The Pharmacist Patient Care Process: Implications for Preceptors And Student-Interns

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Objectives
- Define the Joint Commission of Pharmacy Practitioners (JCPP) Pharmacist Patient Care Process (PPCP) and describe the history of its development.
- Reflect on and compare the PPCP of other health care professions.
- Describe the JCPP PPCP terminology and implementation.
- Describe strategies to incorporate students into the JCPP PPCP.

Pharmacy Past
- Initially known as “apothecaries”
- Would prepare and dispense remedies while offering medical advice to their customers
- Federal legislation changed the pharmacy role in 1951… prepared and dispensed only prescription orders (product safety) and could only recommend over-the-counter therapies.
- Role expanded in the 80’s urging pharmacists to ensure patients properly and safely use medications.
- Federal legislation changed in 2003 to mandate that counseling be received upon purchasing medications.

Where We Are and Where We Are Going…

CURRENT
- Prepare/dispense with counseling
- Compounding
- Practice advancement
- – Collaborative practice agreements
- – Medication therapy management services
- Obstacles remain for pharmacists to bill for services and receive reimbursements

FUTURE
- Pharmacist provider status
- Interprofessional teams
- Disease/state management services
- Opportunities to explore

Texas State Facts
- Number of licensed pharmacists (2012): 21,944
- Collaborate Practice Agreement Authority: Full
- Extent of Immunization/Medication Administration Authority:
  – Patient Age: Any (scope varies)
  – Allowed Route(s): Any
  – Allowable Vaccines/medications: Any vaccine
  – Administration Authorized by: Protocol or Prescription (depending on age and or vaccine)


The Expanding Role of Pharmacists

- New Mexico
  – Pharmacist Prescriptive Authority Act 1993
  – Pharmacists are midlevel practitioners
  – Prescribe and dispense medications to primary care patients
- North Carolina
  – Clinical Pharmacist Practitioner Act 2000
  – Additional training, requires approval by both NC medical and pharmacy boards
  – Drug therapy management agreement – specific to prescriber, patient, disease, pharmacist
The Expanding Role of Pharmacists

- California
  - Advanced Practice Pharmacy 2013, provider status
  - Additional training required
  - Provides direct patient care, prescribes nicotine-replacement products, immunizes patient three years of age and older, prescribes hormone contraception, orders and interprets tests related to medication monitoring, orders contraception
- State of Washington
  - Mandated providers

Joint Commission of Pharmacy Practitioners (JCPP)

- Created in 1977
- Serves as a forum for common interests of national organizations of pharmacy practitioners

JCPP Vision – adopted in 2013

Patients achieve optimal health and medication outcomes with pharmacists as essential and accountable providers within patient-centered, team-based healthcare

Strategic plan
- Develop a consistent patient care process
  - To promote consistency, predictability, and measurability in the delivery of services by pharmacists

Key documents

- Pharmaceutical Care
  - Improve outcomes of drug therapy
  - Effects of services on quality of life
- Medication therapy management in patient-centered medical home
  - Assessment, development, implementation, quality improvement, medication care plan
- Nurse Practitioners Standards of Practice
  - Assessment, diagnosis, development, implementation, quality improvement
- Pharmaceutical Care Process
  - Assessment, care plan, evaluation

ACCP WHITE PAPER

Clinical Pharmacy Should Adopt a Consistent Process of Direct Patient Care

By W. Bruce D. Wells, LM, FGPhA

- Wide variation of patient care process and terminology used in different patient settings and within similar practices
- Terminology differences
- Other professions are unclear regarding pharmacy services
- Unable to measure research outcomes
- Supports a unified process that is patient-centered, team-based

Pharmacist Patient Care Process

- Approved in 2014
- Supported by 13 national pharmacy organizations
- Patient-centered approach
- Core process
  - Communicate
  - Collaborate
  - Document

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  - Document
  - Five-step process

Key documents

- Pharmaceutical Care
  - Improve outcomes of drug therapy
  - Effects of services on quality of life
- Medication therapy management in patient-centered medical home
  - Assessment, identification, development, follow-up
- Nurse Practitioners Standards of Practice
  - Assessment, development, implementation
- Pharmacological Care Process
  - Assessment, care plan evaluation
- JCPP Core Elements of Patient Care Process
  - Assess, Develop, Implement, Evaluate

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Strategic plan

- Develop a consistent patient care process
Question #1
The Joint Commission of Pharmacy Practitioners adopted the Pharmacist Patient Care Process in
A. 2010
B. 2014
C. 2015
D. 2016

Question #2
The pharmacist patient care process was developed to provide a framework which can be used in different practice areas within the pharmacy profession.
A. True
B. False

Question #3
Key components to the Pharmacist Patient Care Process are __________, communicate, and document.
A. collaborate
B. collect
C. providing
D. distribute

Question #4
The five-step process of the pharmacist patient care process includes
A. Calculate, Assess, Plan, Initiate, Follow-up
B. Collect, Assess, Plan, Implement, Follow-up
C. Collect, Ask, Plan, Initiate, Follow-up
D. Call, Assess, Preview, Implement, Follow-up

Disclosures
I do not have any financial interest or affiliation with one or more organizations that could be perceived as an actual or potential conflict of interest in the context of the subject of this presentation.
Objectives
By the end of this presentation, you will be able to:
1. Reflect on the patient care process of other health care professions
2. Discuss current trends in pharmacist patient care processes
3. Understand the need for consistency within the pharmacist patient care process
4. Understand the importance of adopting a pharmacist patient care process that can be utilized in all practice settings

Question #1
A consistent process of care serves as the foundational principle for most health care professions.
A. True
B. False

Patient Care Practice Components
A discipline may define its own standards of practice but all patient care practices have three (3) common components:
• 1. A philosophy of practice
• 2. A process for patient care
• 3. A system to manage the practice

Patient Care Practice Components
• Our focus today is on the 2nd component;
  • A Process for Patient Care
• The process may be applied differently by each health care discipline and in various practice settings but they should always involve key components that focus on assessment, planning, and follow-up.

WHAT ABOUT OTHER PROFESSIONS?
Nursing: The American Nurses Association
• Provides quality control in the provision of individualized nursing care, promotes professional growth, establishes a foundation for nursing’s scope of practice, and reinforces professional autonomy.
• 5-step Patient Care Process:
  – 1. Assessment
  – 2. Nursing diagnosis
  – 3. Outcomes/planning
  – 4. Implementation
  – 5. Evaluation

WHAT ABOUT OTHER PROFESSIONS?
The Nursing Process
Assessment of health status
• Obtaining a relevant health and medical history
• Performing a physical examination based on age and history
• Performing or ordering preventative and diagnostic procedures based on the patient’s age and history
• Identifying health and medical risk factors
Diagnosis
• Utilizing critical thinking in the diagnostic process
• Synthesizing and analyzing the collected data
• Formulating a differential diagnosis based on the history, physical examination and diagnostic test results
• Establishing priorities to meet the health and medical needs of the individual, family, or community
WHAT ABOUT OTHER PROFESSIONS?

The Nursing Process
Development of a treatment plan
- The nurse practitioner, together with the patient and family, establishes an evidence-based, mutually acceptable, cost-awareness plan of care that maximizes health potential.
- Formulation of the treatment plan includes:
  - Ordering and interpreting additional diagnostic tests
  - Prescribing or ordering appropriate pharmacologic and non-pharmacologic interventions
  - Developing a patient education plan
  - Recommending consultations or referrals as appropriate

WHAT ABOUT OTHER PROFESSIONS?

Physical Therapy: The American Physical Therapy Association

PT Standards address
1. Patient client collaboration
2. Initial examination, evaluation, diagnosis, and prognosis
3. Plan of care
4. Intervention
5. Re-examination
6. Discontinuation of intervention (Conclusion of Episode of Care)
7. Communication/coordination/documentation

WHAT ABOUT OTHER PROFESSIONS?

Physical Therapy Process

Patient/Client (P/C) collaboration
- Establish and maintain an ongoing collaborative process of decision making
- Exists throughout the provision of services
Initial examination, evaluation, diagnosis, and prognosis
- Documented, dated, and authenticated by the PT
- Identify PT needs of the P/C
- Incorporate appropriate tests and measures to facilitate outcomes
- Produce data sufficient to allow evaluation, diagnosis, prognosis, and establishment of a care plan

WHAT ABOUT OTHER PROFESSIONS?

Physical Therapy Process

Plan of care
- Based on the exam, evaluation, diagnosis, and prognosis
- Identifies goals and outcomes
- Describes proposed intervention, including frequency and duration
- Documentation; dated and authenticated by the PT

WHAT ABOUT OTHER PROFESSIONS?

Physical Therapy Process

Intervention
- Based on the exam, eval, diagnosis, and prognosis
- Provided under the ongoing direction and supervision of the PT
- Commensurate with qualifications of the PT assistant
- Altered according to changes in response or status
- Provided at a level consistent with current PT practice
- Interdisciplinary when necessary to meet the needs of the P/C
- Documentation; dated and authenticated by the PT or Assistant
WHAT ABOUT OTHER PROFESSIONS?

Physical Therapy Process

**Re-examination**
- Documentation; dated and authenticated by the PT
- Includes modification to care plan

**Discontinuation of Intervention** (Conclusion of Episode of Care)
- Status of P/C, goals and outcomes attained
- Documentation; dated and authenticated by the PT
- Includes when P/C discharged prior to attainment of goals and outcomes

**Communication/coordination/documentation**
- Documentation; dated and authenticated by the PT
- Records patient data using collective analysis method

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**Question #2**

The **foundation** for the Pharmacist’s patient care process is embedded within the pharmaceutical care model

A. True  
B. False

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**Question #3**

How many of you would say you have a Pharmacist Patient Care Process within your facility?

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**WHAT ARE SOME OF THE CURRENT PHARMACY PATIENT CARE PROCESSES?**

- Pharmaceutical Care
- Comprehensive Medication Management (CMM)
- Medication Therapy Management (MTM)
- Individualized Medication Assessment and Planning (iMAP)
- Society of Hospital Pharmacists of Australia (SHPA)

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**FOUR ESSENTIAL ELEMENTS**

- Cornerstone of the Clinical Pharmacist Patient Care Process:

  **ASSESS** – the patient and his/her medication therapy  
  **DEVELOP** - a plan of care  
  **IMPLEMENT** – the plan of care  
  **EVALUATE** – the outcomes of the plan
The rationale for adopting a consistent process:

Eliminate the wide variation in patient care process

- even in similar practice settings

Terminology understood by all health professions:

- Example: medication therapy management vs medication management differs from the consensus MTM modality/process
- Example: Medication-related problems (MRP) used interchangeably drug therapy problem and drug-related problem

Example: practice, patient care process, clinical service, practice model are often interchangeably or inaccurately used.

Eliminate the uncertainty of consistent patient care services by other health professionals, patient, and caregivers

WHAT IS THE NEWLY ADOPTED PHARMACIST PATIENT CARE PROCESS?

A framework for delivering patient care in any practice setting.

- To promote consistency in patient care service delivery across the profession.

The Pharmacist Patient Care Process: Process, terminology and implementation

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Objectives
- Define the pharmacist patient care process.
- Discuss the terminology of the pharmacist patient care process.
- Explain the implementation of the pharmacist patient care process.

Definition
Contemporary and comprehensive approach to patient centered care delivered in collaboration with other members of the health care team
- High quality
- Cost effective
- Accessible

Pharmacists’ Patient Care Process Terminology

Terminology- Collect
Subjective:
- Allergies, side effects
- Adherence
  - "I didn’t take my insulin for the last week or so"
  - "I don’t feel I need to stop-eating steaks every Sunday because I’m on Lipitor"

Objective
- Last A1C
- Admissions

Terminology- Assess
All necessary monitoring parameters assessed for safety and efficacy?
- Labs, PE

Goals Met
- set by national guidelines?
- A1C -?
- Individualized goals?
- History of frequent hypoglycemia
- personal goals?
- just want this blurriness and dizziness every time I eat to stop
**Terminology - Plan**

Medication regimen changes
- Increase, decrease, initiate, discontinue
Put goals in motion
- Self-management
- Give specific action plan
  - Walk 10 min M, W, and F with grandkids after school

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**Poll #1**

1. Which practice do you have?
   a) MTM
   b) Disease management
   c) Primary Care
   d) Health Screening

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**Group activity (5 min)**

What do you
- Collect

How do you
- Assess

What do you include in a
- Plan

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**Share (15 min)**

One example each of collection, assessment and plan
- Front of the room
  - Share practice and what you collect
- Middle of the room
  - Share practice and assessment
- Back of the room
  - Share practice and your typical plan

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**Implementation**

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**Share (5 min)**

One group shares practice and implementation plan
Post-Implementation

Follow up
- Return visits
- Post-discharge
- Referrals

Monitor
- Post-discharge

Evaluate
- Continuous Quality Improvement (CQI)

Continuous Quality Improvement

Measures and benchmarks
- Joint Commission Clinical Compass
- Dashboards

Share (5min)

How do you follow up and evaluate patient progress as well as program effectiveness?

Question #1

Which of the following is NOT a component of the Patient Care Process

a) Collect
b) Assess
c) Plan
d) Refer

Question #2

Follow up after a visit with a patient is vital to the patient centered care process

a) True
b) False

Question #3

Implementing a plan requires collaboration with other health care providers

a) True
b) False
Question #4
Which of the following is a part of assessment in a patient care process?

a) Health and functional status  
b) Risk factors  
c) Immunisation status  
d) All of the above