

CFPS



Growth. Performance. Success.

2024 ANNUAL CONVENTION



Workflow and Mindset Shifts: Enabling Clinical Program Growth in Community Pharmacy

NCPA 2024 Annual Convention and Expo

Columbus, Ohio

Speakers



Tara Pfund, PharmD

Chief Strategy Officer

Cascadia Pharmacy Group



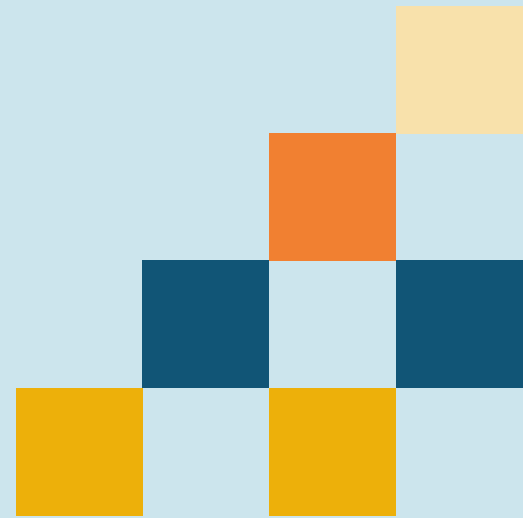
Crystal Bryan, PharmD

Chief Clinical Officer

Cascadia Pharmacy Group

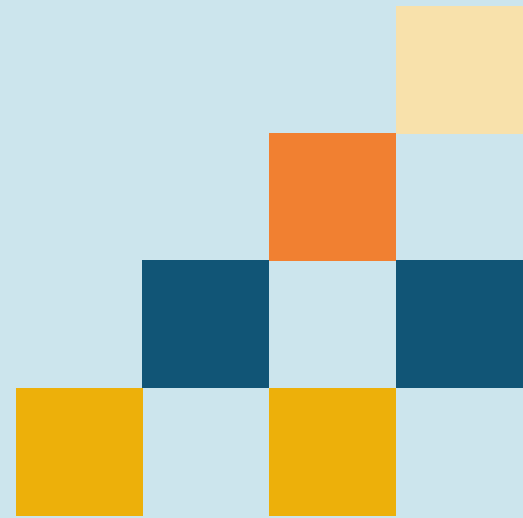
Disclosure Statement

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. Compare and contrast various workflow approaches for advanced pharmacy clinical services.
2. Describe existing medical billing opportunities and clinical programs available within community pharmacy practice.
3. Design an action plan for supporting positive mindset transformation when implementing and expanding new clinical services.



Outline

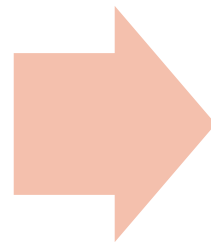
1. Workflow
 - Today vs Future State
 - Vaccine Case Study- Vashon Pharmacy
2. Other Billable Clinical Services & Reimagined Workflow
3. Mindset Transformation
 - Pharmacy
 - Providers
 - Payors
 - Patients
4. Activity & Goal Sharing (as time allows)

Workflow for Pharmacy and Clinical Services

Workflow Today vs Tomorrow

Today:

Designed to
shorten wait time



Future State:

Designed around
quality patient care

Technicians & Clerks

- Ancillary staff need ownership and specific roles
 - Help support workflow
 - Patient Identification
 - Documentation
 - And more
 - Autonomy and mastery can also help with job satisfaction
- Practice at the top of *everyone's* license



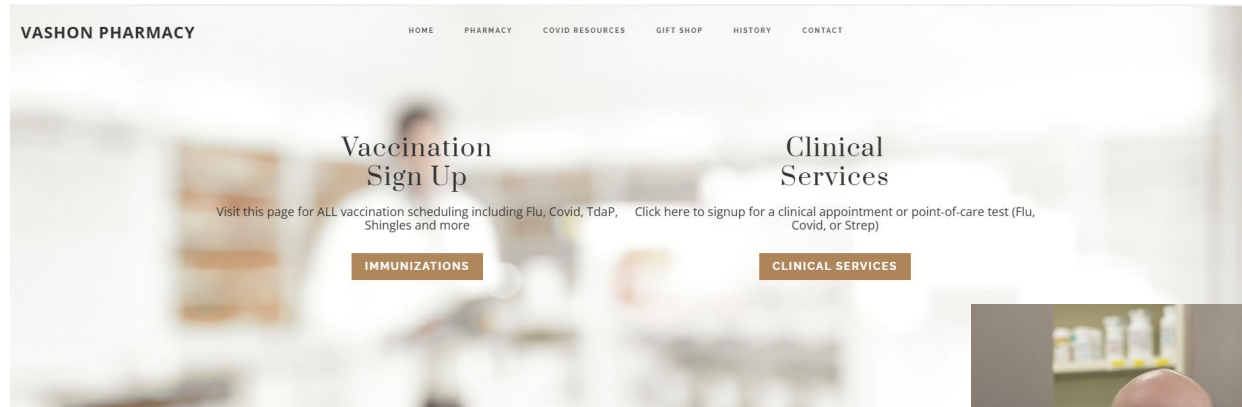
Students & Residents

- Preparation for clinical encounter
- Patient recruitment during provision of clinical services
- Medical decision-making
- Charting and billing

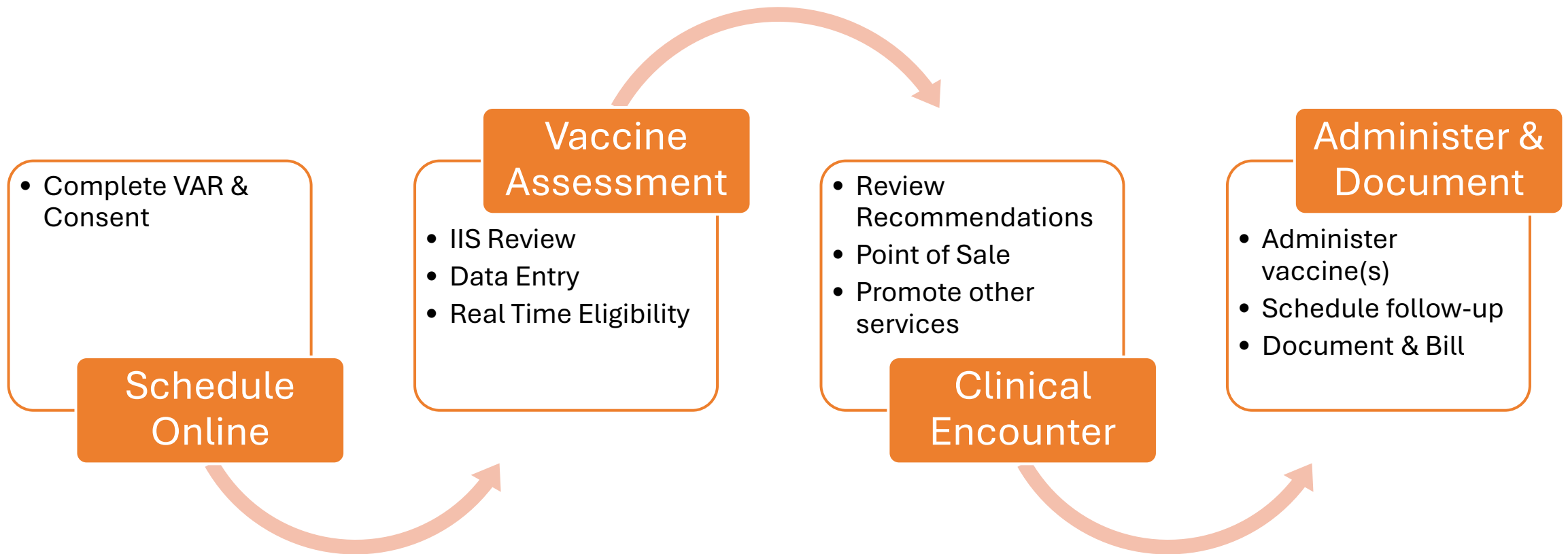


Vashon Pharmacy

- Website
- Robust Programs
- Credentialed Providers
- Clinic Rooms
- Community Ties
- Performance/Financial Analysis



Vashon Vaccine Program



Vaccine Workflow: Profitability

Vaccine Encounter

(Today):

Provide Flu Shot

Time: 7 minutes

Profit: ~\$20

Other Billable Clinical Services and a Reimagined Workflow

Clinical Services in Pharmacy

Pharmacists can:

- Evaluate, screen, manage, and treat select conditions
- Medication Management
- Health outcomes/value-based care payment models

Varies by State

Point of Care/ Test-to-Treat

- Flu
- COVID
- Strep
- Hep C

Screenings

- BP
- BG
- A1c
- Lipids

Vaccines

- Flu
- COVID
- Other Non-Flu
- Travel

Minor Ailments

- Yeast Infection
- Burns
- Shingles
- Bites

Chronic Disease Mgmt

- Diabetes
- Asthma
- Hypertension
- Hyperlipidemia

Other

- Travel Consults
- Opioid Risk Assessments
- PEP/PrEP

Oregon – Grants Pass

- Variety of Statewide Protocols
- Alternative Payment Model with a Payor
 - Program Management Monthly Payment
 - Increased FFS
 - Packaging, Delivery, Shipping Payment
- They provide and bill for:
 - Vaccine Assessments
 - Tobacco Cessation
 - Hormonal Contraception
 - Care Coordination
 - Diabetes
 - Mental Health




Washington – Goldendale

- 20+ CDTAs
 - UTI's
 - Yeast Infections
 - Bites
 - & more
- Critical access
 - Point-of-care
 - Saves 45 min drive and wait times
- Incorporates clinical interventions into workflow



Making Your PMS Work for You

- PMS (Pharmacy Management System) Optimization
 - Alerts
 - Targeting specific patients
 - Counseling blocks at checkout window
 - Forms
 - Immunization registry integration
- Clinical Paperwork
 - Intake Form
 - Prescription Template
 - Provider Template



Tobacco Cessation
Prescription Form

Name: _____ DOB: _____ Date: _____

Medication & Directions

Nicotine Replacement: (circle one) Patches Lozenges Gum Inhaler Nasal Spray QTY: # _____

Strength: (circle one) 21mg/day 14mg/day 7mg/day Other: _____

(patches) Apply ___mg patch to skin daily for ___ weeks, then apply ___mg patch to skin daily for ___ weeks, then apply ___mg patch to skin daily for ___ weeks. Then stop

(lozenge or gum as adjunct) Use 1 every 1-8 hours only as needed for breakthrough cravings.

(lozenge or gum as treatment) Use 1 every 1-2 hours as needed for the first 6-8 weeks. Then reduce to 1 every 2-4 hours for 2-4 weeks. Then reduce to 1 every 4-8 hours for 2-4 weeks. To improve rates of success use at least 9 a day for the first 6 weeks. (Max of 20 lozenges or 24 pieces of gum daily)

Other Sig: _____

img Starter pack Continuation Pack QTY: # _____

QTY: # _____

(Dispensed as Written (Pharmacist))

(Patient location may need to call in or dependent on state requirements for prescription pads.)

| Vaccination Forecast | | | | | | |
|--------------------------------------------------------------------------|------|------------------|--------------------|--------------|------------|--|
| Vaccine Family | Dose | Recommended Date | Minimum Valid Date | Overdue Date | Status | |
| PNEUMO (PCV) | 1 | 8/27/2037 | 8/27/2037 | 12/31/2999 | Up to Date | |
| FLU | 1 | 8/27/2032 | 8/27/2032 | 12/31/2999 | Up to Date | |
| TYPHOID | 1 | 7/1/2024 | 7/1/2024 | 12/31/2999 | Past Due | |
| HERPES ZOSTER | 1 | 10/27/2023 | 10/27/2023 | 12/31/2999 | Past Due | |
| Hep A | 1 | 8/27/2022 | 8/27/2022 | 12/31/2999 | Past Due | |
| DTaP/DT/dTdap | 1 | 4/20/2022 | 4/20/2022 | 12/31/2999 | Past Due | |
| Hep B, adult | 1 | 6/6/2017 | 6/6/2012 | 7/3/2017 | Past Due | |
| Hep B, adolescent or pediatric | 1 | | | | Up to Date | |
| Hep A, adult | 1 | | | | Up to Date | |
| Vaccination History | | | | | | |
| Vaccine Name | Dose | Date | Location | Vaccinator | Mfr. / Lot | |
| COVID-19, mRNA, LNP-S, PF, 50 mcg/0.5 mL | 1 | 9/17/2024 | Vashon Pharmacy | | 8080748 | |
| COVID-19, mRNA, LNP-S, PF, 50 mcg/0.5 mL | 1 | 10/11/2023 | Vashon Pharmacy | | 3030366 | |
| Influenza, MDCK, quadrivalent, PF | 1 | 10/11/2023 | Vashon Pharmacy | | 370659 | |
| Influenza, MDCK, quadrivalent, PF | 1 | 9/18/2023 | Vashon Pharmacy | | 370659 | |
| Influenza, MDCK, quadrivalent, PF | 1 | 11/8/2022 | Vashon Pharmacy | | 348364 | |
| COVID-19, mRNA, LNP-S, bivalent, PF, 50 mcg/0.5 mL or 25mcg/0.25 mL dose | 1 | 11/7/2022 | Vashon Pharmacy | | AS7147B | |
| Hep B, adult | 1 | 6/6/2022 | Vashon Pharmacy | | 74em4 | |
| COVID-19, mRNA, LNP-S, PF, 30 mcg/0.3 mL dose, 11m-sucrose | 1 | 5/27/2022 | Vashon Pharmacy | | fm9992 | |
| Hep B, adolescent or pediatric | 1 | 12/4/2021 | Vashon Pharmacy | | 77x47 | |
| typhoid, VICPs | 1 | 10/27/2021 | Vashon Pharmacy | | 308431 | |
| yellow fever live | 1 | 10/21/2021 | Registry | | UJ386AA | |
| typhoid, VICPs | 1 | 10/20/2021 | Registry | | T2A371M | |

Page 1 of 2

Vashon Pharmacy is excited to launch clinical services to help bridge the healthcare gap on Vashon.

Note: In complex or higher risk cases, patients may be referred to a primary care or urgent care for further evaluation. We will make every attempt to notify patients we know will be excluded from our treatment criteria prior to their appointment time. Filling out the following form as completely as possible will aid greatly in our preparation for your appointment.

Next

09/20/2024

Friday, September 20

September

2024

SUN MON TUE WED THU FRI SAT

| | | | | | | |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | | | | | |

2:30 PM

3:00 PM

3:30 PM

4:00 PM

4:30 PM

America/Los Angeles (09:27 AM)

Reason for this appointment? (*not covered by insurance, payment will be collected at time of appointment) *

- Point-of-Care Test (Covid, Flu, Strep)
- Medication Injection by Provider
- Blood Pressure Screening
- Acute Ailment (UTI, Yeast Infection, Burn, Bite or Sting)
- Birth Control Consultation
- Tobacco Cessation
- Other
- Vaccine Assessment
- Travel Vaccine Consult
- Nutrition Consult
- Medication Therapy Review
- Lab Draw (available on Wednesdays only currently, please select Wednesday appt)
- Chronic Disease Consult (Diabetes, Cholesterol, Blood Pressure, Asthma)

Please select an option below

- I will enter my information through this web portal
- I will complete the patient intake form upon arrival for the appointment and understand I should arrive 15-20 minutes prior to the time selected above.

Pharmacy Workflow- Reimagined

Drop-off

Data Entry

Dispensing

Verification

Check Out

Pharmacy Workflow- Reimagined

Drop-off → Check-in

Data Entry

Dispensing

Verification

Check Out

**Chart Review
& Med Sync**



Pharmacy Workflow- Reimagined

Drop-off → Check-in

Data Entry

**Chart Review
& Med Sync**

Dispensing

Verification

**Clinical
Review**

Check Out

Pharmacy Workflow- Reimagined

Drop-off → Check-in

Data Entry

Dispensing

Verification

Intervention

Check Out

**Chart Review
& Med Sync**

**Clinical
Review**



Mindset Transformation

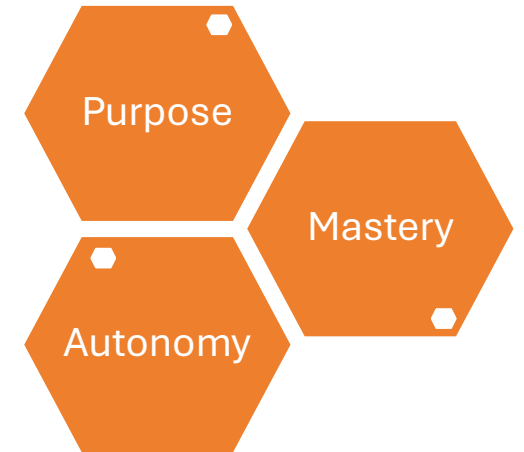
- Pharmacy Team
- Providers
- Payors
- Patients

The Great Divide



Pharmacy Team

- Consider Intrinsic Motivation
 - [Dan Pink: The Puzzle of Motivation](#)
 - Team Members want to matter
- Communication:
 - Huddles, Sunday Meeting, Bulletin board, Email/Text
 - Communicate the Vision, Progress and Successes
- Extrinsic Motivation:
 - Competition, performance incentive



Dan Pink: The Puzzle of Motivation

<https://www.youtube.com/watch?v=SILC8ZCsBGk&si=t0HH96iqzslSfmU2>

Providers

Connect:

- Dr. Detailing
- Community organizations



Support:

- Quality based metrics
- Complex Patients

Great Partnership:

- Signatory for Collaborative Practice Agreements (CPA's)
- New CPA ideas
- Referrals

Payors

- Quality Measures
- Incentive Payments
- Grant Funding
- Patient Referral Streams



Patients

- Meet & Exceed their Expectations
 - Quality dispensing & communication
 - Basic clinical programs
 - Urgent needs
 - Chronic disease interventions
- Market
 - Relationships & Word of Mouth
 - Social Media
 - Website
 - Community Events

Clinical destination vs fast food



Your Health
Our Commitment

Vashon Pharmacy is now taking appointments for many clinical services and point-of-care testing (Flu, Covid, Strep).

About Us

Since 1933, Vashon Pharmacy has proudly served the Vashon community. Our friendly and accessible pharmacists, who are also your neighbors, are dedicated to meeting your specific needs with personalized care.

VASHON
PHARMACY

17617 Vashon Hwy SW | Vashon, WA 98070
(206) 463-9118 | www.vashonpharmacy.com

Services Offered

- ✔ Bites, Burns, and Sting Treatment
- ✔ Covid, Flu, Strep and RSV Testing
- ✔ Uncomplicated UTI Treatment
- ✔ Vaginal Yeast Infection Treatment
- ✔ Hormonal Contraception Initiation and Management
- ✔ Tobacco Cessation
- ✔ Travel Vaccination Assessment
- ✔ Opioid Risk Assessment
- ✔ Long-Acting Injectable Medication Injection
- ✔ Chronic Disease Management (Asthma, Diabetes, Blood Pressure, Cholesterol)
- ✔ Nutrition Consult

Services are available by appointment only and are provided based on current staff availability. We accept medical insurance and offer prompt pay options.

Schedule your appointment here!



VASHON
PHARMACY

Wrap-up

- Workflow: Today vs the Future
- Other Billable Clinical Services & Reimagined Workflow
- Mindset Transformation
 - Pharmacy
 - Providers
 - Payors
 - Patients

Activity

Spend a few minutes writing down 3 goals

Workflow and Ability to Support Clinical Programs
Additional or Expanded Program Opportunity in Your Community
Way to Connect and Build Up Your Team



Contact Information

Tara Pfund, PharmD

Chief Strategy Officer

Cascadia Pharmacy Group

tara@cascadiapharmacygroup.com

Crystal Bryan, PharmD

Chief Clinical Officer

Cascadia Pharmacy Group

crystal@cascadiapharmacygroup.com

Questions?