CLINICAL PHARMACY SERVICES IN THE COMMUNITY HEALTH CENTER

• Definition—Describes activities and services—
• Includes services performed by pharmacists in all locations
• Focus of attention moves from drug to the patient.
• Overall goal is to promote correct and appropriate use of medicinal products and services.

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Overall Goal of Clinical Pharmacy Services

- Maximize clinical effect of medicines (most effective treatment for each type of patient)
- Minimize the risk of treatment-induced adverse events (monitoring the therapy course and patient compliance with therapy)
- Minimize the expenditures for pharmacological treatments

Level of Action of Clinical Pharmacists in FQHCs

- Before the Prescription—Formularies, Drug information, policies and procedures, fees, access, P&T activities, 340B education
- During the Prescription—Counseling activity with patients, working with physicians on correct treatment choices, monitoring drug interactions, adverse events, medication errors via patient medication profiles, use of Electronic Health Record, medication dosages, counseling patients on OTC medications.
After the Prescription

- Counseling patients—probably the single most important clinical pharmacy activity!
- Prevents medication errors!
- Promotes proper medication use.
- Improves patient compliance.
- Improves patient awareness of their treatments.
- Sit-down consultation area

Other Components of Clinical Pharmacy Services

- Refill authorizations via Electronic Health Record
- Medication Therapy Management Services
- Medication Synchronization service
- Medication Review Services
- Medication Reconciliation service
- Involvement in transition of care
Components of Clinical Pharmacy Services

• Working with diabetic patients---glucometer use, nutrition
• Consulting with patients on any disease state.
• Consulting patient Electronic Health Record
• Consulting patient Electronic Health Record for verifying “Referral Prescriptions” and “Co-Managed prescriptions.

What Can FQHCs Accomplish?

• You need a sit-down patient consultation area.
• You need access to patient’s Electronic Health Record
• Must provide counseling on all new prescriptions.
• Train pharmacy technicians in “conversing” with patients.
• Provide “medication synchronization” services. Great opportunity for medication review.
• Provide easy telephone access for patients.
What Can FQHCs Accomplish?

• Participate in Medication Reconciliation Service at your FQHC
• Available to meet with patients on multiple medications prior to physician office visit.
• Work with physicians on which drug is best for a patient.
• Work on access to pharmaceuticals. Patients should not leave without their medications.

What Can FQHCs Accomplish?

• Work on your definition of Clinical Pharmacy Services.
• CPS is not just sitting at a desk with a patient!!
• There is still only moderate third party payments for CPS. (Mirixa) (Various state programs)
• More opportunities in FQHC world for CPS.
• There is a real “Team” concept in the FQHC world.
Accomplish (Continued)

• Look for billing opportunities.
• Programs developing utilizing per member per month reimbursement.
• Work closely with Leadership team to include pharmacy in all areas.