

WPQC Roles for the Community Pharmacy Technician

As a part of the Wisconsin Pharmacy Quality Collaborative (WPQC), pharmacies are performing comprehensive medication reviews and assessments and other Medication Therapy Management (MTM) services for qualifying patients with the goal of retooling the pharmacist's role in improving health outcomes and reducing costs for patients. Technicians are a very important part of the success of this program and the health of patients.

HOW THE PHARMACY TECHNICIAN CAN GET INVOLVED:

- Become an advocate for the WPQC quality-based best practices
 - Brief Medication History for New Patients
 - Fill out intake form
 - Provide reminder slip with prescription
 - Continuous Quality Improvement (CQI)
 - Compare name and NDC on bottle to name and NDC on Rx label or receipt
 - Document quality related events (near misses, errors)
 - Two Unique Identifiers
 - Name and Date of Birth (DOB)
 - Address or phone number
 - Allergies & Adverse Drug Reaction Checking
 - At entry, input, or check-in
 - Document on intake form
 - Ensure pharmacist verifies
 - Pediatric Dose Checking
 - Flag "peds" prescriptions (age < 12 years)
 - Write weight on hardcopy
 - Include dose check form with prescription
- Communicate WPQC program details to all staff in order to promote success of the site and health of the patients
- Help identify patients who qualify for services:
 - Intervention-based (Level I) Services:
 - Any patient with prescription drug coverage by a participating payer
 - Comprehensive Medication Review & Assessment (Level II) Services may have 1 or more of the following:
 - Taking 4+ prescriptions to treat 2+ chronic conditions (at least 1 condition must be hypertension, asthma, diabetes, chronic kidney disease, heart failure, dyslipidemia, COPD, or depression)
 - Diabetes
 - Prescriptions written by multiple providers

- Discharged from the hospital or long term care facility within the past 14 days
 - Health literacy issues
 - Prescriber referral
 - Patient identification can occur while inputting the prescription, reviewing insurance company edits in the software system, preparing the prescription, or speaking to patients at the intake or consultation windows (i.e. flagging patients with potential for Level I services, identifying potential lack of adherence)
 - Running reports in the claims system can be helpful in identifying potential patients for the services.
- Promote the WPQC program to patients
- Post marketing materials throughout practice site
 - Provide brochures to patients when applicable
 - Engage in conversation about the program with patients
 - Discuss in the community (be proud to be part of this unique program!)
- Set up Level II Comprehensive Medication Review and Assessment appointments with patients
- Place reminder call 1-2 days prior to their appointment
 - Remind them what to bring along (use “What to Bring” document)
 - Provide time estimation for appointment length
- On day of appointment:
- Direct the patient into the designated patient care area
 - Gather preliminary information from the patient
 - Demographics
 - Patient, physician and caregiver information
 - Update medication list, including OTC’s & supplements
 - Collect other information as determined by the pharmacist
 - As patient leaves appointment, ensure follow up visits are scheduled as needed
 - Help patient complete Level II patient satisfaction questionnaires after the pharmacist leaves the designated patient care area

RESPONDING TO PATIENT QUESTIONS:

What is Medication Therapy Management (MTM)?

MTM is a service paid for by your health plan. You meet one on one with the pharmacist who will review your allergies, health conditions and all medicines and supplements you take, including medicines not filled or purchased at our pharmacy. During this time, you and the pharmacist can talk about topics that are of interest to you or that the pharmacist thinks might help you with your medications.

Doesn't my doctor already provide these services?

We understand the importance of your relationship with your doctor and that's why we work with all of your doctors to ensure we are on the same page. Your doctor is your medical and health

specialist and your pharmacist is your medication expert. Together, we can make sure you are receiving the best care possible.

I thought pharmacists already provided these services.

The pharmacist already reviews your prescriptions for accuracy, interactions, and appropriateness. This appointment gives us a chance to review all of the medicines you take, including medicines not filled or purchased at our pharmacy, and also for you to ask us questions you may not have had the time or privacy to ask.

My caregiver takes care of my medications.

I'm glad you have someone to assist you. We would like to review your medications to ensure they are the right kind and dose for you and to make sure they all mix well together. If you'd like, your caregiver could join us to address any questions he or she may have about your medications.

Worst case scenario: If you end up in the Emergency Room without your caregiver, it is good to know which medications you are on so your doctors can take better care of you and not give you something you shouldn't have.

I'm embarrassed; I don't want to discuss this with my pharmacist whom I know well.

The information we discuss during the meeting will be kept confidential. Some key information will be shared with your doctor(s) and your health plan. Your individual information is not given to your employer and will not affect any of your other health plan benefits.

Participating in the program offers time for us to sit down together in a private, secure setting so we may discuss any questions or concerns you may not have had the time or privacy to ask.

(Another possible option: offer to schedule the appointment with another pharmacist the patient doesn't know as well.)

I just don't have time.

We completely understand the stresses of having a busy schedule and that's why we can be flexible and meet when it is convenient for you. The length of the visit will depend on what questions you have and what you and I decide to focus on. Most visits take between 30 and 45 minutes. We can review your top concerns and meet for a follow up if necessary.

I can't afford it.

There is no cost to you. This program is sponsored by your health plan, who realizes how important face-to-face visits with your pharmacist are. The information we discuss is for your overall well-being.

What should I bring to the appointment?

Please bring all of the medicines you take, even if you get them from another pharmacy, in the mail or from the internet, including over the counter medicines and supplements. Also, if you have print-outs from recent clinic visits or lab tests, those would also be helpful to bring. If you are diabetic, please bring your glucose meter or log books.

Please give us a call if something comes up and you cannot make it to our appointment. We will call you the day before the appointment to remind you of the visit.