Air Force Pharmacy Operations for MTFs
Lt Col Jason Lennen
Maj Justin Lusk
Maj Richard Caballero

CPE Information

- Target Audience: Pharmacists & Technicians
- ACPE#: 0202-0000-15-194-L04-P/T
- Activity Type: Knowledge-based

Learning Objectives

1. Describe the current and future state of the pharmacy automation technology system-wide refresh.
2. Describe the status, lessons learned from current operations, and future state of clinical pharmacy support to the patient-centered medical home.
3. Explain the key components of efficient lean pharmacy operations and list key resources to help improve pharmacy operations.
4. Describe how staff assistance visits and inspection preparation checklists can help to improve pharmacy operations.

Self-Assessment Question 1

How many MTFs are participating in the initial phase of embedding pharmacists into AFMH?

Self-Assessment Question 2

Which of the following are key components of lean pharmacy operations?

A. Efficient, High-Reliability Organization
B. Optimized, standardized workflows
C. Automation, manpower, infrastructure, innovation, leadership / management
D. All of the above
Self-Assessment Question 3

List three tools that can help improve MTF pharmacy operations.

MHS Organizational Overview

AFMOA Pharmacy Operations

• AFMOA pharmacy SME / Action Officer
• Liaison with HAF, MAJCOMs & MTFs
• Clarify/inform policy, provide guidance
• Information conduit
• AF pharmacy representative
• Improve AF pharmacy operations

“Coaching and partnering for improved performance”

PhAFMOAcists – Past & Present

AFMOA Organizational Overview

Clinical Pharmacist Integration into AF Medical Home (AFMH)

• Background
• Status
• Lessons Learned
• Next Steps / Future
AFMH Clinical Pharmacist: Background

- Clinical pharmacist integration into PCMH
  - Robust VA and civilian practice experience / data
  - Reduces costs and improves access, quality, safety & outcomes
- ASD/HA tasked Svcs to review requirements
- AF/SG “Go Do” Initiative, 11 MTFs x5 yrs
- Big picture
  - Quality, access, safety, cost … outcomes
  - Pt-centered, MTM-centric, collaborative effort

AFMH Clinical Pharmacist: Background (cont’d)

- Pilot Concept: 5 MTFs
  - Dec 14
- Expanded MTFs: 11 MTFs
  - Jan 15
- SG “Go Do” Funded
  - 11 MTFs
  - Feb 15
- CONOPS & Resource Development
  - Feb 15
- Briefed to Medical Support Panel
  - Mar 15
- FY15 Budget
  - FY17 POM PCT submitted
  - Apr 15
- FY15 Contract Funds-loaded
  - May 15
- Target IOC
  - Oct 15
- Source: Air Force Medical Operations Agency

AFMH Clinical Pharmacist: Status

- Clinical pharmacist embedded at 11 MTFs
- Contract employees hired at all sites
- Implementation at various stages
- Family Health, Internal Medicine, or Both

AFMH Clinical Pharmacist: Lessons Learned

- Building the practice / success tips
- Standardized work flow / documentation (TSWF Clinical Pharmacy Form)
- Site feedback
- BHOP lessons

AFMH Clinical Pharmacist: Next Steps / Future

- “Living” support guide
- Tool kit
- Performance targets and measurement
- Local assessment / practice refinement
- Potential expansion across AFMS
- Practice changes…from product to patient

Lean Pharmacy Operations

- Efficient, High-Reliability Organization
- Optimized, standardized workflows
- Automation, manpower, infrastructure, innovation, leadership / management
- Leverage SIG expertise
- KX / Resources
**SACs, SICs & SAVs…oh my!**

- Self-Assessment Communicators (SACs)
  - UEI construct
  - MICT
- Self-Inspection Checklists (SICs)
  - TJC standards
  - Top compliance issues
- Staff Assistance Visits (SAVs)
  - Observations
  - Requests

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**Key Points**

- Clinical pharmacist support to AFMH
  … wave of the future
- Lean pharmacy operations
  … best for us and our patients
- Internal & external reviews
  … make your pharmacy better

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**Pharmacy Technology and Automation**

**Maj Justin Lusk, USAF, BSC**

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**Pharmacy Equipment 101**

- Pharmacy Management System: CHCS
- Pharmacy Workflow System
  - Innovation PharmASSIST
  - Parata P2000
  - ScriptPro SP Central
- Automated Dispensing Cabinets
  - CareFusion Pyxis
  - Omnicell

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**AF Projects**

- Automation/Workflow Refresh
- ADC Refresh
- Centralized Queuing
- Centralized ADC IA Monitoring
- ScriptCenter
- Will-Call Systems
- Thermal Printers

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**Pharmacy Equipment 101**

- Will-call Systems
  - GSL
  - PickPoint WCS
  - Innovation PharmASSIST
- Patient Interaction (Queuing Systems)
  - ScriptPro PSP
  - QMATIC
  - Q-Flow
AF Projects

• Automation/Workflow Refresh
  – Phase 1: In progress
  – Open discussion from staff that have completed refresh (Q/A | Lessons Learned)
  – Large Sites: At contracting
  – Phase 2: At contracting
• ADC Refresh
  – MedStation and CII Safe
  – Future state: ES

AF Projects

• Centralized Queuing
  – Salient Characteristics
  – Site Selection
• Centralized ADC IA Monitoring
• Other Projects
  – ScriptCenter
  – Will-Call Systems
  – Thermal Printers
  – PhocusRx

DHMSM

• DHMSM: Defense Healthcare Management Systems Modernization
• DOD plan to replace CHCS/AHLTA/Essentris
• Contract awarded to Leidos

DHMSM

• FAC: Functional Advisory Council
• TSWAG: Tri-Service Workflow Advisory Group
  – Inpatient
  – Outpatient
  – Clinic
• DDWG: Design Decision Working Group
• CSP: Clinical Standardization Process
• DMIX: Defense Medical Information Exchange
Customer Pharmacy Operations Center (CPOC) Updates

Maj Richard Caballero, USAF, BSC

Overview

- DMMonline Tools
  - Medical Master Catalog (MMC)
  - National Contract Compliance Report (NCCR)
  - Product Sourcing Request (PSR)
- DMMLS Strategic Sourcing
- CPOC Monthly
- Trade Agreements Act (TAA)
- Narcotic Order Review Application (NORA)
- Drug Supply Chain Security Act (DSCSA)

DLA Mission: Supporting the Warfighter

"We are America’s Combat Logistics Support Agency. We provide effective and efficient worldwide support to Warfighters and our other customers."

Every Day
- Health care economics
- The business of health care
- The cost of medical material
- Reliable ‘next day’ support
- Business intelligence

Every Crisis
- Ready on day one
- Varied missions & requirements
- Resupply & sustainment
- Control commercial/industrial material
- Situational awareness

Vision: To provide an integrated and responsive system of choice for delivering consistent, quality medical materiel support for health care providers to perform their patient care mission

Joint National Contracts

- VA, DoD, BOP, HHS Partnership
- Requirements Based Contract
  - Commitment to brand
  - Failure to Supply
- High Priority: doxycycline 100mg ($60M/yr, $1.45/tab)
  - Awarded 29 Dec 14, Blu @$0.0834/tab
- Calculate customers’ projected monthly usage and send to PPV contractors 30 days prior to effective date
  - Ensure greater availability for customers and
  - Better production forecasting for industry partners

Register for DMMonline Access

https://www.medical.dla.mil/registration

National Contracts Compliance Report (NCCR)
NCCR Report by DODAAC or Service

National Contract Drug List
- Resource Information
  - All medications currently on a National Contract
- When to Use
  - Optimization of MTF purchasing
  - Compliance


National Contract Compliance

Master Medical Catalog
- Information Available
  - Product name, Strength, Manufacturer, Supplier
  - NDC, NSN, MFR Part Number, PVON
  - Source of supply
  - Equivalent products
  - Pricing
- When to Use
  - Source of supply, Alternative products, Program item searches


MMC Search Result

MMC Product Detail

Abbreviation - Name (Source of Supply)
PVM – P/ V MESSURG
PVP – P/ PHARMA
ECAT – Electronic Catalog (multiple vendors)
DLA – DLA-5S Pricing agreement
SMR – DLA-TS, Direct vendor/ Delivery, local Purchase
ECA – Electronic Catalog-Readiness (DLA-TS Readiness)* for deployed/deploying forces

Product Information
- Resolution Name: DOD/FEARABILIT
- Resolution ID: 33730
- Source: DOD/FEARABILIT
- Category: DOD/FEARABILIT
- Form Name: DOD/FEARABILIT
- Form ID: 33730
- Form Type: DOD/FEARABILIT
- Form Description: DOD/FEARABILIT
- Code: DOD/FEARABILIT
- Code Description: DOD/FEARABILIT
- Old Code: DOD/FEARABILIT
- Old Code Description: DOD/FEARABILIT
- Reserved: DOD/FEARABILIT
- Reserved Description: DOD/FEARABILIT
- Form: DOD/FEARABILIT
- Form Description: DOD/FEARABILIT
Product Sourcing Request

- When to Use
  - Item not on Federal Pricing Vehicle
  - Item not stocked at your Distribution Center


DMLSS Strategic Sourcing

1. On the Customer Area Inventory Management tab, select Navigate to Strategic Sourcing.
2. Select Review Pharmaceuticals. The Strategic Sourcing Criteria window displays.
DMLSS Strategic Sourcing Tool

Accepting Recommended Sourcing

CPOC Monthly Updates

Brand to Generic (B2G) Total Sales $ drop = cost avoidance

Trade Agreements Act

- Purpose:
  - IAW US Law 19 USC 2501, 48 CFR 1, FAR 25.4
  - Maintenance of PPV program
- Best practice: TAADA database development
  - Review & removal >9,000 non-compliant NDCs
  - Facilitated >500 NAD statements ensuring supply
- Important point:
  - Thorough internal review process ensuring availability of only TAA compliant items through the PPV program
- Future look:
  - TAA listing incorporated into the MMC database
  - Restriction of TAA non-compliant NDCs

Narcotics Order Review and Approval (NORA)

- Defense Medical plans to implement electronic ordering of controlled substance through DMLSS and TEWLS
- This capability will allow registrants and POAs to digitally sign electronic orders
- Digitally signed orders will be sent through DLA Transactions Services to Prime Vendors for fulfillment
Definitions: Scope

Product
- What’s covered: Prescription drug in finished dosage form for administration to a patient without further manufacturing (such as capsules, tablets, lyophilized products before reconstitution)

Transaction
- Transfer of product where a change of ownership occurs

Transaction Information, History, and Statement (1)

Transaction Information (TI):
- Proprietary or established name or names of the product;
- Strength and dosage form of the product;
- National Drug Code number of the product;
- Container size;
- Number of containers;
- Lot number of the product;
- Date of the transaction;
- Date of the shipment, if more than 24 hours after the date of the transaction; and
- Business name and address of the person from whom and to whom ownership is being transferred.

Transaction History (TH): A statement in paper or electronic form, including the transaction information for each prior transaction going back to the manufacturer of the product.

Transaction Information, History, and Statement (2)

Transaction Statement (TS): A statement, in paper or electronic form, that the entity transferring ownership in a transaction—
- Is authorized as required under DSCSA;
- Received the product from a person that is authorized as required under DSCSA;
- Received transaction information and a transaction statement from the prior owner of the product, as required under the law;
- Did not knowingly ship a suspect or illegitimate product;
- Had systems and processes in place to comply with verification requirements under the law;
- Did not knowingly provide false transaction information; and
- Did not knowingly alter the transaction history.

Future of CPOC

- Educational Webinars
- Limited Distribution/Specialty Pharmacy Items $400M+
- Compounded drugs $80M+ DHA spend (Retail network)
- Access to real time data, metrics and analytics
- DMLSS Strategic Sourcing Tool
- Drug Quality Security Act (Track and Trace)
- Narcotics Order and Review Application (NORA)
Customer Pharmacy Operations Center
Small Team, Global Impact

MAJ Randall Sweeney, USA – Chief Pharmacist
Maj Richard Caballero, USAF – Pharmacist
LCDR John Dischert, USN – Pharmacist
LCDR Ebenezer Aniagyei, USN - Pharmacist
Mr. Jose Ramos, USN(ret) - Pharmacist
Mr. Dan Geiger, USN(ret) - Pharmacist
Mrs. Doris Anne Downes – Senior Analyst

Workflow EMAIL: CPOC@dlamil

Answers To Self-Assessment Questions

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ANSWER: 11

Which of the following are key components of lean pharmacy operations?

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Answers To Self-Assessment Questions
Answers To Self-Assessment Questions

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**ANSWER:** SACs, SICs, and SAVs

Closing Remarks

Lt Col Jason Lennen
Pharmacy Operations Division Chief
Air Force Medical Operations Agency (AFMOA)
jason.lennen@us.af.mil
(210) 395-9972 DSN: 969