Training Residents on the Pharmacists’ Patient Care Process

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Disclosures

Erin E Pauling is a consultant for the American Pharmacists Association.

Janelle F Ruisinger has nothing to disclose.
CPE Information

• Target Audience: Pharmacists
• ACPE#: 0202-0000-19-033-L04-P
• Activity Type: Knowledge-based
At the completion of this knowledge-based activity, participants will be able to:

1. Describe the development, functional components, and importance of the Pharmacists’ Patient Care Process (PPCP).
2. Identify how the PPCP training aligns with residency goals and objectives.
3. Discuss techniques and methods for preceptors to successfully incorporate the PPCP in their practice sites and learning experiences.
1. Why was the Pharmacists’ Patient Care Process (PPCP) developed?  
   A. To create a new way for pharmacists to practice  
   B. To more precisely describe the role of pharmacists  
   C. To move pharmacists into a primary dispensing role  
   D. To limit time spent on pharmacist-patient interactions
2. Which of the following is TRUE regarding the PPCP and PGY1 Community-Based Pharmacy Residency Education and Training Standards, Competency Areas, Goals and Objectives (CAGOs)?

A. There is almost no alignment with the PPCP and the PGY1 Community-Based Pharmacy Residency CAGOs.
B. The PGY1 Community-Based Pharmacy Residency Standards require pharmacists at the residency practice site to use the PPCP.
C. According to the PGY1 Community-Based Pharmacy Residency CAGOs, the PPCP should not be utilized during patient centered dispensing.
D. The PPCP cannot be utilized when pharmacy residents provide immunizations.
Assessment Questions

3. Which activity is best associated with the implementation step of the PPCP?
   A. Developing a patient-specific medication action plan
   B. Interviewing a patient to obtain his/her allergies
   C. Providing a patient his/her annual influenza vaccination
   D. Reviewing a patient’s medication record for refill histories
4. A pharmacy resident is currently on your rotation in the community pharmacy. A patient inquiries about an over-the-counter product that he can take to treat his back pain. Together, you and the resident determine the patient, based on his symptoms, must be referred to his primary care provider. What step of the PPCP was completed?

A. Assess
B. Collect
C. Document
D. Follow-up
Pharmacists’ Patient Care Process

“Consistent process of care in the delivery of patient care services”
Haven’t we always done this?

• YES…but…
  • Fractionation of profession and emergence of different care models
    • Medication Therapy Management (MTM) model
    • Patient-Centered Primary Care Collaborative (PCPCC) model
    • Pharmaceutical Care model

Harris, et al., 2012.
MTM Model

Medication Therapy Review (MTR)

Personal Medication Record (PMR)

Medication-Related Action Plan (MAP)

Intervention and/or Referral

Documentation and Follow-up

Harris, et al., 2012.
PCPCC Model

1. Assessment of medication-related needs
2. Identification and categorization of medication-related problems
3. Development of care plan
4. Follow-up evaluation
Pharmaceutical Care Model

Care Plan

Assessment  Continuous Follow-Up  Evaluation

Harris, et al., 2012.
Why now?

• Evolution from medication distribution

• Expanded pharmacist patient care services

• Movement toward outcomes-based payment
Why now?

• Accreditation standard for colleges and schools of pharmacy
  • Accreditation Council for Pharmacy Education (ACPE)
    • Standard 10: Curriculum Design, Delivery, and Oversight
      • Key Element 10.8: “Pharmacists’ Patient Care Process” – The curriculum prepares students to provide patient-centered collaborative care as described in the Pharmacists’ Patient Care Process model endorsed by the Joint Commission of Pharmacy Practitioners (JCPP).”
• Required Competency Areas, Goals, and Objectives for Postgraduate Year One (PGY1) Community-Based Pharmacy Residencies
  • Competency Area R1: Patient Care
    • Goal R1.1: “Provide safe and effective patient care services including medication management, health and wellness, immunization, and disease state management including medication management following the JCPP Pharmacists’ Patient Care Process. Services are provided to a diverse range of patients in collaboration with the health care team.”
Required Competency Areas, Goals, and Objectives for Postgraduate Year One (PGY1) Managed Care Pharmacy Residencies

- Competency Area R1: Patient Care
  - Goal R1.1: “Provide safe and effective patient care services including medication management, health and wellness programs, and disease state management following the JCPP Pharmacists’ Patient Care Process. Services are provided to a diverse range of patients in collaboration with the health care team.”
Pharmacists’ Patient Care Process

Collect
Assess
Plan
Implement
Follow-up: Monitor and Evaluate

Collaborate
Communicate
Document

Patient-Centered Care

How to Implement the Pharmacists’ Patient Care Process, 2015.
PCCP: Foundational Principles

• Consistent process

• Any practice setting

• Any patient care service

• Level of intensity varies depending on the service
Patient-Centered Care

“Care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.”

- Continuous healing relationships
- Customized
- Patient in control
- Knowledge freely shared
- Evidence-based decisions
- Safety
- Transparency
- Needs anticipated
- Decreased waste
- Cooperation

How to Implement the Pharmacists’ Patient Care Process, 2015.
• Collaboration
  • Assists pharmacist with making meaningful recommendations

• Communication
  • Improves relationships
  • Improves understanding
  • May improve outcomes

• Documentation
  • Shows what happened
  • Supports pharmacist accountability
Pharmacists’ Patient Care Process

How to Implement the Pharmacists’ Patient Care Process, 2015.
“The pharmacist assures the collection of the necessary subjective and objective information about the patient in order to understand the relevant medical/medication history and clinical status of the patient.”
Collect

• Subjective Information
  • Collected from or communicated by the patient
    • Beliefs, feelings, goals, ideas, perceptions, preferences, values
    • Demographics
    • Histories
      • Family, medical, medication, social, surgical
    • Medication use and experience
    • Reason for seeking care
    • Symptoms
Collect

• Objective Information
  • Observed or tested by a health care provider
  • Data that can be seen, heard, or measured
  • Information is fact-based, quantifiable, and repeatable
    • Diagnostic reports
    • Laboratory results
    • Medication lists
      • Provided by institution or pharmacy
    • Physical examination
      • Auscultation, observation, palpation, percussion
Pharmacists’ Patient Care Process

How to Implement the Pharmacists’ Patient Care Process, 2015.
“The pharmacist assesses the information collected and analyzes the clinical effects of the patient’s therapy in the context of the patient’s overall health goals in order to identify and prioritize problems and achieve optimal care.”
Assess

• Health Status
  • Lab results
  • Medical/medication history
  • Physical exam findings
  • Risk factors
  • Signs/symptoms

• Preventative Care Needs
  • Access to care
  • Immunization history
Assess

• Drug-Related Problems
  • Medication adherence
  • Medication appropriateness
  • Medication effectiveness
  • Medication safety
Pharmacists’ Patient Care Process

How to Implement the Pharmacists’ Patient Care Process, 2015.
Plan

“The pharmacist develops an individualized patient-centered care plan, in collaboration with other health care professionals and the patient or caregiver that is evidence-based and cost-effective.”
Plan

Determine the optimal solution to the patient’s problem

<table>
<thead>
<tr>
<th>Patient-Specific Variables</th>
<th>Therapy-Specific Variables</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Age</td>
<td>• Dosage forms</td>
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<tr>
<td>• Allergies</td>
<td>• Flavor</td>
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<tr>
<td>• Economic status</td>
<td>• Ingredients</td>
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<tr>
<td>• Family/home dynamics</td>
<td>• Potential interactions</td>
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<tr>
<td>• Gender</td>
<td>• Price</td>
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<td>• Medical conditions</td>
<td>• Relative effectiveness</td>
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<td>• Medication history</td>
<td>• Side effects</td>
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<td>• Preferences</td>
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<tr>
<td>• Social habits</td>
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</table>
Pharmacists’ Patient Care Process

How to Implement the Pharmacists’ Patient Care Process, 2015.
“The pharmacist implements the care plan in collaboration with other health care professionals and the patient or caregiver.”
Implement

• Address all medication- and health-related problems
  • Adjust, administer, discontinue, initiate medications (as authorized)
• Educate
• Facilitate transitions of care
• Order labs/tests (as authorized)
• Recommend
• Refer
Implement

• Usually involves documentation
  • Clinical intervention tracking
  • Medication action plan
  • Order/Rx changes
  • Recommendations to healthcare team
  • SOAP notes
Follow-Up: Monitor and Evaluate

“The pharmacist monitors and evaluates the effectiveness of the care plan and modifies the plan in collaboration with other health care professionals and the patient or caregivers as needed.”
Follow-Up: Monitor and Evaluate

• Follow-Up & Monitoring
  • Medication adherence
  • Medication appropriateness
  • Medication effectiveness
  • Medication safety
  • Outcomes of care
  • Progress toward or achievement of goals
Pharmacists’ Patient Care Process

- Collect
- Assess
- Plan
- Implement
- Follow-up: Monitor and Evaluate

Patient-Centered Care

Collaborate
Communicate
Document

How to Implement the Pharmacists’ Patient Care Process, 2015.
• Standard 6: Pharmacy Practice
  6.4 Pharmacists’ Roles/Responsibilities
    Pharmacists providing professional services at the practice will:
      6.4.g Follow the Joint Commission of Pharmacy Practitioners (JCPP) Pharmacists’ Patient Care Process using the principles of evidence-based practice

• Competency area R1: Patient Care

  Goal R1.1: Provide safe and effective patient care services including medication management, health and wellness, immunization, and disease state management including medication management following the JCPP Pharmacists’ Patient Care Process. Services are provided to a diverse range of patients in collaboration with the health care team.

  Note: Objectives R1.1.3 through R1.1.7 align with the steps of the JCPP Pharmacists’ Patient Care Process while Objectives R1.1.1, R1.1.2, and R1.1.8 through R1.1.10 support the delivery of the JCPP Pharmacists’ Care Process.

Objective R1.1.3: (Valuing and Analyzing) Collect relevant subjective and objective information for the provision of individualized patient care.

Objective R1.1.4: (Analyzing) Analyze and assess information collected and prioritize problems for provision of individualized patient care.

Objective R1.1.5: (Valuing and Creating) Design a safe and effective individualized patient-centered care plan in collaboration with other health care professionals, the patient, and caregivers.

Objective R1.1.6: (Applying) Implement the care plan in collaboration with other health care professionals, the patient, and caregivers.

Objective R1.1.7: (Evaluating) Monitor and evaluate the effectiveness of the care plan and modify the plan in collaboration with other health care professionals, the patient, and caregivers as required.

• Competency area R1: Patient Care

Goal R1.2: Provide safe and effective patient care during the delivery of patient-centered dispensing.

Objective R1.2.1: (Analyzing) Prior to dispensing a medication, perform an effective drug utilization review aligned with the JCPP Pharmacists’ Patient Care Process to identify, detect, and address therapeutic problems.

Incorporating the Pharmacists’ Patient Care Process in Residency

• Ensure all residency preceptors understand and consistently utilize the PPCP
• Purposefully design learning experience activities around the PPCP
• Introduce the PPCP early in the residency and regularly use the terminology
• Discuss how the PPCP differs based on the practice environment
• If necessary, focus on the individual steps of the process until the resident is comfortable
• Have residents reflect on their experience(s) with the PPCP
Incorporating the Pharmacists’ Patient Care Process in Residency

- Integrate into ALL residency patient care activities
  - Patient centered dispensing
  - Immunizations
  - Transitions of care
  - Disease state management
  - Medication therapy management
  - Screenings
  - Self-care
  - Long term care
Case #1 – Community Pharmacy Immunization Service

- John Mahomes is a 65-year-old white male presenting to the pharmacy to pick up his metformin prescription.
- PMH: Type 2 DM, HTN, mixed dyslipidemia
- The resident flags Mr. Mahomes as a potential candidate for a pneumococcal vaccination

Current Medications:
- Metformin 1000mg PO BID
- Chlorthalidone 25mg PO daily
- Lisinopril 10mg PO daily
- Rosuvastatin 20mg PO daily
## Case #1 – Community Pharmacy Immunization Service

<table>
<thead>
<tr>
<th>PPCP Step</th>
<th>Pneumococcal Vaccination</th>
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<tbody>
<tr>
<td>Collect</td>
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<td>Assess</td>
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Case #1 – Community Pharmacy Patient Centered Dispensing

• Sally Perry is a 29-year-old black female presenting to the pharmacy to pick up her prescription for double strength sulfamethoxazole and trimethoprim.

• PMH: Non-contributory
• Allergies: sulfa – tongue swelling
• Other: no prescription insurance

Current Medications:
Multivitamin – 1 tab PO daily
Combination oral contraceptive – 1 tab PO daily
## Case #1 – Community Pharmacy Patient Centered Dispensing

<table>
<thead>
<tr>
<th>PPCP Step</th>
<th>Patient Centered Dispensing - antibiotic</th>
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<td>Collect</td>
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Pharmacists’ Patient Care Process

How to Implement the Pharmacists’ Patient Care Process, 2015.
Applying the PPCP

• What patient care activities do you complete in your practice setting that could be described as:
  • Collect
  • Assess
  • Plan
  • Implement
  • Follow-Up: Monitor and Evaluate
  • Collaborate
  • Communicate
  • Document
Applying the PPCP

- How would you apply the PPCP in the following settings/situations?
  - Dispensing medications during a transition of care
  - Drug information question
  - Immunization administration
  - Journal club
  - Medication therapy management
  - Over-the-counter therapy recommendation
Resources

Using the Pharmacists’ Patient Care Process to Manage High Blood Pressure: A Resource Guide for Pharmacists

The Patient Care Process for Delivering Comprehensive Medication Management (CMM)
Optimizing Medication Use in Patient-Centered, Team-Based Care Settings

Pharmacists’ Patient Care Process
May 29, 2014
Assessment Questions

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References


References

• American Society of Health-System Pharmacists (ASHP), Academy of Managed Care Pharmacy (AMCP). Required Competency Areas, Goals, and Objectives for Postgraduate Year One (PGY1) Managed Care Pharmacy Residencies. Published 2018. Available at: https://www.ashp.org/-/media/assets/professional-development/residencies/docs/pgy1-managed-care-cago-2018.ashx?la=en&hash=3A4EF6DF1B7B662ACD81DF9920E647E75042588F. Accessed 3 November 2018.

• Bennett MS, Kliethermes MA. How to implement the pharmacists’ patient care process. Washington, DC; American Pharmacists Association: 2015.

References


