



The Patient Care Technician: Identifying the Technician's Role in Providing Direct Patient Care.

PGY1 Community Practice Residents:

Brandon Antinopoulos, PharmD

University of Pittsburgh School of Pharmacy

Student Health Pharmacy

Pennsylvania Pharmacists Association

Christine Jordan, PharmD

University of Pittsburgh School of Pharmacy

Giant Eagle Pharmacy



UNIVERSITY OF PITTSBURGH

School of Pharmacy

THE ART *and* SCIENCE OF EXCELLENCE

Established 1878

Learning Objectives

- Discuss the potential benefits of community pharmacy-based patient care services
 - Define Medication Therapy Management (MTM) and list the five core elements
 - Identify candidates for MTM or other patient care services
 - Identify opportunities for technician involvement in providing direct patient care in a community pharmacy
-

Patient Need

- 96% of patients don't ask questions about the medication their doctors prescribe for them

JAMA 2001; 286:2823-29

- About 133 million Americans—nearly 1 in 2 adults—live with at least one chronic illness

CDC.gov. Chronic Disease at a Glance. 12-17-2009

- Only 56% of patients achieve chronic disease state goals

N Engl J Med 2003;348:2635-2645

- 50% of the almost 2 billion prescriptions filled annually in the United States are taken improperly

JAMA 2001; 286:2823-29

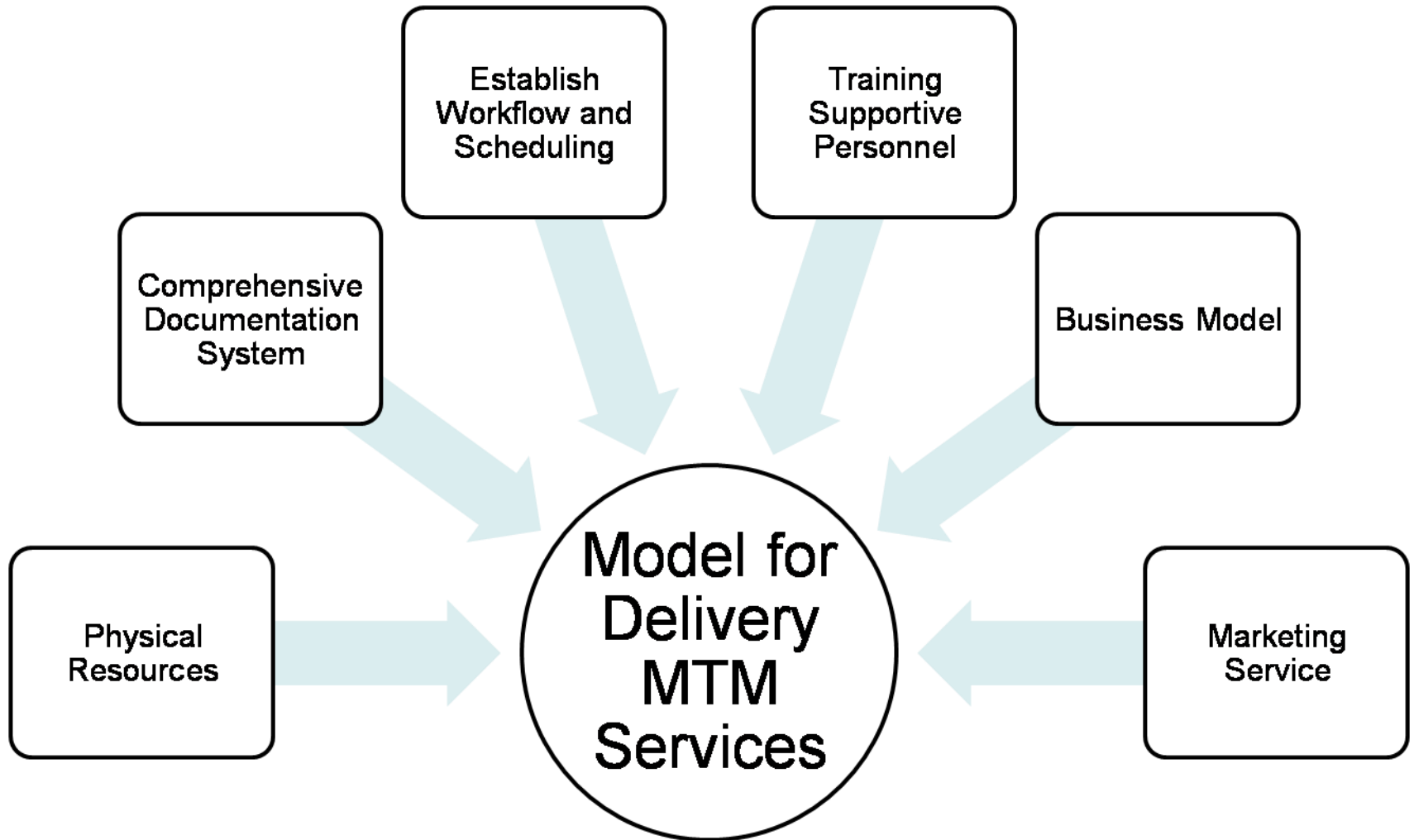
Patient Care Services



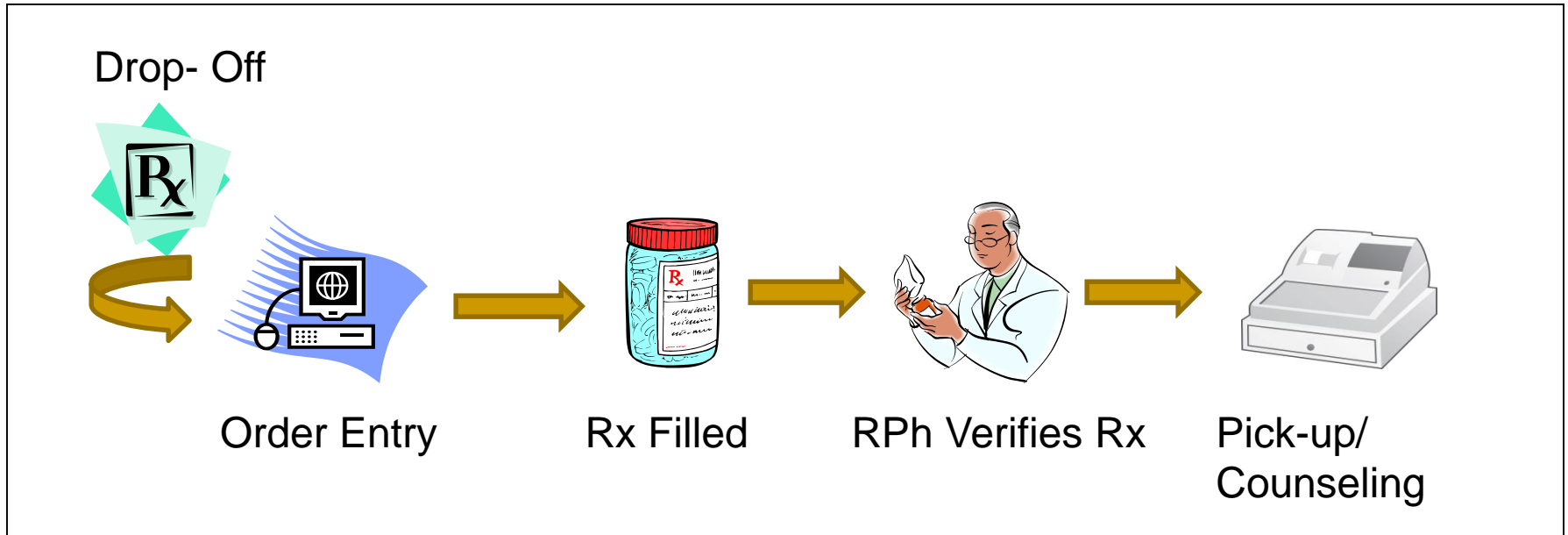
- Medication Therapy Management
- Disease State Management
- Immunizations
- Smoking Cessation
- Others



Creating a Patient Care Practice



Workflow



Example of a community pharmacy workflow

Why Community Pharmacy?

- Pharmacist is most accessible health care professional
 - See patients more often than other health care providers
 - Access to refill record
-



Understanding Medication Therapy Management



UNIVERSITY OF PITTSBURGH

School of Pharmacy
THE ART *and* SCIENCE OF EXCELLENCE

Established 1878

What is Medication Therapy Management?

Medication therapy management (MTM) is a partnership of the pharmacist, the patient or their caregiver, and other health professionals that promotes the safe and effective use of medications and helps patients achieve the targeted outcomes from medication therapy

Medication Therapy Management (MTM)

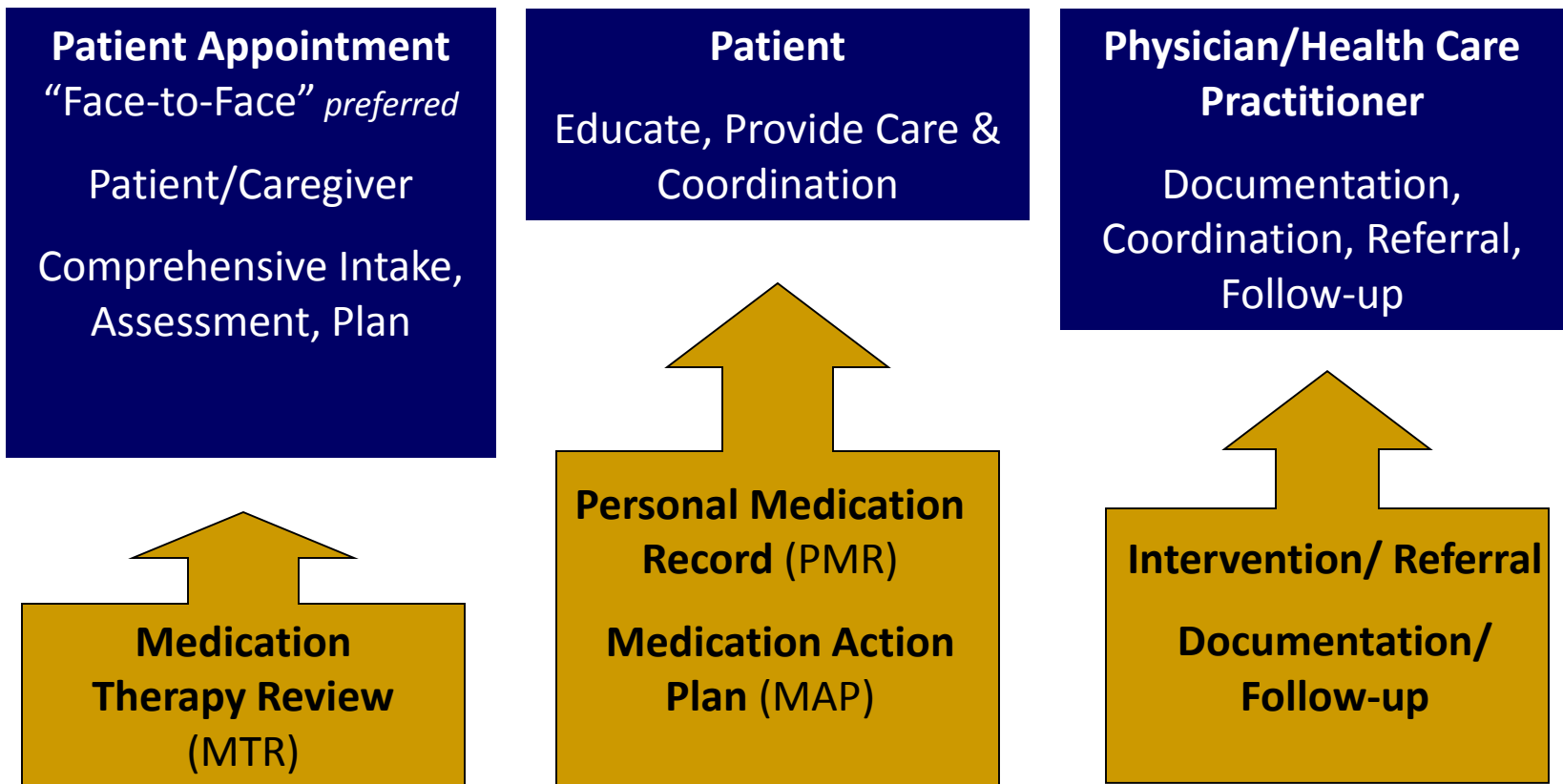
MTM is a mechanism to provide pharmaceutical care:

Pharmaceutical Care is a patient-centered practice in which the practitioner assumes responsibility for a patient's drug related needs and is held accountable for this commitment

5 Core Elements of MTM

- Medication Therapy Review
 - Comprehensive (initial)
 - Targeted (follow-up)
 - Personal Medication Record
 - Medication Action Plan
 - Intervention and Referral
 - Documentation and Follow-up
-

MTM Framework: Core Elements



Elements of a Comprehensive Medication Review (CMR)

■ **Indication**

- Why are you taking this medication?

■ **Efficacy**

- How do you feel this medication is working?

■ **Safety**

- What side effects are you experiencing?

■ **Adherence**

- How do you take this medication?
 - How often do you forget or miss a dose?
-

Benefits of MTM

- Studies have found that people who meet with their pharmacists to manage their medications have:
 - Lower health care costs
 - Fewer trips to the emergency department
 - Fewer hospitalizations
 - Fewer problems caused by medications
 - A better understanding of how to take their medications
 - Better management of health conditions such as diabetes, asthma, high blood pressure, high cholesterol, heart disease, depression, and blood clots
-

Video

Watch this video of the MTM visit:

<https://www.dropbox.com/s/acc0i56lq8os7ry/Video%20Sep%2002%2C%209%2030%2031%20PM.mov?dl=0>

What elements of the CMR did you notice? How might you describe this service to a potential patient?



Who would benefit from patient care services?



UNIVERSITY OF PITTSBURGH

School of Pharmacy
THE ART *and* SCIENCE OF EXCELLENCE

Established 1878

Who Would Benefit?

- This service may be most helpful for those who:
 - Use several medications
 - Have several health conditions
 - Have questions or problems with their medications
 - Take medications that require laboratory monitoring
 - Have recently changed their medications
 - Want to reduce their out-of-pocket medication costs
 - Get medications from more than one pharmacy or see multiple doctors
-

Patient Need

In a recent poll of U.S. individuals 65 years old and older who use medications, researchers found that:

- 51% take at least five different prescription drugs
- One in four take between 10 and 19 pills each day
- 57% of those polled admit that they forget to take their medications
- Among those using five or more medications, 63% say they forget doses, compared to 51% among those who take fewer medicines



What role does the technician play in providing patient care?



UNIVERSITY OF PITTSBURGH

School of Pharmacy
THE ART *and* SCIENCE OF EXCELLENCE

Established 1878

What to tell patients the pharmacist can do during a “medication check up”:

- Help you understand how the medications work to manage your health conditions
 - Answer any questions you have about your medications
 - Help you organize your medications and prepare questions to ask your other health care providers
 - Check to see if you are having any problems with your medications. If so, the pharmacist may be able to work with you and your doctors to help solve these problems
 - Help you keep track of any issues you have had with medications in the past
 - Help you make a complete list of all your medications that you can share with other health care providers
-

Video

Watch this video of the patient recruitment process:

<https://www.dropbox.com/s/igi5hd9cu0vi8j1/Video%20Sep%2002%2C%209%2035%2013%20PM.m4v?dl=0>

Think about the technician's role in identifying candidates for MTM or other patient care services, and how to best describe these services to eligible patients



What role does the technician play in the patient care process?



UNIVERSITY OF PITTSBURGH

School of Pharmacy
THE ART *and* SCIENCE OF EXCELLENCE

Established 1878

Pre-Visit: Patient Care Technician

- Identify/Recruit patients for service
 - Manage scheduling
 - Patient reminder calls
 - Assist patient with intake forms
 - Explain to patient what to expect from visit
 - Compile patient documentation and charts
 - Perform basic data entry and prescription filling
-

Post-Visit: Patient Care Technician

- Schedule follow-up appointment
- Clerical documentation
 - Assist with follow-up faxes, e-mails, phone calls, letters, and electronic health records
 - Filing
- Billing
- Patient reminder calls

MTM Framework: 5 Core Elements

	Pharmacist	Staff
<i>Pre-Visit</i>		✓
Medication Therapy Review (MTR)	✓	Assist
Personal Medication Record (PMR)	✓	Assist
Medication Action Plan (MAP)	✓	Assist
Intervention and/or Referral	✓	Assist
Documentation and Follow-up	✓	Assist
<i>Post-Visit</i>		✓

Immunizations: Technician's role

- Screening
 - Patient Intake Forms
 - Processing Prescription
 - Vaccine Information Sheet
 - Informing physician
-

Qualities of a Patient Care Technician

- Professional
 - Strong communication skills
 - Motivated
 - Dedicated to patient care
 - Forward-thinking
-



Questions?

PGY1 Community Practice Residents:

Brandon Antinopoulos, PharmD

University of Pittsburgh School of Pharmacy

Student Health Pharmacy

Pennsylvania Pharmacists Association

Christine Jordan, PharmD

University of Pittsburgh School of Pharmacy

Giant Eagle Pharmacy



UNIVERSITY OF PITTSBURGH

School of Pharmacy

THE ART *and* SCIENCE OF EXCELLENCE

Established 1878