Hypertension Progression Change Package
Month 4

DOMAIN FOUR

Optimizing the Utilization of Technology and electronic Care Plans

Flip the Pharmacy: Champion Checklist

- ☐ **Listen to the ThriveSubscribe Podcast Episode 14: Optimizing the Use of Technology**
- ☐ **Complete the Technology Checklist to determine opportunities for workflow efficiencies.**
- ☐ **Document and submit an eCare plan for patients with hypertension, including documenting their blood pressure reading.**

Monthly Focus

How do you implement, utilize and optimize technology within your community pharmacy practice to improve efficiencies?

This month the Change Package will provide ideas to maximize the technology tools already implemented within the pharmacy to build a more efficient pharmacy operations or workflow.

The pharmacy workflow must be anchored by patient care processes yet still support dispensing tasks.

Technology can assist in creating necessary process efficiencies and supporting eCare Plan documentation. eCare plans are as essential to a community pharmacy's success as is using the technology that allows you to dispense medications.

Workflow Innovation: Optimizing the Use of Technology and eCare Plans

Reengineering your pharmacy to optimize the use of technology will take time to evolve. These tools, the podcast and checklist, are meant to help prepare the pharmacy for change.

STEP ONE: Listen to the ThriveSubscribe Podcast Episode 14: Optimizing the Use of Technology in Community Pharmacy Practice

- Listen to this 45-minute podcast, **Optimizing the Use of Technology in Community Pharmacy Practice**, to hear from your peers about what they are doing to maintain and evolve their technology.
- This podcast includes pharmacy staff members discussing the need for technology considerations.

ACTION → The Pharmacy Champion should listen to the podcast and can share with any other members of the team. The Podcast is available on ThriveSubscribe which is available via iTunes and Soundcloud. Click HERE for direct access

STEP TWO: Complete the Technology Checklist

How do you implement, utilize and optimize technology within your practice to improve practice efficiencies? The goal is to create an efficient practice so you can flip your workflow to be patient focused vs. prescription focused.

Check off each item on the list below to create your plan:

- ☐ **Review** the list of Technology best practices below
- ☐ **Evaluate** which items you can implement in you pharmacy and the impact they will have to create workflow efficiencies allowing more time for patient care
- ☐ **Discuss** with the FtP Coach about the top 1-2 items that can impact the pharmacy's practice and why. Discuss how to overcome any implementation challenges with your pharmacy's coach.

Technology Check List

- ☐ **Work with your technology vendor** to optimize your current technology tools
- ☐ **Maximize the ability to toggle** between various resources.
  - Use keyboard short cuts
    - **"Alt-tab"** will allow you to quickly toggle between the current window and your last viewed window
    - **"Ctrl-alt-tab"** will allow you to display an overlay screen with all windows programs. You can hit tab to toggle between them
  - Add a screen at the pharmacist station so there are 2 monitors. This helps with the number of tabs you need to have open at all times
- ☐ **Implement a messaging system** for staff communication. **Click HERE** for ***Messaging Tools to Aid Communication between Your Team, Patients, and Other Providers***.

  NOTE: To learn more about this and why it is helpful – be sure to listen in to the podcast episode linked on page 1

- ☐ **Review automation options.** Even if you can't yet secure automation, review existing options and prioritize which is right for your pharmacy.
- ☐ **Review appointment scheduling options** if you do not have one in place. This will help to streamline workflows, such as immunization scheduling and other clinical services.

  Click HERE for scheduling platform options.

Workflow Innovation: Continue Monitoring and Documenting eCare Plans for Patients with Hypertension

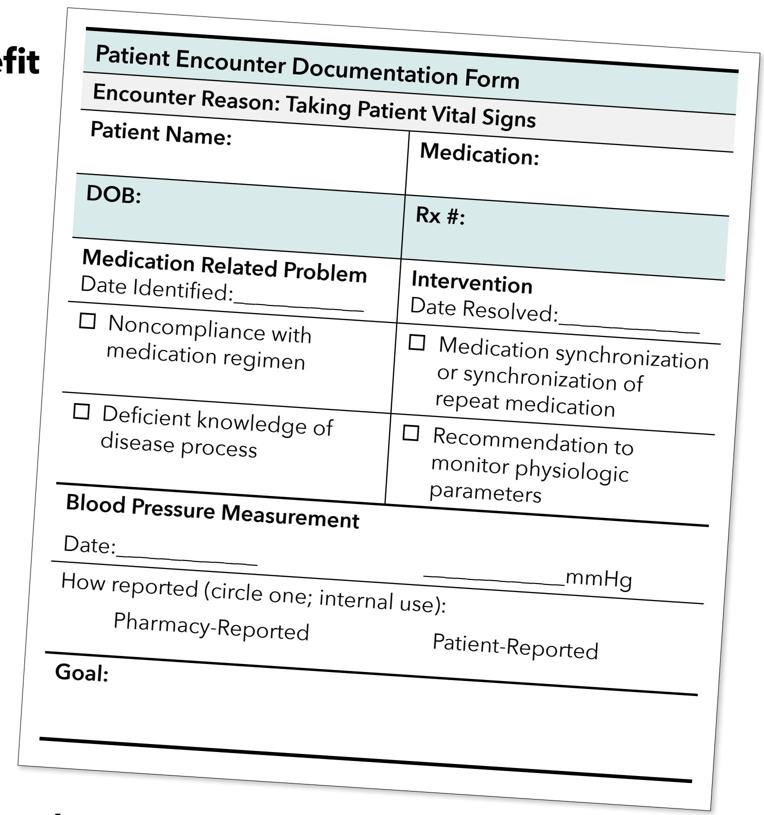
STEP ONE: Identify Patients with Hypertension

STEP TWO: Collect Blood Pressure Measurements

- During the pre-appointment phone call, ask patient for self-reported blood pressure reading
- Measure blood pressure at prescription pick-up appointment
- Utilize the **Patient Encounter Documentation Form** as a trigger to collect blood pressure

Ideas For Patients Who Would Benefit from Having a Blood Pressure Measurement

- Put a bag tag on the patients monthly medications
- Attach the **Patient Encounter Documentation Form** to a bag as a hard stop or trigger to collect a blood pressure
- Add an input notification within a technology platform



Patient Encounter Documentation Form

Encounter Reason: Taking Patient Vital Signs

Patient Name:	**Medication:**
DOB:	**Rx #:**
Medication Related Problem Date Identified:___________	**Intervention** Date Resolved:___________
☐ Noncompliance with medication regimen	☐ Medication synchronization or synchronization of repeat medication
☐ Deficient knowledge of disease process	☐ Recommendation to monitor physiologic parameters

Blood Pressure Measurement

Date:___________ ___________mmHg

How reported (circle one; internal use):

Pharmacy-Reported Patient-Reported

Goal:

STEP THREE: Document Blood Pressure Measurement

- Document blood pressure measurement using the **Patient Encounter Documentation Form** referenced in **STEP TWO**

  ➔ Click **HERE** to for the **Patient Encounter Documentation Form** to attach as a bag tag to monthly fills of anti-hypertensives

- Document the reading on a patient blood pressure log. Provide to the patient so they can continue to document their BP readings. Click **HERE** to download the one-page **Patient Blood Pressure Log**.

➔ Click **HERE** for more information on **eCare Plan** documentation by following along with a sample eCare Plan scenario.