FUELING EFFICIENCY:
TIPS FOR CONDUCTING EFFICIENT CMR/AS

Katie Schroeder, PharmD
Pharmacy Resident
The Medicine Shoppe, Two Rivers
Objectives

• Identify techniques to stay on time while performing CMR/As.
• Describe tips for redirecting patients.
• List strategies to efficiently summarize at the end of CMR/A.
I have no conflicts to disclose
Background

• Completing community pharmacy practice residency through UW-Madison School of Pharmacy.
• Main coordinator of WPQC activities at our site.
• Average about 10 CMR/As per month.
Keeping an Eye on Time

RacePace Clock

00:11:23.70

00:05:41.20
Keeping an Eye on Time

Setting expectations

• Provide timeline upfront when scheduling visit

• Review timeline at beginning of visit

• Ensure patient has the time available
Keeping an Eye on Time

_Determine the Agenda_

- Prioritize your agenda before patient arrives
- Create an agenda with a timeline for the visit
- Focus on patient concerns
Redirecting Patients

Changing Lanes
NEXT EXIT
Redirecting Patients

Assessment

• Scheduler may notice chatty patients.

• Open the visit with “How are you today?”

• Pay attention to how they answer questions during the background collection.
Redirecting Patients

Tips for chatty patients

• Use closed ended questions during background collection.

• For long medications list, confirm the medications instead of relying on patient recall.
Redirecting Patients

Tips for chatty patients

• Use your timeline!

• Redirect based on THEIR concerns not yours.
Summarizing Your Visit
Summarizing Your Visit

Highlights

• Explain you will contact their doctor about...

• Highlight the top 2 to 3 pharmacist recommendations.
Summarizing Your Visit

Patient Commitment

• Ask patient for their health goals.
  – Make sure to include those on the MAP

• Explain follow-up visit expectations.
  – Schedule follow-up visit at conclusion of first visit
Pitstop!
Pitstop! Let’s recap…

• Set clear time expectations with patients.
• Prepare your agenda before the visit.
• Look for signs of chatty patients.
• To redirect chatty patients use more directed questions and relate redirects to their concerns.
• Highlight the main points of the visit.
• Accountability builds creditability.
Questions?