2222

TUESDAY, SEPTEMBER 9:
Pharmacy Practice Accreditation
WELCOME

Kate Gainer, PharmD
Executive Vice President & CEO
Iowa Pharmacy Association
Outline of Today's 2/2/2

PRESENTER

Lynnae Mahaney, BSPharm, MBA, FASHP
Executive Director
Center for Pharmacy Practice Accreditation
Center for Pharmacy Practice Accreditation

September 9, 2014

Lynnae Mahaney BSPharm, MBA, FASHP
Mission of the Center for Pharmacy Practice Accreditation

The mission is to serve the public health by raising the level of pharmacy-delivered patient care services through accreditation of the pharmacy practice.
Vision for Pharmacy Practice Accreditation

- **Standards facilitate**
  - High quality, safe and effective dispensing and patient care services
  - Use of patient care data to **advance patient care**, enhance medication safety, and improve care delivery.
  - Harmonization with existing accreditation programs
  - Differentiation from statutory requirements

- **Accreditation process facilitates**
  - Innovation
  - Continuous improvement
  - Recognition

9/10/2014
CPPA: A Professional Partnership

- National Association of Boards of Pharmacy
- American Pharmacists Association
- American Society of Health-System Pharmacists
Center for Pharmacy Practice Accreditation

- Board of Directors
- Executive Director
- Standards Oversight Committee
- Accreditation Process Oversight Committee
- Community Pharmacy Practice Standards Development Committee
- Specialty Pharmacy Practice Standards Development Committee
Accreditation Value

- National trend toward accreditation of all health care organizations and programs
  - Demand for proof of competency/value
  - CPPA uses standards developed by the profession
  - CPPA accreditation will help you define your future

- Payment structures in US Health Care System
  - Emphasizing comprehensive and continuous medical care
  - Goal of maximizing health outcomes
  - Moving toward quality assessment of healthcare practices
  - Payment linked to quality metrics (CAPS, Star Ratings)

- Provider Status
  - ACO Requirement
Accreditation Value

- **Provider and Payer Networks**
  - Consistent level of services and improved patient outcomes
  - Network limitation trends/pay for performance - fee for service and bonus
    - Preferred pharmacy practice networks
    - Star ratings
    - Requirement for specialty pharmacy practice accreditation
  - MTM network service providers

- **340B hospital contract pharmacies**
- **Schools of pharmacy practice sites**
- **Align with national regulatory and organizational quality standards**
- **Harmonize with accreditation programs where possible**
Community Pharmacy Practice Standards

- Developed over a 4-5 year period
- Committee structure of professional peers
- Input from practitioners, manager/owners, consumers, payers and other stakeholders
- Broad perspective and input
- All comments reviewed and considered
Community Pharmacy Practice Standards

- Domain I  Practice Management
- Domain II  Patient Care
- Domain III Quality Improvement
- Goal Standards
Community Pharmacy Practice Standard

- Patient Care Domain encompasses both patient care services and counseling services
- Will not require frequent change
- Accompanying Interpretive Narrative
  - Include published best practices and standards
  - Revised as needed
  - Basis for evaluating the practice for accreditation
Domain 1 Practice Management

- Organizational structure
- Staffing
- Environment for service delivery
- Information systems and technology
- Health information technology
- Integrity and privacy of data and information
- Business model GOAL
Domain II Patient Care Services

- Practice provides patient-centered services
- Criteria for patient care services
- Pharmacist-provided medication therapy management services
- Pharmacy practice provides other patient care services
  - Two services from list
  - Outsourced services
Domain II Patient Care Services cont.

- **Patient Counseling defined process**
  - Ascertain patient’s understanding...and provide counseling based on need determined by the pharmacist or upon request of the patient
  - Minimally includes medication initiation, any change to medication therapy, high risk medications, and high risk patient populations.

- **Staff training and professional development**

- **Process for evaluating effectiveness of counseling**
  - **GOAL**
Domain III Quality Improvement

- Pharmacy practice operates a CQI program
- Education and training of staff on quality improvement
- Use of consumer feedback to improve patient satisfaction and improved outcomes
Ten Goal Standards

- **Domain I: Practice Management**
  - Promote Continuing Professional Development
  - Electronic pharmacy IS to facilitate access to patient information
  - Access to CDS systems for EB decision making
  - Electronic interface with other health care entities for EHR
  - Business model development to support deliver of value-added patient care services
Ten Goal Standards cont.

- **Domain II: Patient Care Services**
  - Pharmacists have a relationship with prescribers caring for their patients and support collaborative practice agreements
  - Explore implementation of electronic systems that generate and receive documents using SNOMED CT MTM Value Set Access to CDS systems for EB decision making
  - Document patient counseling to facilitate BPH/continuity of care
  - Process for evaluation of effectiveness of care
Ten Goal Standards cont.

- Domain III: Quality Improvement
  - Pharmacy practice implements root cause analysis processes
Accreditation Program

- On-line Application
- Document Assessment – Table Top Review
- Conduct Survey Methodologies
- Accreditation Report
- Review by Accreditation Oversight Committee
- Accreditation Status Decision

Competitive Fee Structure

9/10/2014

Competitive Fee Structure
Community Pharmacy Practice Accreditations

Johns Hopkins Outpatient Pharmacy at the Arcade
1800 Orleans Street M2125
Baltimore, Maryland 21287

Goodrich Pharmacy
601 Jacob Lane
Anoka, Minnesota 55303
Future CPPA

Accreditation of Pharmacy Practice Across the Entire Medication Use Process

- Development of other standards
  - Specialty Pharmacy - Underway
  - Acute Care Medication Use Processes
  - Medication Safety
  - Ambulatory Care (Clinic/Home Care)

- Collaboration with Other Accrediting Organizations
  - ASHP Residency (initiated)
  - Hospital or other practice site accreditors
Specialty Pharmacy Practice Standards

1.0 Organizational Infrastructure
2.0 Access to Medications
3.0 Clinical Management Services
4.0 Continuous Quality Improvement
What is a specialty pharmacy practice?

CPPA defines specialty pharmacy practice as a pharmacy practice created:

1. To manage the medication access and handling requirements of specialty pharmaceuticals, including dispensing and distribution, and

2. To provide clinical management services for patients with rare and/or chronic disease receiving specialty medications, aimed towards achieving the desired patient therapeutic and economic outcomes.
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<tr>
<th>Name</th>
<th>Title/Position</th>
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<tbody>
<tr>
<td>Bruce Scott, RPh (Chair)</td>
<td>President, CADENT Group LLC</td>
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<tr>
<td>Andy Pulvermacher, Pharm.D</td>
<td>Pharmacy Supervisor-Specialty Pharmacy Services</td>
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<td>Nick Calla</td>
<td>VP Industry Relations</td>
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<td>Gary Rice, RPh, MS, MBA, CSP</td>
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<td>Kevin Colgan, MA, FASHP</td>
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<td>Lisa Linn Siefert, RPh, FASHP, ASQ-CMQ/OE</td>
<td>Corporate Manager, Accreditation, Quality, and Clinical Education</td>
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<td>Reeves Sain-EntrustRx</td>
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2015 Envisioned Practice

‘Pharmacists will have the authority to manage medication therapy and will be accountable for patients’ therapeutic outcomes... working cooperatively with practitioners of other disciplines to care for patients... Pharmacists will achieve public recognition that they are essential to the provision of effective health care.’

JCPP Future Vision of Pharmacy Practice Nov 10, 2004
QUESTIONS?
THANK YOU

For more information contact:

www.pharmacypracticeaccredit.org

lmahaney@pharmacypracticeaccredit.org

608.444.7847
THANKS FOR ATTENDING!

JOIN US TUESDAY, OCT 14:
PRE-ELECTION BRIEFING

Questions? Contact Laura Miller at lmiller@iarx.org or 515-270-0713