

# Changing Practice and Reaching a Unified Practice

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# Objectives for Our Discussion

*1. Let's put it in context:  
understanding the challenge*

*2. Preparing yourself:  
making sure you have the tools*

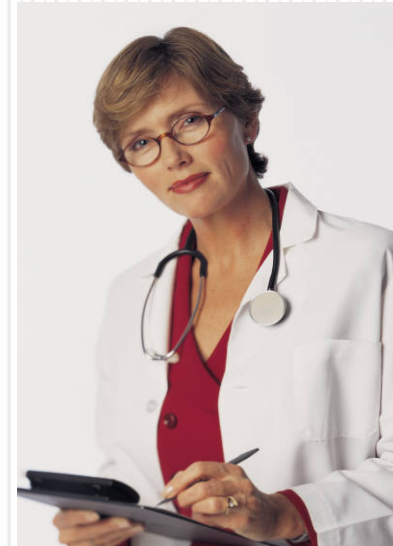
*3. Being successful: how will you know?*

# MEDICATION USE

Patient

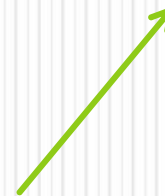
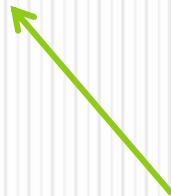


Prescriber



Complex drug therapies  
Multiple sources  
Specialized products  
Drug costs  
Compliance  
Inappropriate meds  
Ineffective doses  
Individual differences

Prescription Adaptation  
Med Check Program  
Medication Management

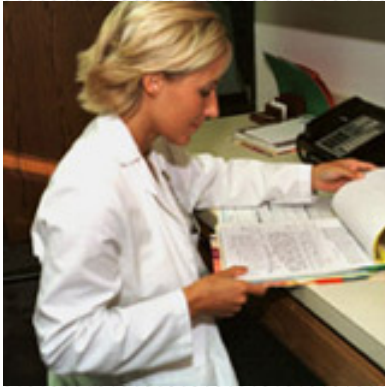


# Roles of the Pharmacist

*Dispensing*

*Clinical pharmacist*

*Medication (therapy) management*



***LET'S PUT IT IN CONTEXT:  
UNDERSTANDING THE CHALLENGE***

**Political Process**



**Prescription Adaptation**

**Clinical Process**



**Medication Management**



**Pharmaceutical Care**

# Our Healthcare Systems

**Product**  
**\$\$**

**Patient Care Services**  
**\$\$\$\$\$\$**

**Retail**  
**Commercialism**  
**Competition**  
**Marketing**  
**Technology**

**Pharmacy**

**Patient Care Practice**  
**Documentation**  
**Evaluation**  
**Reimbursement**

# Defining Medication (Therapy) Management (Minnesota State Legislature)

- 1) Performing or obtaining **necessary assessments** of the patient's health status;
- 2) Performing a **comprehensive medication review** to identify, resolve, and prevent medication-related problems, including adverse drug events;
- 3) Formulating a **medication treatment plan**;

# Defining Medication (Therapy) Management (Minnesota State Legislature)

- 4) Monitoring and **evaluating the patient's response to therapy**, including safety and effectiveness;
- 5) **Documenting the care delivered and communicating essential information to the patient's other primary care providers;**
- 6) Providing **verbal education and training** designed to enhance patient understanding and appropriate use of the patient's medications;

# Defining Medication (Therapy) Management (Minnesota State Legislature)

- 7) **Providing information, support services, and resources** designed to enhance patient adherence with the patient's therapeutic regimens;
- 8) **Coordinating and integrating medication therapy management services** within the broader health care management services being provided to the patient.

# Pharmaceutical Care Practice

Patient



Today's wants and needs

Responsibilities

Practitioner



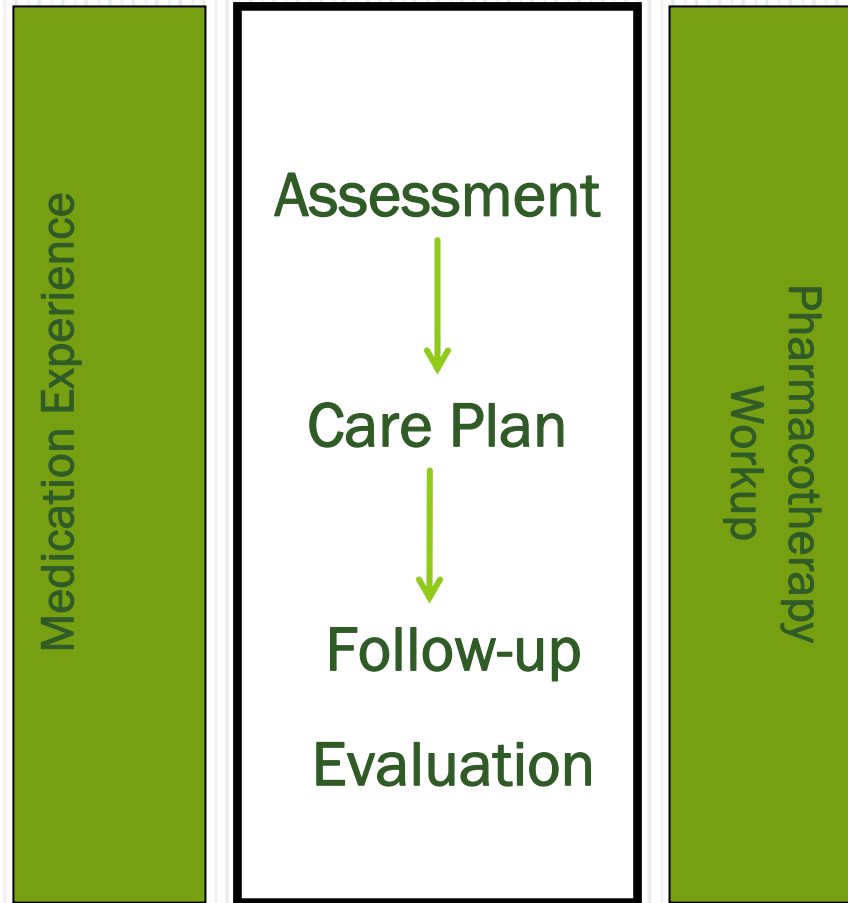
Philosophy of Practice

Social Obligation

Responsibilities

Patient-centered approach

Caring



*Therapeutic Relationship*

*Preparing yourself:  
making sure you have the tools*

1. Educate yourself
2. Understand the philosophy, patient care process and practice management system of pharmaceutical care
3. Practice to the standards of care

*Preparing yourself:  
(cont.)*

4. Train yourself to document well
5. Evaluate and improve your practice daily
6. Develop a lasting, financially viable practice without the perception of a conflict of interest

# How to work...

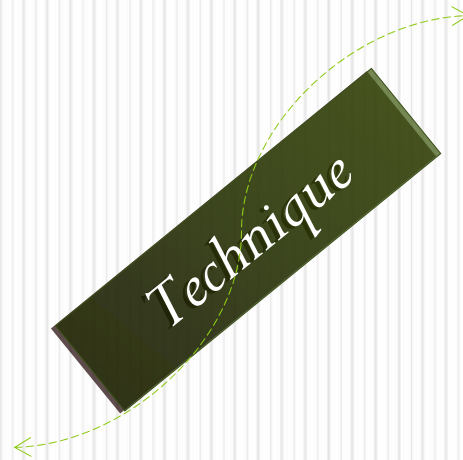
- Must be provided separate from dispensing
- Space requirements/privacy requirements
- Training requirements

# How to work...(cont)

- Documentation requirements for payment
- Must demonstrate cost effectiveness to continue

**Dispensing Related  
Services**

**Patient Care process  
(Assessment, Care  
Plan, Evaluation)**



**Dispensing  
Medications**

**Philosophy of  
Practice**

**Path 1**

**Path 2**

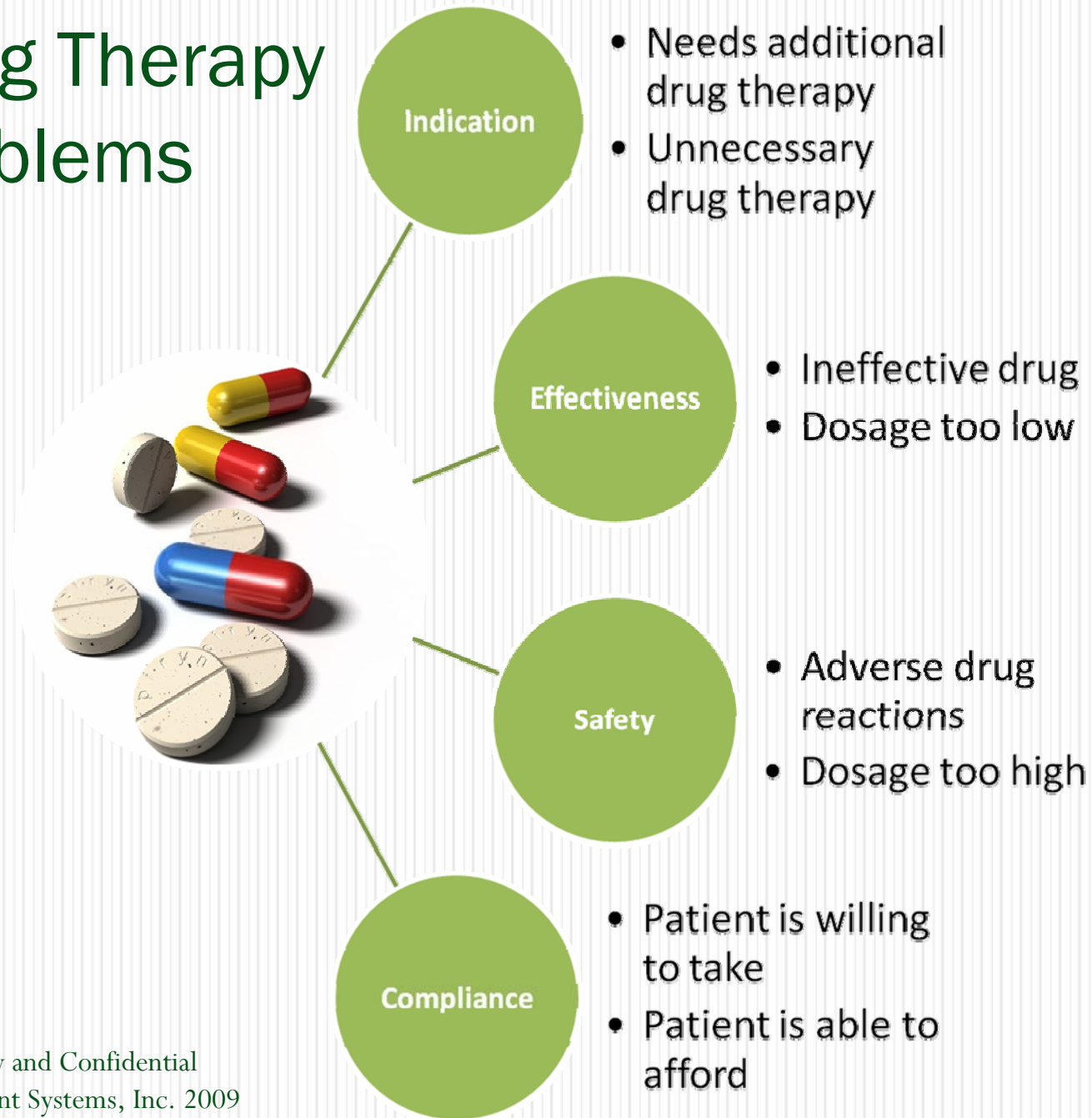
*Being successful:  
how will you know?*

1. How many drug therapy problems have you identified?
2. At what level are you achieving patients' goals of therapy?
3. What level of patient satisfaction are you achieving with your practice?

*Being successful:  
(cont)*

4. How well are prescribers accepting your practice?
5. How many patients return for follow-up evaluations?
6. What ROI are you able to achieve?
7. How happy are you with your performance?

# Drug Therapy Problems



# Drug Therapy Problems

DRUG THERAPY PROBLEMS	% of total
Unnecessary Drug Therapy	8%
Needs Additional Drug Therapy	26%
Ineffective Drug	10%
Dosage Too Low	23%
Adverse Drug Reaction	10%
Dosage Too High	8%
Noncompliance	15%

## *Being successful: how will you know?*

1. 80-90% of patients reach their goals of therapy
2. 95% of patients are satisfied
3. 97% of physicians accept your recommendations

## *Being successful: how will you know?*

4. 80% of patients return
5. Your ROI is at least 3:1 and as high as 12:1
6. You will have a new level of professional satisfaction

# The Pharmacist in Patient Care

## ASSESSMENT

Reveal the **patient's medication experience**

**Identify drug therapy problems**  
of appropriateness, effectiveness, safety, and compliance with medications



## CARE PLAN

Establish **personalized goals of therapy**

**Resolve** drug therapy problems

**Personalize** Interventions



## FOLLOW-UP

**Evaluate Effectiveness and Safety**

Determine **Actual Patient Outcomes**

# Summary of Our Discussion

*1. Understand the challenge*

*2. Make sure you have the tools*

*3. Know how to tell if you are successful*