

	CPESN USA Standard:	Minimum CPESN Network Service Set
	Original Implementation Date:	April 14, 2017
	Revised Date:	September 15, 2020

The Minimum CPESN Network Service Set creates a single standard for enhanced services provision across all local CPESN networks and pharmacies participating in CPESN USA. Local CPESN networks always have the prerogative to require additional enhanced services for their network. This standard can only be revised by action of the Board of Managers.

Current Minimum CPESN Network Service Set:

1. Comprehensive Medication Review – A systematic assessment of medications, including prescription, over-the-counter, herbal medications and dietary supplements to identify medication-related problems, prioritize a list of medication therapy problems and create a patient-specific plan to resolve medication therapy problems working with the extended healthcare team.
 - Refer below to the Comprehensive Medication Review Service Set Standard
2. Medication Synchronization Process – The process of coordinating patients’ prescriptions to be filled/refilled on the same day each cycle after speaking with the patient about possible medication therapy changes while monitoring adherence. Patients pick-up the medications in the pharmacy or delivery is arranged.
 - Refer below to the Medication Synchronization Process Service Set Standard
3. Adult Immunizations – Screening and/or administering immunizations for adult patients based upon Advisory Committee on Immunization Practices (ACIP) recommended immunizations, educating the patient/caregiver about needed immunizations, and communicating when appropriate.
 - Refer below to the Adult Immunizations Service Set Standard
4. Medication Reconciliation – The process of comparing a patient’s medication orders to all of the medications that the patient has been taking (active, chronic, as needed and OTC including herbal) to avoid medication errors. This process should be done at every transition of care, and other times as applicable. Pharmacists should assess for discrepancies, communicate with other providers/health-systems, and work closely with the patient to ensure that their current medications are intended and appropriate. Pharmacists will document that they performed the medication reconciliation, identified any discrepancies, and communicated with other providers as necessary
 - Refer below to the Medication Reconciliation Service Set Standard
5. Current Medication List: The accurate and comprehensive list for all medications (active, chronic, as needed, and OTC medications including supplements and herbals) that a patient is currently taking, which can be produced manually or from the pharmacy’s computer software.
6. Face-to-Face Access – Provide each patient receiving a dispensed medication from the participating pharmacy ready access to unscheduled face-to-face meeting(s) with a pharmacist employed by the participating CPESN pharmacy during operational hours. For pharmacies not staffing a pharmacist during operational hours, a non-pharmacist involved in the patient’s care must be available for the unscheduled face-to-face visit as well as a pharmacist via appropriate telecommunication methods upon request by the patient or the pharmacy staff-person who provides service in support of that pharmacy.



CPESN USA Enhanced Service Set Standard	Comprehensive Medication Review
Original Implementation Date	September 17, 2019
Revised Date	N/A

Comprehensive Medication Review Service Set Standard

Definition

- A systematic assessment of medications, including prescription, over-the-counter, herbal medications and dietary supplements to identify medication-related problems, prioritize a list of medication therapy problems and create a patient-specific plan to resolve medication therapy problems working with the extended healthcare team.

Description

- The Comprehensive Medication Review (CMR) Enhanced Service Set Standard creates a single minimum standard for participating pharmacies across all local CPESN networks and pharmacies participating in CPESN USA who offer comprehensive medication review as an enhanced service set. This standard can be revised only by action of the Board of Managers. Local CPESN networks have the prerogative to require additional CMR standards for their network.

Comprehensive Medication Review Service Set Prerequisites and Services

Prerequisite(s)*

- Maintain competency in comprehensive medication reviews and with the workflow process.
- Maintain competency in motivational interviewing techniques

Minimum Requirements

- Actively identify and recruit patients who are candidates for CMRs.
- Utilize pharmacy information including patient notes, medication lists, patient vitals, or other clinical information that has been documented at the pharmacy.
- Collaborate and communicate, as appropriate, with other providers in order to receive additional clinical information including progress notes, labs, hospitalizations, discharge summaries, etc.
- Schedule time with patient and/or caregiver and inform patient and/or caregiver what information they need to-prepare for the encounter, including, but not limited to, current prescription medications, any over-the-counter medications/supplements and information given to them by other providers (e.g. result of office visit, discharge summary, current medication list, etc.)
- Perform interview using motivational interviewing techniques and engage the patient/caregiver in a conversation in order to collect as much relevant clinical information to appropriately assess the patient.
- Utilize the complete patient record developed during the previous steps to identify drug therapy problems and determine patient educational and health coaching needs and therapeutic goals.
- Create a patient care/action plan and implement plan to resolve the drug therapy problems, appropriateness of medication therapy, and safety and efficacy of medications.
- Communicate, collaborate, and coordinate care with appropriate providers.
- Follow up with patient as determined by care/action plan.
- Screen for health-condition recommended immunizations and health screenings and provide or coordinate patients to receive appropriate immunization/health screening.

Revision History

Board of Manager Approval Date	Summary of Revisions
9/17/2019	Approved by the CPESN USA Board of Managers upon the Service Sets Workgroup's recommendation



CPESN USA Enhanced Service Set Standard	Medication Synchronization Process
Original Implementation Date	December 17, 2019
Revised Date	N/A

Medication Synchronization Process Service Set Standard

Definition

- The process of coordinating patients’ prescriptions to be filled/refilled on the same day each cycle after speaking with the patient about possible medication therapy changes while monitoring adherence. Patients pick-up the medications in the pharmacy or delivery is arranged.

Description

- The Medication Synchronization Process Enhanced Service Set Standard creates a single minimum standard for participating pharmacies across all local CPESN networks and pharmacies participating in CPESN USA who offer Medication Synchronization Program as an enhanced service set. This standard can be revised only by action of the Board of Managers. Local CPESN networks have the prerogative to require additional Medication Synchronization Process standards for their network.

Medication Synchronization Process Enhanced Service Set Prerequisites and Services

Prerequisite(s)*

- Maintain competency in medication synchronization process(es), including workflow aspects.

Minimum Requirements

- Identify and target patients who might benefit from medication synchronization
- Conduct an adherence assessment of patient’s current medication adherence and potential barriers to adherence prior to enrollment
- Educate patients on the requirements and benefits of medication synchronization prior to enrollment
- Reconcile all medications to develop a complete list of medications for patient prior to enrollment
- Align refills by having pharmacy personnel and patient work together to select a synchronization date around which selected medications will be regularly filled
- Schedule a specific date for patient to pick up their medications or have the medications delivered
- Request new prescriptions as needed from prescriber(s) in order to initially and continually synchronize medications
- Review medications with patient prior (e.g., between 3-7 days) to a patient’s pick-up or delivery date to confirm the medication(s) to be filled or refilled and that the patient is taking the medications as prescribed. Note any changes in medications and follow-up with prescribers as necessary.
- Prior to patient's pick-up or delivery date, address medication therapy problems and resolve any issues, including coordinating care with other members of the patient’s care team as appropriate. Additionally, order any drugs not in stock.
- Inform patient or care giver that medications are ready to pick up in the pharmacy or confirm delivery for a certain time period prior to medication start date
- Contact patients who do not receive their medications on their synchronization date to remind them to pick up their medications at the pharmacy or schedule delivery.

Related-Optional Services

- Adherence Packaging
- Home Delivery
- Personalized Medication Delivery
- Provide comprehensive medication review prior to enrollment
- Assess the need for additional enhanced services (immunizations, home delivery, etc.)
- Inform primary care provider that patient is enrolled into medication synchronization and provide a complete medication list

Revision History

Board of Manager Approval Date	Summary of Revisions
12/17/2019	Approved by the CPESN USA Board of Managers upon the Service Sets Workgroup’s recommendation

	CPESN USA Enhanced Service Set Standard	Adult Immunizations
	Original Implementation Date	September 15, 2020
	Revised Date	N/A

Adult Immunization Service Set Standard
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Definition

- Screening and/or administering immunizations for adult patients based upon Advisory Committee on Immunization Practices (ACIP) recommended immunizations, educating the patient/caregiver about needed immunizations, and communicating when appropriate.

Description

- The Adult Immunizations Enhanced Service Set Standard creates a single minimum standard for participating pharmacies across all local CPESN networks and pharmacies participating in CPESN USA who offer Adult Immunizations as an enhanced service set. This standard can be revised only by action of the Board of Managers. Local CPESN networks have the prerogative to require additional standards for their network.

Adult Immunizations Enhanced Service Set Prerequisites and Services
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Prerequisite(s)*

- Successful completion of immunization training course based on state requirements
 - Ensure proper administration technique for intramuscular and subcutaneous immunizations
- Knowledge of the adult immunization schedule from the Centers for Disease Control, including the catch-up schedule
- Ability to provide emergency anaphylaxis care if needed to adult patients (epinephrine protocol)
- Current basic life support or cardiopulmonary resuscitation certification
- Liability insurance provided by the pharmacist and/or pharmacy

Minimum Services

- Evaluate patient vaccination status (e.g., immunization registry), recommend and/or administer needed immunizations via appropriate anatomical route
- Screen all patients for contraindications and precautions prior to the administration of vaccine(s)
- Provide corresponding Vaccine Information Sheets (VIS) and education for each vaccine
- When appropriate, complete comprehensive immunization needs assessment, if unable to administer vaccination due to state regulation/law, inform primary care provider(s) (PCP) of needed immunizations, and refer to PCP or health department for immunization administration.
- Incorporate workflow processes to ensure receipt of follow up doses of immunizations to complete immunization series
- Document immunization(s) administered in state and/or regional immunization information system when available and communicate with individual healthcare providers as required by state regulation/law.
- Provide updated immunization record to the patient and/or caregiver(s)
- Report any clinically significant adverse event that occurs following vaccine administration to the Vaccine Adverse Event Reporting System (VAERS), even if it is not certain that the event was caused by the vaccine.

Revision History

Board of Manager Approval Date	Summary of Revisions
9/15/2020	Approved by the CPESN USA Board of Managers upon the Quality Committee recommendation to include in the consent agenda.



CPESN USA Enhanced Service Set Standard	Medication Reconciliation
Original Implementation Date	April 18, 2019
Revised Date	N/A

Medication Reconciliation Service Set Standard

Definition

The process of comparing a patient’s medication orders to all of the medications that the patient has been taking (active, chronic, as needed and OTC including herbal) to avoid medication errors. This process should be done at every transition of care, and other times as applicable. Pharmacists should assess for discrepancies, communicate with other providers/health-systems, and work closely with the patient to ensure that their current medications are intended and appropriate. Pharmacists will document that they performed the medication reconciliation, identified any discrepancies, and communicated with other providers as necessary.

Description

The Medication Reconciliation Enhanced Service Set Standard creates a single minimum standard for participating pharmacies across all local CPESN networks and pharmacies participating in CPESN USA who offer Medication Reconciliation as an enhanced service set. This standard can be revised only by action of the Board of Managers. Local CPESN networks have the prerogative to require additional Medication Reconciliation standards for their network.

Medication Reconciliation Service Set Prerequisites and Services

Prerequisite(s)*

Maintain competency for the medication reconciliation process

Minimum Requirements

- Collect and obtain medication lists for the patient from the pharmacy, the patient, the providers (i.e., primary care provider, specialists, and possible discharge summary). Lists should include all prescription medications, over-the-counter medications, and nutritional supplements.
- Compare the collected medication lists
- Make clinical decisions (dosages, administration times, frequency, routes, interactions and discrepancies) based on the comparison of the lists.
- Collaborate with provider(s) to make any necessary medication changes.
- Ensure patient is taking all medications that are on the final medication list. If patients are unsure of medication statuses, assess availability of prescription (i.e., fill history, remaining refills, and barriers to initial fill/refill).
- Assess the patient’s understanding of the disease process, medications, and possible adverse effects. Educate the patient as necessary.
- Communicate the new complete medication list to patient, caregiver(s), any relevant care team members and primary care provider.
- Document medication reconciliation activities.

Revision History

Board of Manager Approval Date	Summary of Revisions
4/18/2019	Approved by the CPESN USA Board of Managers upon the Service Sets Workgroup’s recommendation

*Prerequisite(s): Skillset of the pharmacist(s) and pharmacy staff members in order to perform the minimum requirements of the service set standard.

CPESN USA Minimum Service Set Revision History:

<i>Board of Manager Approval Date</i>	<i>Summary of Revisions</i>
9/15/2020	Immunizations name edited to be "Adult Immunizations" and includes an edited definition and Service Set Standard. Personal Medication Record edited to have a new name, "Current Medication List" and a new associated definition. This concludes the initial review of the entire minimum required service set
12/17/2019	Medication Synchronization Process definition revised and now has an accompanying service set standard
9/17/2019	Comprehensive Medication Review definition revised and now has an accompanying service set standard
4/18/2019	Medication Reconciliation definition revised and now has an accompanying service set standard
1/31/2019	Requirement for face-to-face access added.