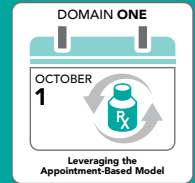


# Hypertension Progression Change Package Month 1

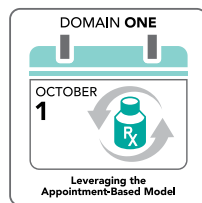


## Flip the Pharmacy: Champion Checklist

- ☐ Optimize your medication synchronization process.
- ☐ Identify patients who are nonadherent and would benefit from being enrolled into medication synchronization.
- ☐ Enroll at least **10 patients** into medication synchronization. Focus on patients with a medication for hypertension.
- ☐ Document and submit an eCare plan for at least **5-10 patients** that are enrolled.

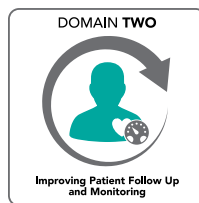
## A Look Ahead with the Hypertension Progression

### Caring for the Patient with Hypertension Road Map



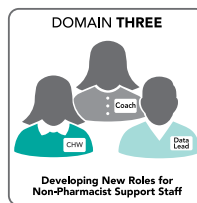
#### DOMAIN ONE Appointment- Based Model

- Identify nonadherence
- Enroll patients into medication synchronization



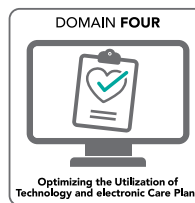
#### DOMAIN TWO Follow up and Monitoring

- Incorporate longitudinal follow-up
- Prepare to monitor blood pressure



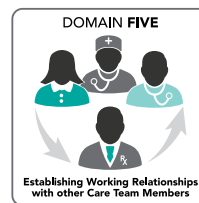
#### DOMAIN THREE Non-Pharmacist Support Staff

- Enhance non-pharmacist support staff roles within the pharmacy
- Collect and document blood pressure measurements



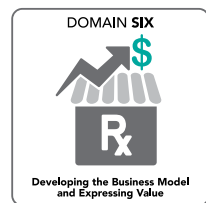
#### DOMAIN FOUR Utilization of Technology and eCare Plans

- Maximize your technology tools to increase efficiency in workflow
- Continue to collect and document blood pressure measurements



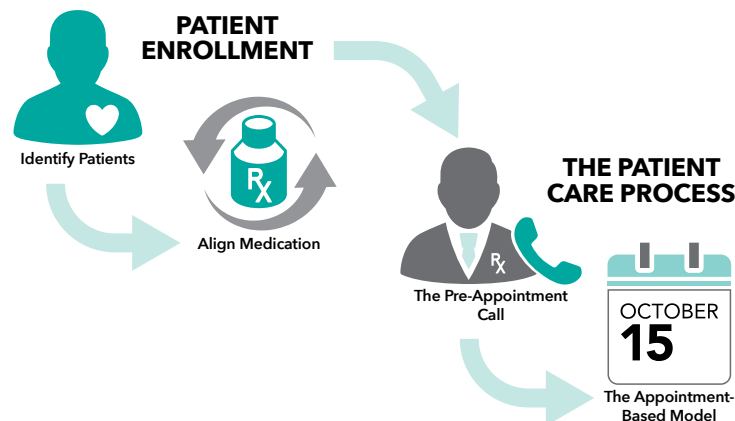
#### DOMAIN FIVE Other Care Team Members

- Practice care coordination in communicating with providers



#### DOMAIN SIX Developing the Business Model and Expressing Value

- Share the value that your community-based pharmacy brings



➔ Click [HERE](#) to access a printable version of the **Caring for the Patient with Hypertension Road Map**

# Is your Pharmacy Optimizing Medication Synchronization?

## Free up the Pharmacist:

### Create More Time for the Patient Care Process



**Medication Synchronization** is a proactive patient-care approach to align all of the patient's refills to a single appointment date each month. It's not just aligning refills and putting on auto refill. Imagine if your patients showed up at scheduled times, there were fewer phone calls, more time for patient prep and interaction, etc. This needs to be the new reality for community pharmacy practice.

**Medication Synchronization helps CONTROL the pharmacy workflow and provides the TIME to offer ADDITIONAL patient care services.** Plus the specific APPOINTMENT for you to schedule add-on services.

**Medication Synchronization has been shown in multiple studies to directly improve adherence rates.** It creates time for a proactive review of the patient's complete medication profile and also helps identify potential gaps in care or high risk medications.

**The key to Medication Synchronization is the preparation call and "appointment" or "pick up."** The appointment allows for the provision of enhanced services such as comprehensive medication reviews, diabetes services, point of care testing, etc. Tying these pharmacist-led services to the medication pick up cuts down on one common barrier to all patient care: ensuring that the patient shows up for their appointment.

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## Are You Optimizing Medication Synchronization?

### Assess your Medication Synchronization

**Remember:** Medication Synchronization creates more time for Pharmacist's to engage in Patient Care – including documentation of eCare plans.

### **ACTION ➔ Complete your Medication Synchronization Assessment**

The quick, 5 question **Medication Synchronization Assessment** on the following page will help you determine where to focus your workflow innovation for the month. **Share this with each of your pharmacy team members, compare and discuss results.** This is a great opportunity to identify areas to highlight as team successes and areas to focus on developing.

# Medication Synchronization Self-Assessment Quiz

Medication Synchronization vs. Autofill: *Which are you?*

1. How does your pharmacy recruit patients into Medication Synchronization?

Please check all that apply and add in anything else you do.

☐ We auto enroll all patients that are on a specific set of criteria

☐ Our in-window technician offers the service

☐ All staff know how to enroll

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2. About what percentage of your patients are enrolled in Medication Synchronization?

☐ 85% or more   ☐ 50-85%   ☐ 30-50%   ☐ 30%   ☐ 10%

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3. Do you document each patient that is enrolled into Medication Synchronization?

☐ Yes   ☐ No

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4. What is reviewed in the pre-appointment phone call? (*check all that apply*)

☐ Confirm medication to be filled

☐ Review any changes to medications

☐ Review any new medications

☐ Ask if the patient has seen a provider since their last medication pick up

☐ Review for potential drug therapy problems?

☐ Review for needed services?

☐ Do you address medication related problems prior to dispensing medications?

☐ Do you assess the need for enhanced services? (e.g., immunization, home delivery)

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5. What topics are typically discussed and/or what services are typically provided to the patient when they pick up their medications?

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**ACTION ➡ Review and Discuss your Team Results**

Use the results of your **Medication Synchronization Self-Assessment** to create your **Top 3 List**: What 3 things will your team **focus on this month** to identify nonadherence, enroll patients into Medication Synchronization, and document the patient encounter?

## Medication Synchronization

Below are the 3 changes we will be implementing this month.

*Post this list at your pharmacy so everyone on the team is clear about your focus for the month.*

### Driving **Change** Top 3 List

1

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2

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3

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### Tips for Patient Enrollment

#### 1. Identify patients who are nonadherent

- Run a report within your dispensing system of patients taking hypertension medications
- Patients that are impacting your **Electronic Quality Improvement Platform for Plans and Pharmacies** (EQulPP) scores
- Patients that would benefit from being followed-up each month
- Patients that call the pharmacy multiple times per month for medication refills
- Identify your most complex, high risk patients in your pharmacy. These patients may include:
  - Patients with at least 3 chronic condition medications
  - Patients with frequent emergency department visits or hospitalizations
  - Patients with many different prescribers involved in their care

## 2. Align medication

- Determine the sync interval
  - 30- or 90-day intervals depending on patient or pharmacy preference
  - 28-day intervals allow for prescriptions to consistently be filled on the same day of the week each month
- Select the anchor medication and med sync or appointment date
  - The appointment date will be the date all the refills will be aligned to
- Considerations for which med to choose for the anchor med:
  - Unbreakable packages
  - Expensive, unit of use, or special order medications
  - Patients on restricted budgets
  - Most refills already aligned
  - Farthest refill date



## 3. Pharmacy technician calls the patient for the Pre-Appointment (e.g., med sync call)

- Assess adherence to chronic medications, assess and note barriers to taking medications



### Preparing Prescriptions

As pharmacists review the prescriptions filled each month – they must be assessing for therapeutic outcomes, safety and effectiveness.

Beyond these three questions, the pharmacist is also quickly assess for:

- Any unnecessary therapeutic duplication
- Patient adherence issues
- An appropriate indication

The pharmacist completes a prospective DUR with each patient, at every encounter. And again, if the information on hand is not enough to assess, the pharmacist works to obtain that information to build a strong patient record over time.



### FINAL VERIFICATION



## 4. Appointment Date (e.g., med sync call pick-up or delivery date)

- During the pick-up, the pharmacist educates, counsels and discusses findings during the pre-appointment evaluation

## eCare Plan

On the next couple pages, the **Patient Encounter Documentation Form is reviewed**. The intention of this form is to help document the medication synchronization encounters within the eCare Plan. Over the next few months, we will build upon this form.



For more information on the **Test/Sample eCare Plan** case for this month, click [HERE](#) to review



# Patient Encounter Documentation Form

Each time you identify a Medication Related Problem (MRP) during the patient's pre-appointment preparation, be sure to document the intervention. Here is a tool you can use in workflow to document the intervention. Review the guide below to see when and how the tool can be used in the pharmacy.

## DOCUMENTING THE MRP:

After you have documented the MRP, intervention, and goal on paper, document within your technology partner for the eCare Plan.

### Documenting can be performed in a variety of ways:

1. Immediately after this document has been completed
2. During random downtimes by an appointed pharmacy staff member
3. During designated time throughout the day (e.g., slow periods, towards the end of the day)
4. After getting comfortable with documenting care plans, document directly into the care plan platform within the appointment-based model workflow

## How-To Guide

### MEDICATION RELATED PROBLEM (MRP):

Check the problem that you identify for a patient and put the date that this problem was identified

To the right of each row, common interventions are listed for the MRP

Patient Encounter Documentation Form	
Patient Name:	Medication:
DOB:	Rx #:
<b>Medication Related Problem</b> Date Identified: _____	<b>Intervention</b> Date Resolved: _____
<input type="checkbox"/> Noncompliance with medication regimen	<input type="checkbox"/> Medication synchronization or synchronization of repeat medication
Goal:	

**GOAL:** Free text format that is a goal the patient wants to focus on achieving. Could be different for each patient

### INTERVENTION:

Select a resolution (AKA intervention) to the MRP that you identified

Put the date the MRP was resolved. This may or may not be the same date as the MRP was identified

You may select one or more of these interventions for the MRP

There may be other interventions that are applicable to the MRP, but were not listed for simplicity purposes

There could be instances that you have an intervention but not necessarily a MRP

### For your reference:

Medication Related Problem	SNOMED CT Code
Noncompliance with medication regimen	129834002
Intervention	SNOMED CT Code
Medication synchronization (may be found as synchronization of repeat medication)	415693003

# Patient Encounter Documentation Form



Patient Encounter Documentation Form	
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DOB:	Rx #:
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Goal:	

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