Completed Grant Synopsis

Development of a Pharmacy Quality Ratings System
& Education of Community Pharmacists on Quality Ratings

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Objectives
1: Create a model for an overall "Pharmacy Star Rating" that could be used to inform the public about the quality of community pharmacies. 2: Create and Distribute Educational Programs to Community Pharmacists on Star Ratings, Quality Improvement and new Payment Models

Methods	
Design	Objective 1: • Formulate a model for an overall quality rating of a community pharmacy based on expert opinion and using PQA-endorsed quality measures • Pilot-test the model using data from EQuIPP to generate actual star ratings for a set of chain and independent pharmacies • Gather feedback from stakeholders on the quality rating model • Gather feedback from consumers on the quality rating model through several focus groups Objective 2: • Update the educational content of PQA's flagship educational program, Educating Pharmacists in Quality (EPIQ) • Disseminate the EPIQ educational materials to Colleges of Pharmacy and state pharmacy associations, and others
Study endpoints	• The drafting of model for a pharmacy quality ratings system that utilizes PQA measures • The gathering, synthesizing, and incorporating of stakeholder and consumer feedback related to such a model • The updating and disseminating of the online EPIQ modules through PQA's website and other channels

Results
• Draft model development: we produced a draft model for a pharmacy quality ratings system that utilized 6 quality measures from PQA that are currently tracked by EQuIPP for over 58,000 community pharmacies. The model provided a spread of ratings between 1 and 5 stars with the majority of pharmacies receiving 3 or 4 stars. The model can be implemented using data from one health plan or with aggregated data from multiple health plans; however, when using data from only one health plan there are few pharmacies that have sufficient numbers of patients to provide a reliable/valid rating. • Stakeholder and consumer feedback: a large majority of stakeholders were supportive of PQA/PQS taking the lead on development of a system for pharmacy quality ratings. Many specific comments were offered that help to refine the model parameters and to shape the future direction for appropriate deployment of the rating system in the marketplace. The consumer focus groups revealed a variety of perspectives on the potential use of pharmacy quality ratings. Many consumers thought the ratings might be useful when a consumer is dissatisfied with an existing pharmacy or is new to an area and looking for a pharmacy. However, there were a variety of opinions expressed regarding what parameters and measures should be considered a component of the quality ratings and varied expectations of pharmacists for supporting the health care needs of the consumer. • EPIQ revisions and dissemination: The EPIQ educational program has been updated to 26 modules on pharmacy quality topics. EPIQ is available to Colleges of Pharmacy and to pharmacists seeking continuing education credit on pharmacy quality. Hundreds of pharmacists have downloaded portions of EPIQ and the content of EPIC has been

included in live continuing educations programs with an estimated reach of 67,000 persons.

Conclusion

A nationwide quality ratings system for community pharmacies is feasible using data from multiple health plans that has been aggregated through the EQuIPP platform from Pharmacy Quality Solutions (PQS). This model is built on quality measures that were endorsed by PQA and that are pertinent to health plans and the federal government. Stakeholders felt comfortable with PQA/PQS taking the lead on development and deployment of the quality ratings system but offered caution in how the rating system is implemented and used by consumers and payers. More testing of the model is warranted with larger segments of health plan data.

The EPIQ educational program is now the standard for education of pharmacists on pharmacy quality topics. It is widely available via self-study downloads from the PQA website and has been used by Colleges of Pharmacy as well as live education programs with an estimated reach of 67,000 persons. It will continue to be actively promoted by PQA for ongoing support of pharmacy integration into a value-driven healthcare system