

The Proactiveness of Practice Transformation

Last week, I noticed through various news outlets and social media that CVS, Walgreens, and Walmart agreed to payout in lawsuits from state and local governments a combined amount of almost 13 billion dollars. These lawsuits are in reference to their “mishandling” of opioid prescriptions. As part of our practice transformation efforts, we included a progression on opioid stewardship for this exact reason—proactively create a robust opioid stewardship program that not only protects the practice from the potential of lawsuits, but more importantly improve the care of your patients with medication optimization strategies. And that is the value of practice transformation—it reduces practice risks while increasing payment opportunities.

A robust opioid stewardship program that is developed and implemented consistently with each opioid patient encompasses all six domains. Utilizing med sync and the appointment-based model allow you the time to talk to your patients regarding their medications including any pain management medications. These patients need to be monitored and followed-up routinely to assess for pain control, adverse drug events, addiction risk, and drug interactions. Technicians and other support staff need to be integrated into the opioid stewardship program to take responsibility for practice tasks such as dispensing, medication synchronization, and patient triage to help free up pharmacists to provide clinical services and medication reviews. It requires us to document within our e-care plan platforms, so we have “proof” that we actively provide an opioid stewardship to our patients. Collaborative working relationships with prescribers and other stakeholders is essential to improved patient management. And last, but certainly not least, more and more payers are implementing payment for opioid stewardship programs—even without a payer program—implementing these programs provide protection for the practice from lawsuits.

Optimize practice transformation processes in your pharmacy and apply Flip the Pharmacy tools and resources to developing an opioid stewardship program. Your proactiveness will protect you, your practice, and your patients.