

# Evolving role of pharmacists in a patient centric care model

Priyesh G. Patel, Pharm.D., MBA

Chief Pharmacy Officer

Providence Health & Services Oregon

# Objective

- Identify and understand workforce competencies emerging from patient-centric care models.
- Forge alliances between education and industry to guide the transformation of health profession education and training.

# National pharmacy professional focus

- ASHP Pharmacy Practice Model initiative
  - Creating a patient centric frame-work for pharmacy practice models
  - Determine patient care related services that are consistently provided by pharmacy services
  - Identify available technologies to support implementation of practice models
  - Support the optimal utilization and deployment of hospital and health-system pharmacy resources
  - Implement practice model changes

# 2011-2013 Providence Quality Strategic Framework

## Vision:

Together, as people of Providence, we answer the call of every person we serve: Know me, care for me, ease my way.

## Core Strategy:

One Ministry Committed to Excellence

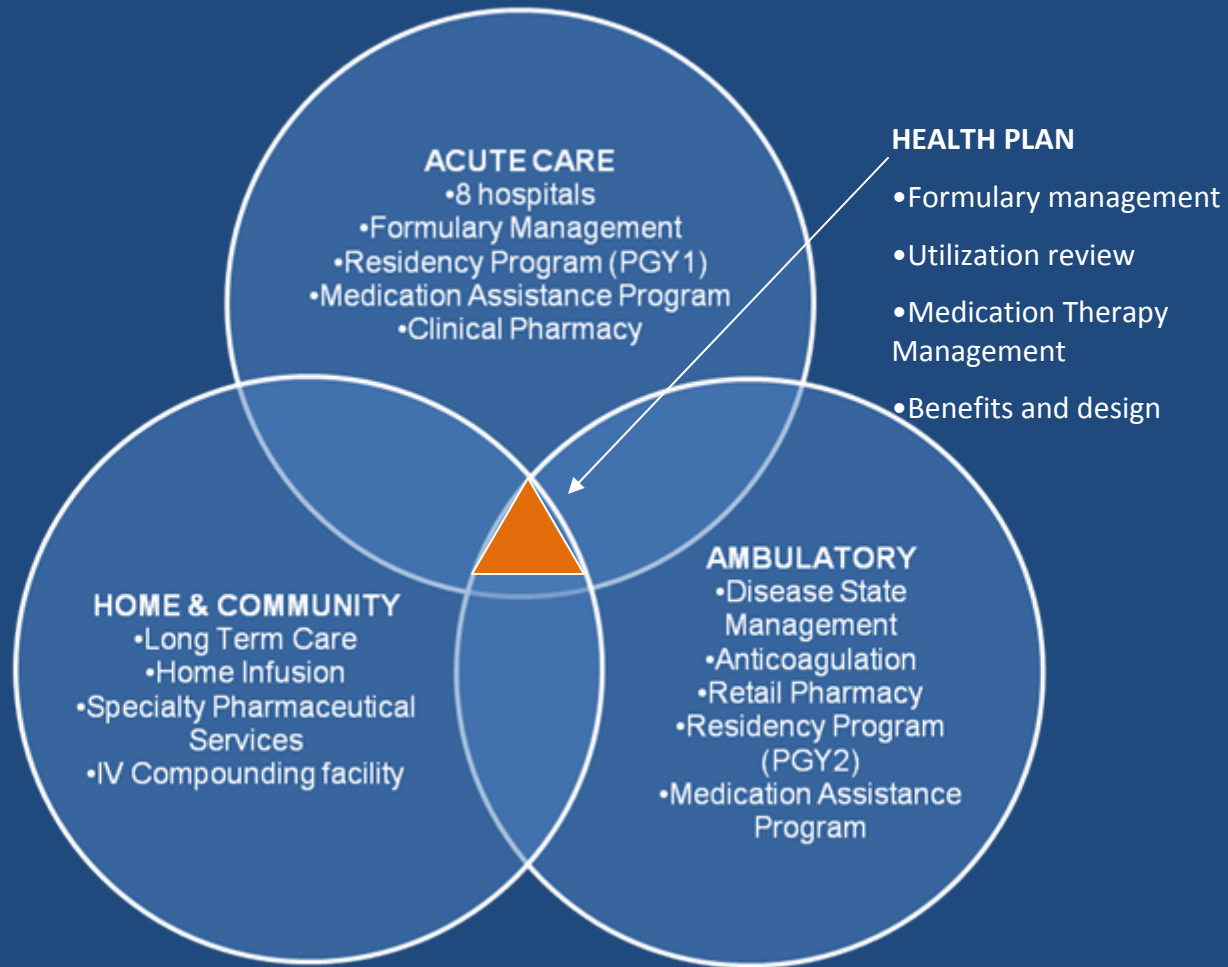


# PH&S Oregon Pharmacy Vision Statement



- Provide SAFE & EFFECTIVE medication therapy across the continuum, resulting in a connected experience for our patients & employees.

# PH&S Oregon Pharmacy Network



# Providence Pharmacy Services Across the Continuum

## Regional quality assurance programs

- Medication safety surveillance
- Medication outcomes & effectiveness
- Pharmacy business services
- Pharmacy education services
- Medication Assistance Program
- Health plan pharmacy benefits administration

## Patient and population centered clinical pharmacist services

- Chronic disease state management
- Acute care patient centric
- Retail counseling
- Immunizations
- Specialty pharmacy/infusion services
- Medication therapy management services
- Palliative care services

Patient/member/  
customer

## Pharmaceutical dispensing services

- Retail pharmacy/mail order
- Specialty pharmacy/infusion centers
- Investigational drug pharmacy
- Long term care pharmacy
- Acute care hospital pharmacy
- Clinic dispensing services of vaccines/samples

**CARE MANAGEMENT**

- Proactive patient outreach
- Case manager support
- Telephonic disease management
- Accessible patient education materials
- Health coaching & wellness promotion
- CareManager disease management modules

**ACCESS**

- 24 / 7 Nurse Phone Triage and Scheduling
- Open Access
- Online Scheduling
- eVisits

**eHEALTH**

- Home monitoring
- eMessaging / eVisits
- Integration of patient self-management tools into My Providence
- Interactive CareManager preventive service module and dashboard
- On-line Personal Health Record
- Electronic prescribing

**CONNECTED CARE**

- Collaborative relationships among primary care, specialists, hospitalists, ER and other care facilities
- Management of 'Care Transitions'
- Lab and Referral tracking
- Integration of Behavioral Health
- Advance Care planning
- Anti-Coagulation Clinic Integration
- Facility / Home Visits
- Automated reminders
- EMR integration via Health Information Exchange

**TEAM BASED CARE**

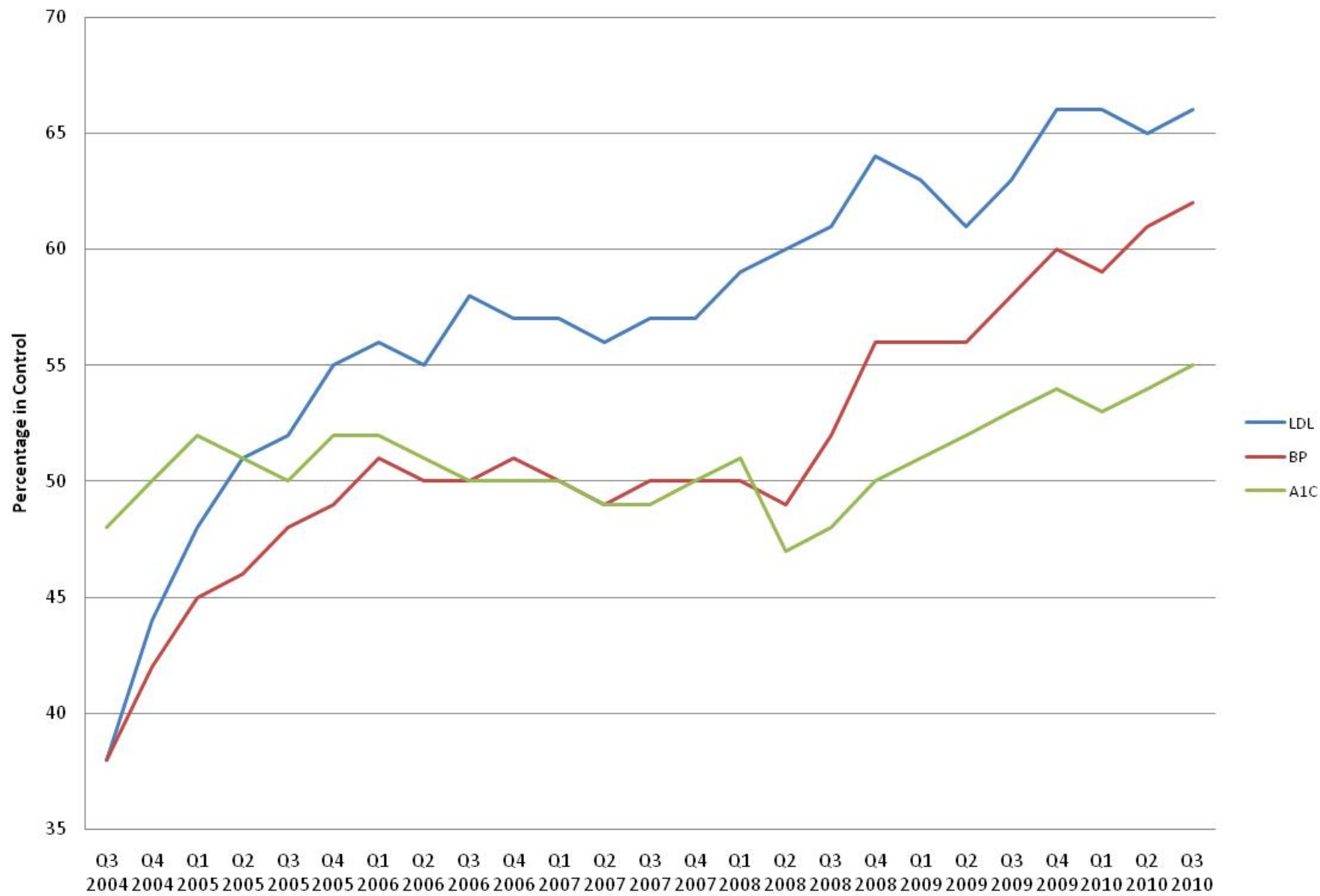
- Interdisciplinary model of care
- Clinic based team
- Central support services
- Clear and consistent roles and responsibilities – practicing at the top of your license
- Standards and job competencies for each role
- Effective team communication
- Physician leadership
- On-boarding Program for new patients including Health Risk Assessment
- On-boarding Program for new physicians

**STANDARDS**

- Best practice integration
- Patient satisfaction tracking and improvement
- Outcomes evaluation
- Continuous quality improvement



# PMG North Diabetes Results- Percentage of patients in control





# Evolving pharmacist education standards

- Current education standards
  - Doctor of Pharmacy from an accredited pharmacy school
- Current regulatory requirement
  - Registered pharmacist through the Oregon Board of Pharmacy
  - Annual CE requirements: 15 CEUs
- Residency
  - Post graduate year 1
  - Post graduate year 2
- Board certification
  - BCPS; BCOP;BCPP, ID certification, etc...
- Specialty degree
  - MBA, MS Health-system Pharmacy, MS Informatics, etc

# Few challenges and opportunities

## Challenges

- Individual competency
- Task oriented scope of practice
- Healthcare changing at a fast pace
- Financial constraints

## Opportunities

- Interdisciplinary competency
- Integrated scope of practice
- Invest in evidence based practice & tools
- Creative ways for education/industry partnerships

# Acknowledgements

- Sue Stein, D.H.Ed., M.S., B.S. Pharm., R.Ph.  
Dean and Associate Professor  
School of Pharmacy, Pacific University
- Juancho Ramirez, Pharm.D.  
Director, Office of Pharmacy Practice Experience  
Programs  
OSU/OHSU College of Pharmacy
- Cindy Klug, MST, CHES  
Division Director of Education  
Providence Medical Group