Connecting Health Plan Care Managers with a Network of Enhanced Services Community Pharmacies: A Pennsylvania Case Study

Nicholas Leon¹, Pharm.D., Stephanie McGrath², Pharm.D., Kim Coley¹, Pharm.D., David Pope¹, Pharm.D., Elizabeth Grassmyer⁴, Melissa A. McGivney⁵, Pharm.D., Patricia Epple⁵

¹Thomas Jefferson University, University of Pittsburgh, STRAND, Pennsylvania State Department of Health, Pennsylvania Pharmacists Association

Bi-directional Collaboration: examples from the field

PA Pharmacists Care Network

Pennsylvania Pharmacists Care Network (PPCN) is a clinically-integrated network (CIN) of pharmacies from across the state, representing over 1,500 pharmacies across the state, to serve as a single clinically-integrated network (CIN). PPCN pharmacies must include a unified network of practitioners driven to improve patient care which:

• Enhances ability to manage and engage in alternative payment models
• Comprehensive medication reviews
• Clinical medication synchronization
• Medication reconciliation

Through this partnership, PPCN has established a relationship with the health plan care management team to provide valuable information and referrals.

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• PPCN pharmacies have been able to successfully collaborate, bi-directionally, with health plan care managers to improve patient health and enable appropriate utilization of healthcare resources.
• To build off of our early success, additional systems and tracking capabilities are being explored related to the following:
  - Bi-directional tracking of referrals
  - Inpatient medications
  - Pharmacists to care managers
  - Care managers to pharmacists

Pennsylvania Pharmacists Care Network (PPCN)

• PPCN structure and operations
• PPCN Pharmacy Locator website

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• Health plan care managers can find a PPCN pharmacy through the PPCN online Pharmacy Locator. The Pharmacy Locator is a critical tool for quality assurance.
• The Pharmacy Locator site also provides the contact information for the referral contact (often times the owner) at each pharmacy.
• Health plan care managers can find a PPCN pharmacy
• Bi-Directional Collaboration: examples from the field

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• PPCN structure and operations

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• Currents and Future Directions
• Acknowledgments

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• Observations and Future Directions

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• Community Pharmacy Enhanced Service Network (CPESN®)

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• PPCN Training à A Critical Tool for Quality Assurance

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• History: working with health plan pharmacy care managers

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• How Health Plan Care Managers Find a PPCN Pharmacy

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• Culture of clinical collaboration
• Bi-directional care management

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• Observations and Future Directions

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• Acknowledgements

Pennsylvania Pharmacists Association

• Our Values: Pharmacists and Pharmacies will be leaders in the delivery of quality care through innovative and collaborative partnerships with patients, families, and community organizations and stakeholders involved in all aspects of patient care.
• Our Mission: To enable and support the delivery of quality care through innovative and collaborative partnerships with patients, families, and community organizations and stakeholders involved in all aspects of patient care.
• Quick Stats: • PPCN is the 3rd largest CPESN in the country, representing over 1,500 pharmacies across the state.
• PPCN currently has and is in the process of expanding their network to include community pharmacies across the state.
• PPCN is actively discussing collaborations with multiple health plans, public health entities, and other stakeholders in the delivery of quality care and shared learning experiences.

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• Common reasons for referral to a PPCN pharmacy:
  - Adherence support
  - Home medication delivery
  - Medication synchronization
  - Overall medication management and prescription assistance

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