Advancing Clinical Pharmacy Practice into the Future

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VISN 12

CPE Information

- Target Audience: Pharmacists & Technicians
- ACPE#: 0202-0000-16-149-L04-P/T
- Activity Type: Knowledge-based

Pharmacist and Technician Learning Objectives

- Describe the landscape and expanded roles for the clinical pharmacy specialist (CPS).
- State several key initiatives for transformation of clinical pharmacy services in the federal sector.
- Recall the changes in the health care marketplace that are impacting opportunities for the clinical pharmacy specialist (CPS) to become further integrated into the patient care team.

Self-Assessment Questions

1. PACT Clinical Pharmacy Specialists can increase access by providing comprehensive medication management (True/False)
2. Clinical Pharmacy Technicians can perform ward inspections (True/False)
3. Data tools can reduce barriers to advance clinical pharmacy practice (True/False)

Who is in our audience?

- Pharmacist – Administrative
- Pharmacist – Clinical
- Technician – Administrative
- Technician – Clinical

CPE Information and Disclosures

Dana Frank declares no conflicts of interest, real or apparent, and no financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

Michael Tran declares no conflicts of interest, real or apparent, and no financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

The American Pharmacist Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.
Changes in the Healthcare Marketplace

- Focus on access
- All disciplines working at the top of their licensure
- Interdisciplinary team-based care
- Patient centric
- Outcome based
- Efficiency and cost

Healthcare transformation

- In 2010, VHA began implementation of the patient centered medical home (PCMH) model
- Now known as the Patient Aligned Care Team (PACT)
- Delivery of healthcare is transformed to be interdisciplinary and patient-centric
- Practice at the “top of the license”
  - Pharmacists provide comprehensive medication management, including population health

The PACT CPS Provider’s Impact on Access

- Comprehensive Medication Management (Diabetes, HTN, Lipids, etc)
- Pain Management
- Hepatitis C Clinics
- Transitions of Care and Discharge Follow-up
- Same Day PACT Access

Pharmacist Providers Impact Access

- Typical patient visits to Target*
  - Diabetes = 6 visits
  - Hypertension = 3 visits
  - HepC = 9-12 visits
- Effective Use of CPS Providers
  - Avoids Shifts to Specialty Care
  - Improves Access To Essential Medication Management Services

Optimizing PACT CPS to see patients between PACT Provider visits increases patient access for medication management services

*based on computer extracted data
Strategies to Optimize the PACT CPS Roles to Improve Access

- Assure that the CPS has a broad, practice area based scope of practice
- Assure that the PACT CPS has space, technology and ancillary support to maximize efficiency
- Assure roles that can be performed by other team members have been carefully assessed and distributed where appropriate
- Ensure PACT Teams understand roles of the PACT CPS

Optimization of Pharmacy Technician Workforce

- Use Pharmacy techs to do all tasks that don’t require Pharmacists
- Allow sites to exchange 1 pharmacist vacancy for 3 techs where needed (same cost)
- Enhance technician training to support new tasks and competencies

Pharmacy Technicians: Shifting Responsibilities

- IV Preparation
- Controlled Substances
- Patient Medication History
- Quality Assurance
- Checking Unit Doses

- Acquisitions
- Ward Inspections

- Of These 3,427
  - Residency = 88%
  - BPS Certification = 44%
  - Other Certification = 14%
  - Residency &/or Certification = 76%

Scope of Practice

- In VA, a SOP allows a pharmacist to prescribe and deliver care autonomously in an all-inclusive manner
  - Includes ordering laboratory tests/diagnostic studies, performing physical measurements, and making referrals for additional care or services
- Since 2010, the number of clinical pharmacists working under a SOP has increased 63%
- In FY 15, CPSs working under a SOP provided over 5 million patient care encounters and 1.9 million prescriptions

VHA has approximately 7,700 Pharmacists

- Pharmacists with Scope of Practice exceeds 3,427 (45%)

The CPS Provider Workforce

- Highest Retention Rate
  - Patient’s know their CPS Provider
- High Level of Training
  - VA CPS workforce has Advanced Clinical Practice Training
- Best to Recruit
  - VA trains 600 CPS per year available for hiring in July 2016
- Advanced Practice Providers
  - Over 3,400 Clinical Pharmacists with a SOP to prescribe
### Nationwide Workload Trends

<table>
<thead>
<tr>
<th>Parameter</th>
<th>FY 11</th>
<th>FY 15</th>
<th>% Change</th>
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<tbody>
<tr>
<td># Pharmacists with SOP</td>
<td>2,132</td>
<td>3,185</td>
<td>49%</td>
</tr>
<tr>
<td>% Pharmacist Under SOP</td>
<td>NA</td>
<td>41%</td>
<td>28%</td>
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<tr>
<td>Encounters/FTE</td>
<td>403</td>
<td>692</td>
<td>72%</td>
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<tr>
<td>Total 160 Encounters</td>
<td>2,454,419</td>
<td>5,092,728</td>
<td>107%</td>
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### Number of Pharmacists With a Scope of Practice and PACT Pharmacist FTE – Growth Over Time

### Percentage of Time Spent Working Under Scope of Practice

![Percentage of Time Spent Working Under Scope of Practice](chart)

### Encounters with a Pharmacist Provider by Modality – FY 2015

![Encounters with a Pharmacist Provider by Modality](chart)

### Encounters with a Pharmacist Provider by Practice Area – FY 2015

![Encounters with a Pharmacist Provider by Practice Area](chart)

### Proposed Future State Vision for VA Healthcare

![Proposed Future State Vision for VA Healthcare](chart)
Using Data to Advance Pharmacy Practice

- The Clinical Pharmacy Practice Office (CPPO) was created by PBM in 2010 to streamline VHA's clinical pharmacy program while developing standardized pharmacy practice models, educational initiatives, developing projects that assess the impact of clinical pharmacy interventions and penetration, as well as providing guidance on issues related to clinical pharmacy practice.
- The CPPO continues to develop advanced roles of the clinical pharmacist and clinical pharmacy specialist that helps the VA and Veterans' medication related problems and better manage disease states.
- CPPO recognized the importance of data and focused early on the development of a data infrastructure to advance clinical pharmacy practice.

Data Tools to Overcome Practice Barriers

- Clinical Pharmacy Interventions
- Improvements in Performance Measures
- Improvement in Access to Primary Care and Specialty Care Providers
- Clinical Pharmacy Dashboards
- Clinical Pharmacy Workload

Clinical Pharmacy Interventions

- Pharmacist Achieve Results with Medications Documentation (PhARMD) Tool
- Document and track pharmacist interventions throughout VA
- Data used to create clinical pharmacy staffing tools and models
- Ability to characterize the roles of pharmacists in a variety of practices

PhARMD Tool – Capturing Interventions System Wide

- One tool for all Pharmacist Users
- Use of Reminder Health Factors to retrieve pharmacist specific data elements
- Reporting Infrastructure created and available to all participating sites
- Addresses a wide variety of medical conditions that a PACT pharmacist may encounter in their practice including:

| Condition          | COPD | Hypertension | Pain  | Anticoagulation | Diabetes | Thyroid | Tobacco | Antimicrobial Stewardship | Gout | Lipids | Transplant | Asthma | Heart Failure | Mental Health | Women’s Health | Bone Health | Hep C | Nutrition | CKD | HIV |
|--------------------|------|--------------|-------|-----------------|----------|---------|---------|---------------------------|------|--------|------------|--------|--------------|---------------|----------------|-------------|-----------|----------|------|-------|------|

PhARMD Tool – Anemia

- Example of anemia presentation in the PhARMD Tool.
PhARMD Tool Health Factors over Time

Number of Health Factors

PhARMD Tool Report

FY14Q1 FY14Q2 FY14Q3 FY14Q4 FY15Q1 FY15Q2 FY15Q3 FY15Q4 FY16Q1 FY16Q2 FY16Q3

FY16 – Type 2 DM Health Factors

Number of Health Factors

PhARMD Tool Report

FY16Q1 FY16Q2 FY16Q3

DM Type 2 Interventions by Facility

Number of Health Factors

PhARMD Tool Report

FY16Q1 FY16Q2 FY16Q3

PhARMD Tool

• Allows comparison of data across sites
• Reports developed and available for all to use
• Infrastructure has been developed to maintain and update the tool and efficiently disseminate to sites
• Includes inpatient and outpatient pharmacist interventions
• Constantly adding more specialty areas

Data Tools to Overcome Practice Barriers

• Clinical Pharmacy Interventions
• Improvements in Performance Measures
• Improvement in Access to Primary Care and Specialty Care Providers
• Clinical Pharmacy Dashboards
• Clinical Pharmacy Workload

Clinical Pharmacy Workload

• Clinical Pharmacists’ Professional Activity Summary (CPPAS) Report
• Need to summarize pharmacist activities at a facility level
• Used for Ongoing Professional Practice Evaluation (OPPEs) with many sites already collecting similar data
### CPPAS Report

**CPPAS Report - Scope of Practice**

- Includes pharmacists with and without a scope of practice
- Exportable for easier viewing and manipulation

**CPPAS Report - Activities**

- Select individual pharmacists to compare activities side by side
- Exportable for easier viewing and manipulation

### Key Points

- Clinical Pharmacy Specialists working under a scope of practice can increase access by providing comprehensive medication management to patients.
- Clinical Pharmacy encounters have increased 107% since fiscal year 2011.
- Data tools can be useful in reducing barriers to advancing clinical pharmacy practice

### Answers To Self-Assessment Questions

1. PACT Clinical Pharmacy Specialists can increase access by providing comprehensive medication management **True**
2. Clinical Pharmacy Technicians can perform ward inspections **True**
3. Data tools can reduce barriers to advance clinical pharmacy practice **True**
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