



**STAY ENGAGED. STAY INFORMED.**

**222**

**TUESDAY, SEPTEMBER 9:**

**Pharmacy Practice  
Accreditation**

# WELCOME



**Kate Gainer, PharmD**  
Executive Vice President & CEO  
Iowa Pharmacy Association



# PRESENTER



**Lynnae Mahaney, BSP Pharm,  
MBA, FASHP**

Executive Director

Center for Pharmacy Practice Accreditation



# Center for Pharmacy Practice Accreditation



September 9, 2014

Lynnae Mahaney BScPharm, 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

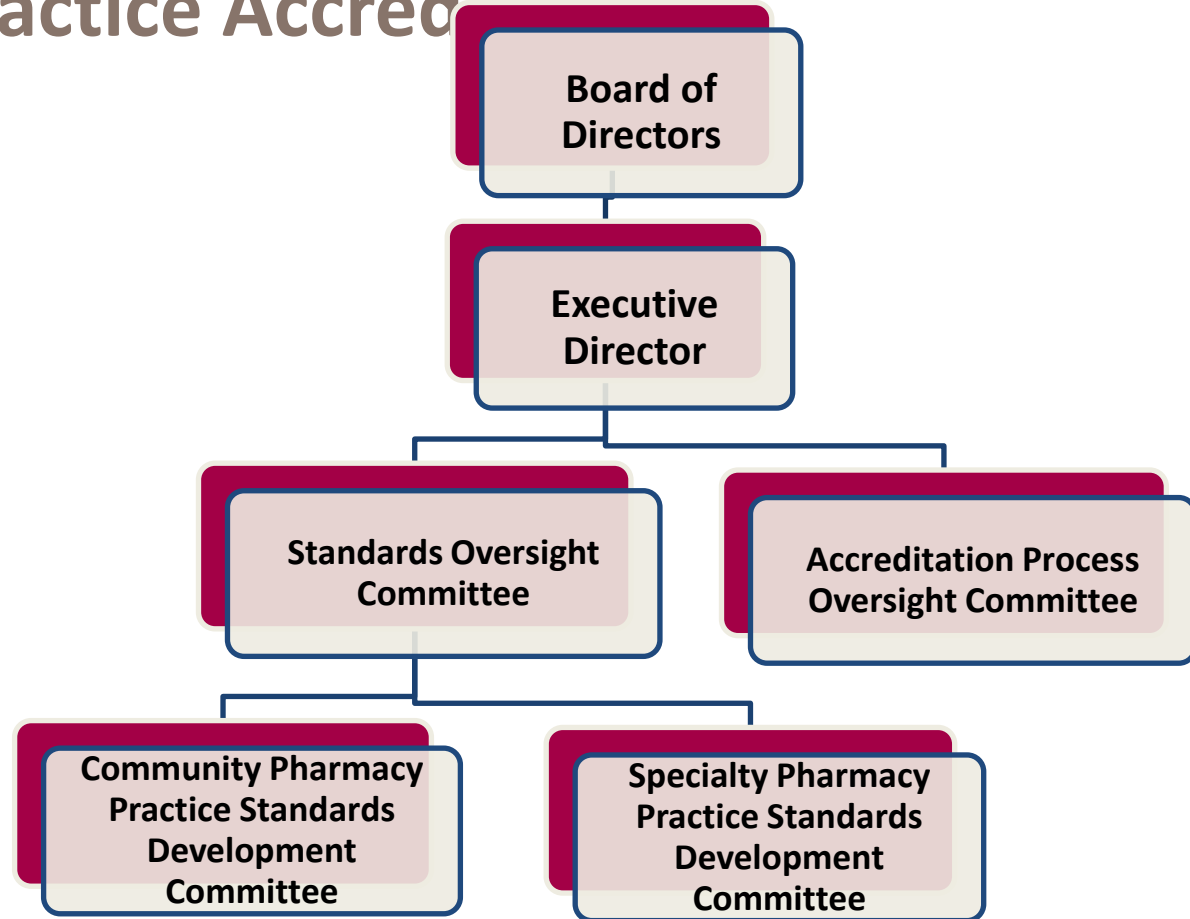
- **Innovation**
- **Continuous improvement**
- **Recognition**

# CPPA: A Professional Partnership



- **National Association of Boards of Pharmacy**
- **American Pharmacists Association**
- **American Society of Health-System Pharmacists**

# Center for Pharmacy Practice Accreditation





# 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 I 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 continuity of care

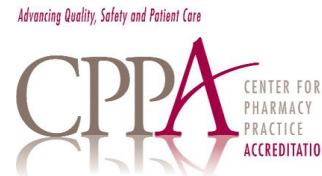
# Ten **Goal** Standards cont.

- **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**

# **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**



# Definition: Specialty Pharmacy Practice

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

# CPPA Specialty Pharmacy

Advancing Quality, Safety and Patient Care

## Practice



## Accreditation Standards

## Development Committee

**Bruce Scott, RPh, (Chair)**  
President, CADENT Group LLC

**Judy Pulcrone, PharmD, RPh, FASHP**  
Pharmacy Supervisor-Specialty Pharmacy  
Services University of Wisconsin Hospital and  
Clinics

**Nick Calla**  
VP Industry Relations  
Community Specialty Pharmacy Network  
(CSPN)

**Gary Rice, RPh, MS, MBA, CSP**  
Vice President, Clinical Services  
Diplomat Specialty Pharmacies

**Kevin Colgan, MA, FASHP**  
Corporate Director of Pharmacy  
Rush University Medical Center

**Lisa Linn Siefert, RPh, FASHP, ASQ-CMQ/OE**  
Corporate Manager, Accreditation, Quality, and  
Clinical Education  
Walgreens Infusion and Respiratory Service

**Brian K. Komoto, PharmD**  
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**Denise Wolff PharmD**  
National Account Manager  
EMD Serono

**Rich Palombo, RPh**  
Senior Director of Pharmacy Regulatory Affairs

**Bradley Wooldridge,**  
RPh In Charge  
Reeves Sain-EntrustRx,

Express Scripts

## 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

*Advancing Quality, Safety and Patient Care*



# QUESTIONS?

*Advancing Quality, Safety and Patient Care*



**THANK YOU**

**For more information contact:**

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**THANKS FOR ATTENDING!**

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**JOIN US TUESDAY, OCT 14:  
PRE-ELECTION BRIEFING**

**Questions? Contact Laura Miller at [lmiller@iarx.org](mailto:lmiller@iarx.org) or 515-270-0713**