



COMPLETED GRANT SYNOPSIS

Community Pharmacy Practice transformation Initiative: Evaluating the Initial Year 1 of Flip the Pharmacy and Establishing a Framework for Future Assessment

William R. Doucette, PhD
University of Iowa | Iowa City, IA

Randy McDonough, PharmD, MS
Towncrest Pharmacy | Iowa City, IA

Melissa Somma McGivney, PharmD
University of Pittsburgh | Pittsburgh, PA

Jenny Bacci, PharmD, MPH
University of Washington | Seattle, WA

Kim Coley, PharmD
University of Pittsburgh | Pittsburgh, PA

Christopher Daly, PharmD, MBA
University at Buffalo | Buffalo, NY

Stefanie Ferreri, PharmD
University of North Carolina | Chapel Hill, NC

Megan Smith, PharmD
University of Arkansas for Medical Sciences | Little Rock, AR

Objectives

- 1) Describe the care reported by pharmacists utilizing eCare Plans during Flip the Pharmacy (FtP) year 1
- 2) Evaluate pharmacist/network facilitator key informant interviews about experiences in FtP year 1
- 3) Work to support broad use and assessment of eCare Plan data nationwide.

Methods

Design	<ul style="list-style-type: none"> • Objective 1: Descriptive study of eCare plan data obtained from CPESN USA from year 1 of Flip the Pharmacy. Frequencies were calculated the encounter reasons and procedures submitted in the eCare plans during year 1. • Objective 2: Semi-structured interviews of FtP participants from four teams. Interviewees in each team included one team lead, one coach and two pharmacists. Questions asked about the Flip the Pharmacy process and practice transformation activities. • Objective 3: Collaboration with CPESN USA for developing process and materials for sharing eCare plan data. Discussions were held about a data dictionary and data sharing process. Some universities worked to sign a data sharing agreement to access eCare plan data.
Study	<ul style="list-style-type: none"> • Objective 1: Frequencies of reasons for encounters and for procedures. These were

endpoints	<p>aggregated into categories of that represent pharmacist care activities.</p> <ul style="list-style-type: none"> Objective 2: Team leads, coaches and pharmacy champions’ experiences with Flip the Pharmacy and themes derived from their interview transcripts. Objective 3: Processes and materials to support eCare plan data sharing
-----------	---

Results

- A total of 368,297 eCare plans reporting 1,049,061 procedures were submitted for 133,210 patients in Year 1 by 526 pharmacies participating in Flip the Pharmacy. Seven categories of community pharmacy enhanced services were identified, based on the submitted SNOMED CT codes: Medication synchronization, Medication review, Monitoring, Immunizations, Patient education, Adherence and Recommendations.
- Ten themes were developed from the 20 interviews. In the Reach domain one theme was, “Readiness for practice transformation was most important when selecting pharmacies.” A theme for Effectiveness was, “Measures of practice transformation efforts’ impact on patient care are needed.” The Adoption domain had the theme, “Successful practice transformation requires strategic involvement of the entire pharmacy team.” The Implementation domain included the following themes, “Practice transformation domains are synergistic,” and “Pharmacy teams value opportunities to share and learn from each other.” A Maintenance theme was, “Maintenance of patient care services is dynamic and ongoing.” In addition, a COVID theme was identified: “COVID-19 accelerated practice transformation while creating new stress points.”
- Interactions with CPESN USA about an eCare plan data dictionary resulted in a more complete data dictionary that lists 91 variables that are contained in 11 datafiles. CPESN USA developed a durable data sharing agreement (DSA) that can be used repeatedly, with researchers reporting what new data will be used in a subsequent study. Thus far, at five universities have worked through the newly developed eCare plan data sharing process and have signed data sharing agreements.

Conclusion

Overall, this evaluation of Year 1 of the Flip the Pharmacy program found that the participating pharmacies established capability of providing a diversity of enhanced pharmacy services and reporting them in eCare plans submitted to CPESN USA. The seven categories of services included medication synchronization, medication review, medication adherence activities, immunizations, monitoring, recommendations and patient education. Participants in Flip the Pharmacy reported that practice transformation is a dynamic process, involving multiple domains and all their team members. Also, they stated that creating a practice transformation community among fellow CPESN members was helpful in supporting their own transformation efforts. Progress was made on sharing eCare plan data with researchers, including CPESN USA’s development of a data dictionary and a durable data sharing agreement process with feedback from the research team.