Practice Advancement Initiative (PAI)
Using the ASHP PAI Ambulatory Care Self-Assessment Survey

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Objectives

• List the key components of the Practice Advancement Initiative (PAI)

• Describe the potential benefits of completing the ASHP PAI Ambulatory Care Self-Assessment

• Review the user reports available after completion of the assessment
Origins of PAI

- Pharmacy Practice Model Initiative (PPMI) – started with invitational summit in November 2010
- The PPMI summit resulted in 147 recommendations and statements on the future of health system practice
- An Ambulatory Care Summit (ACS) was held in March 2014, recognizing the acute care focus of PPMI and the clear need to bring focus to ambulatory care practice
- The ACS14 resulted in 25 recommendations specific to practice in ambulatory care
- In 2015, PPMI and ACS14 collectively were rebranded to...
The Practice Advancement Initiative (PAI) is a profession-led initiative that is empowering pharmacists to take responsibility for patient outcomes in acute and ambulatory care settings.

<table>
<thead>
<tr>
<th>Care Team Integration</th>
<th>Leveraging Pharmacy Technicians</th>
<th>Pharmacist Credentialing &amp; Training</th>
<th>Technology</th>
<th>Leadership in Medication Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promotes a team-based approach to health care</td>
<td>Empowers the pharmacy team to ensure that pharmacy technicians perform all traditional preparation and distribution activities</td>
<td>Elevates the reputation of the pharmacy team</td>
<td>Evaluates the available technologies to support patient safety and quality of care</td>
<td>Empowers pharmacists to take responsibility for patient outcomes</td>
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<tr>
<td>Shifts the roles of the healthcare team to enable pharmacists to optimize their time with patients across the continuum of care</td>
<td>Urges technicians to handle non-traditional and advanced responsibilities and activities to allow pharmacists to take greater responsibility for direct patient care</td>
<td>Ensures pharmacists, residents, and students have the training and credentials for activities performed within their scope of practice now and in the future</td>
<td>Encourages use of available automation and technology to improve patient safety, quality, and efficiency, while also reducing costs</td>
<td>Positions pharmacists to promote health and wellness, optimize therapeutic outcomes, and prevent adverse medication events</td>
</tr>
<tr>
<td>Enhances the relationship between pharmacists and patients by positioning pharmacists as healthcare providers</td>
<td>Promotes technician training and certification requirements, such as the need for uniform standards for advanced technician roles</td>
<td>Promotes the use of credentials to provide services at the top of the scope of practice</td>
<td>Identifies emerging technologies to improve pharmacy practice</td>
<td>Emphasizes that, given their extensive education and training, pharmacists are integral to achieving the best outcomes</td>
</tr>
</tbody>
</table>
Essential Strategies to Expand the Pharmacy Enterprise

- Change perspective
- Understand and participate in the C-suite’s ambulatory care strategic plan
- Assess revenue cycles
- Invest in outpatient pharmacy, specialty pharmacy, and home infusion
- Population health management
- Transitions of care focused planning
- Develop a layered learner model expanding student and resident training within primary care and ambulatory care
- Actively engage technologies to reach ambulatory care patients
- Market pharmacists’ value
- Advocate for the profession
Key Points in 2017 Report

- Growing emphasis on population health management
- Health information technology (e.g., interoperability, single plan of care)
- Managing medication costs
- Therapeutic practice changes (e.g., precision medicine, payer-specific treatment pathways, cost-effective sites of care, AMS program)
- Increasing demand of regulatory requirements
- Leveraging of the pharmacy workforce
- Health-system operations changes in response to healthcare payment models, ambulatory care, quality measurement, and patient empowerment

PAI Self-Assessments

• **Hospital Self-Assessment**
  – Designed to assess a hospital or health-system’s alignment with the PAI (formerly PPMI) consensus recommendations

• **Ambulatory Care Self-Assessment**
  – Assess how your practice aligns with the Ambulatory Care Summit recommendations
  – Two versions of the self-assessment (System and Practitioner)

• **Create an action plan to improve practice**
  – Determine priorities based on feasibility and impact
  – Benchmark against other facilities and measure progress over time
  – Put data to use (e.g., strategic planning priorities, business plan development)
Why do the Ambulatory Care Self-Assessment?

• Assess how your practice aligns with the ASHP Ambulatory Care recommendations
• Reflect on where you are and showcase what is going well
• Identify areas of need
• Two versions of the self-assessment (system and practitioner)
• Create an action plan to improve practice
  – Put data to use (e.g., strategic planning priorities, business plan development)
  – Determine steps to move from current state to a desired future state
• Benchmark against other facilities and measure progress over time
PAI Tools and Resources

PAI AmCare Self-Assessment
A tool to evaluate ambulatory care services against the ASHP Ambulatory Care recommendations and create an action plan to improve practice. Learn more

PAI Hospital Self-Assessment
A web-based assessment tool to help pharmacists determine how their hospital or health system aligns with PAI recommendations. Learn more

PAI C-Suite Resources
Provides practical resources to engage health-system executives in discussions to advance patient care and pharmacy practice. Learn more

Quick Links
- Ambulatory Care Summit Proceedings
- PPMI Summit Proceedings
- PAI State Affiliate Tool Kit
- PAI State Affiliate Grants
- Hospital Pharmacy Progress Measures
- Ambulatory Care Pharmacy Progress Measures
- Frequently Asked Questions

Practice Advancement Initiative Progress
Ambulatory Care Self-Assessment Tool

Do you want to see how your practice aligns with recommendations from the 2014 ASHP Ambulatory Summit recommendations? Simply complete the following assessment. Once you complete the assessment, you will be given the opportunity to develop an action plan that will focus on practice priorities that are individualized to your site.

A list of resources to help you implement practice change is provided with the action plan.

Please note that this assessment tool does NOT assist with therapeutic decision making.

Principles of Use

ASHP’s Ambulatory Care Self-Assessment Tool was developed by an expert panel which relied on the following principles:

- Every practice stands to benefit from adopting the 2014 ASHP Ambulatory Care Summit recommendations.
- This tool will help practitioners in all outpatient healthcare settings. However, its utility will vary based on various factors, such as, the institution’s size, geographic location, services provided, and available resources.
- The reports that result from use of the Ambulatory Care Self-Assessment Tool are for internal, peer-review purposes only.

Please note that in some cases, an assessment question might be applicable to multiple planning categories.
# Ambulatory Care Self-Assessment System vs. Practitioner Questions

<table>
<thead>
<tr>
<th>System Questions</th>
<th>Number of questions</th>
<th>Practitioner questions</th>
<th>Number of questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sections</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>3. Pharmacist Training &amp; Credentials</td>
<td>4</td>
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<tr>
<td>4. Program Planning</td>
<td>6</td>
<td>4. Program Planning</td>
<td>5</td>
</tr>
<tr>
<td>5. Patient-Care Delivery &amp; Integration</td>
<td>10</td>
<td>5. Patient-Care Delivery &amp; Integration</td>
<td>9</td>
</tr>
<tr>
<td>6. Health Information Technology</td>
<td>5</td>
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<td>5</td>
</tr>
<tr>
<td>7. Pharmacy Technicians</td>
<td>4</td>
<td>7. Pharmacy Technicians</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total Questions</strong></td>
<td><strong>49</strong></td>
<td><strong>Total Questions</strong></td>
<td><strong>38</strong></td>
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Ambulatory Care Self-Assessment Summary Report

Completed: May 13, 2016
Assessment Title: Test Assessment (Eric Maroyka)
Institution Name: ASHP
Assessment Type: System
* Indicates the answer(s) you selected

Program Development/Sustainable Business Models

2.1S - Which of the following are included within the scope of practice of pharmacists providing patient-care services in your ambulatory setting? (Check all that apply)

* Perform patient assessments

* Have prescribing authority to manage disease through medication use and provide collaborative drug therapy management

* Order, interpret, and monitor medication therapy-related tests

* Monitor responses to drug therapy, adverse medication-related effects, and adherence

* Assess patients’ health literacy and self-sufficiency

* Provide information about the patient’s diseases and related medication therapy and offer strategies to optimize the outcomes of therapy

* Determine if patients are appropriate candidates for self-care and identify any exclusions for self-care

Provide preventative care and wellness programs

Provide immunizations

Ambulatory Care Self-Assessment Action List

Assessment Date: May 13, 2016
Assessment Title: Test Assessment (Eric Maroyka)
Assessment Type: System

Below is a list of areas on which to focus efforts going forward. You can return to the Assessment website and use the prioritization tool to create an Action Plan, which includes useful resources for some action items.

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<th>Action Items</th>
<th>Feasibility</th>
<th>Impact</th>
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<tr>
<td>Question 4.1S (Per recommendation 2.2) Pharmacies providing ambulatory care services must collaborate with patients, care givers, and healthcare professionals to establish consistent and sustainable models for seamless transitions across the continuum of care.</td>
<td>low</td>
<td>med high</td>
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<td>Question 5.5S (Per recommendations 2.3 and 4.3) Pharmacies providing ambulatory care services must leverage health information technologies to efficiently identify populations of patients for whom evidence-based comprehensive medication management is indicated. Interoperable health information technology must be developed to optimize patient care delivery and enable timely collection, monitoring, and analysis of data for ambulatory care services provided by pharmacists.</td>
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Prioritizing Action List

Completed: May 13, 2016
Assessment Title: Test Assessment (Eric Maroyka)
Institution Name: ASHP
Assessment Type: System

Based on your organization’s needs and resources, rank your action items below in terms of feasibility and impact of implementation.

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Prioritized Action List Items

• Assigning initiation of medication histories to appropriately trained pharmacy technicians
• Provision of discharge education by pharmacists
• Pharmacists part of organizational credentialing and privileging process
• Residency-trained pharmacists
• Billing for provision of ambulatory care pharmacist patient care services
• Ambulatory care pharmacists actively engaged in transitions of care activities
Ambulatory Care Self-Assessment Action Plan

Assessment Date: May 13, 2016
Assessment Title: Test Assessment (Eric Maroyka)
Assessment Type: System

Listed from highest feasibility and impact to lowest feasibility and impact.

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<tr>
<th>Priority</th>
<th>Action Items</th>
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| 1.       | Question 4.1S (Per recommendation 2.2)  
Pharmacists who provide ambulatory care services must collaborate with patients, care givers, and healthcare professionals to establish consistent and sustainable models for seamless transitions across the continuum of care.  

Tools and Resources  
- Pharmacist involvement in establishing a patient-centered medical home [Website]  
- Stepwise approach to implementing ambulatory clinical pharmacy services [Website]  
- Variations in pharmacy-based transition-of-care activities in the United States: A national survey [Website] |

| 2.       | Question 6.2S (per recommendation 4.3)  
Interoperable health information technology must be developed to optimize patient care delivery and enable timely collection, monitoring, and analysis of data for ambulatory care services provided by pharmacists.  

Tools and Resources  
- PHIT: System vendor checklist for pharmacist clinical documentation workflow [PDF]  
- Electronic prescribing in the ambulatory care setting [Website]  

| 3.       | Question 5.10S (Per recommendation 2.2)  
Pharmacists who provide ambulatory care services must collaborate with patients, care givers, and healthcare professionals to establish consistent and sustainable models for seamless transitions across the continuum of care.  

Tools and Resources |
Ambulatory Care Self-Assessment Completion (as of 5 September 2017)

510 assessments completed (275 practitioner, 235 system)

Michigan
Ambulatory Care Self-Assessment User Reports

- **Self-Assessment report** – response to each question in the Self-Assessment
- **Action List report** - list of each “gap” or opportunity to meet best practice recommendation
- **Action Plan** – prioritized list of gaps with relevant resources (articles, educational presentations or reference information)
- **Completions by state** – list of states with number of completed system and practitioner assessments
- **Benchmark report** – comparison of practice with group of comparable practices
- **Detailed Action list** – action list data by group
Key PAI Takeaways

• Develop a state-wide strategy to complete the assessment(s) and use the action list and reports to develop specific ACTIONS to turn weak areas into state priorities

• Tie PAI priorities to affiliate and/or organization foundational strategic planning

• Connect practice advancement activities to advocacy efforts

• Student pharmacist/resident engagement
Questions or Comments?