University of Michigan Health System, Pharmacy Department, Ann Arbor

Shared by Melanie Engels, Pharm.D., PGY2 health system pharmacy administration resident, University of Michigan Health System, and adjunct clinical instructor, University of Michigan College of Pharmacy

MEngels@med.umich.edu

The University of Michigan Health System Pharmacy Department is committed to providing the best services and care to our patients. The Pharmacy Department has undertaken an initiative to compare and align the current practice model with Pharmacy Practice Model Initiative (PPMI) recommendations.

The first step was to conduct a gap analysis utilizing the self-assessment tools provided by the American Society of Health-System Pharmacists. Next, a preliminary prioritization was performed, assigning services that did not exist as highest priority. The Pharmacy Practice Model Steering Committee (PPMSC), a group comprised of the Pharmacy Management Team and Clinical Team Leads, validated the gap and prioritization analyses.

Using a modified nominal group technique, each PPMSC member contributed potential solutions for narrowing the identified gaps in a roundtable fashion. Members completed a multi-voting dot technique to place priority on the solutions. Five solutions were selected: admission medication history for high-risk/complex regimens; discharge counseling for high-risk/complex regimens; better documentation of pharmacist-impact on patient care; a formalized peer review and evaluation process for pharmacists; and each patient being greeted by a pharmacy team member sometime during his or her visit/stay.

The PPMSC created five smaller groups consisting of PPMSC members and other department employees. The groups were charged with designing a business plan for their assigned solution. PPMSC meeting time was used as workgroup time to complete the business plans.

Each group presented their executive summary to the PPMSC, who then prioritized each solution using the Vermeulen model. The department will move forward with the prioritized solutions and the lesser of the five prioritized solutions will become a part of the department’s 3-5 year plan.

Approaching the practice model using this method allowed members to collectively determine the department priorities. Other institutions can utilize a similar methodology to be successful in incorporating PPMI recommendations into their own organization.

Reference: