

Independent Outcomes Project:

Students as Catalysts for Change: Implementation and expansion of reimbursable MTM services

Objective:

A student pharmacist lead initiative to get more pharmacists providing reimbursable MTM services in independent community practice settings. We aimed to identify the opportunities and barriers for the implementation and expansion of MTM services in the community practice setting and also the student pharmacist's role in this.

Methods:

Three methods were used for data collection: an online survey to record patient care activity and students' influence both before and after the study. Key informant interviews were conducted with at least one pharmacist from each participating pharmacy. These interviews were transcribed by a third party and all identifiers were removed from the transcripts. Grounded theory will be used to derive themes from the interviews related to the expansion and implementation of MTM services at their practice. A demographic survey was used to collect information about the pharmacy practice. Five pharmacies agreed to participate in the study and there were no dropouts.

Results:

Themes from interviews were identified to be Role of Students, Patient Recruitment, Prescriber Communication/Relationship, Workflow, and Time. Two pharmacies implemented the reimbursable MTM services described by the students. Two had not implemented the MTM services crediting lack of time and pharmacy owner transition during the time of the study, respectively. One pharmacy was already completing these services.

Implications:

Student pharmacists can play a role in the implementation and expansion of MTM services in the independent pharmacy setting to help pharmacies realize the benefits and overcome the barriers of implementation. Schools of Pharmacy should partner with community-based pharmacists to develop practice sites where students can be utilized to their full potential. A shared learning experience could be achieved where both student and preceptor learn from one another throughout the process to advance community pharmacy practice..