling
Administrative Duties



Office Support

Clinical Program Support
Contracting, Credentialing,
RCM
Marketing

Example Pharmacy Workflow = Entire Team

Tech/Assistant

- Patient intake
- Vaccine consent form
- Scan medical insurance card

Resident

- Run vaccine report
- Create task list

Tech/Assistant

- Create patient profile
- Document encounter

Pharmacist

- Sign visits

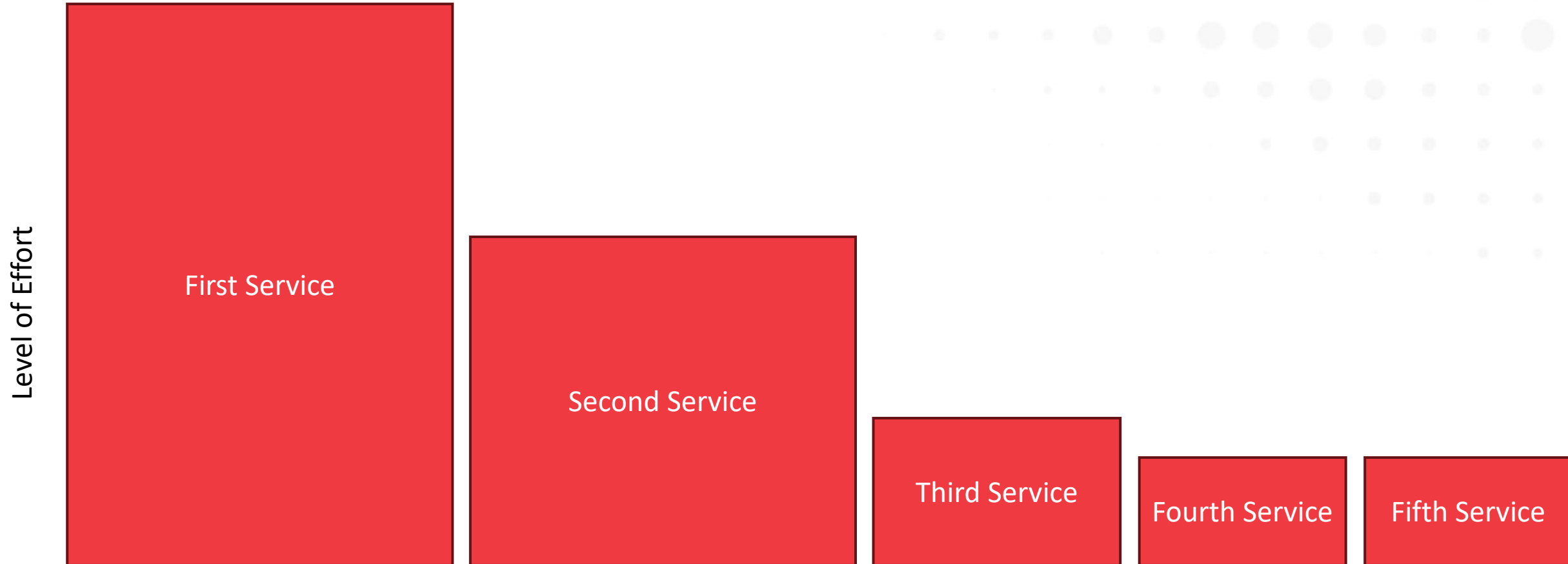
Steps to use the supporting staff

Alone we can do so little, together we can do so much

— Helen Keller

- **Steps to be successful:**
 - Establish consistent, repeatable processes
 - Build systems that align with existing workflows
 - Don't reinvent the wheel!
 - Assign a dedicated team lead to own the project
 - Cross-train all staff to ensure flexibility and coverage
 - Customize workflow to specific team

It Gets Easier Each Service Implemented with Team Engagement and New Workflows



What Can You Do?



Motivated to Make It Work: Goldendale's Team is at the Core of Success



Develop an Action Plan

Enhancing Clinical Services in Your Pharmacy

Activity: Brainstorm an Action Plan

Develop an action plan for improving an existing service or implementing a new clinical service.

- What is one service that you want to do?
- What are the biggest hurdles?
- Who can help and how they can they collaborate?

Shoot the Breeze - 1:30-2:30pm

Non-CE Shoot the Breeze session will immediately follow from 1:30-2:30 pm.



Questions?

Jacqueline Eide

Owner, Goldendale Pharmacy

Cascadia Pharmacy Group

Jacqueline.eide@goldendalex.com

Tara Pfund

Chief Strategy Officer, Cascadia

Pharmacy Group

tara@cpg-rx.com