Practice Advancement Initiative:
Results from Ambulatory Care Assessments

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AmCare Self-Assessment

• Tool to evaluate ambulatory care services against ASHP Ambulatory Care recommendations

• Create an action plan to improve practice

• Resources provided to help implement practice change
AmCare Self-Assessment

• Tool to help in all outpatient healthcare settings

• Utility will vary based on
  • Institution’s size
  • Geographic location
  • Services provided
  • Available resources
AmCare Self-Assessment

• Respondents:
  • 11 for Idaho Practitioner
  • 7 for Idaho System

• If an account had multiple submissions the most recent was included

• Start with similarities in gaps among practitioner and system then look at differences

• Keep in mind initiatives or goals to pursue as gap analysis is presented
Which of the following are included within the scope of practice of pharmacists providing patient care services?

- Have prescribing authority to manage disease through medication use and provide collaborative drug therapy management
- Provide immunizations
- Appropriately refer patients to other providers

**Idaho - System**

- Have prescribing authority: 100
- Provide immunizations: 80
- Appropriately refer patients: 100

**National**

- Have prescribing authority: 60
- Provide immunizations: 30
- Appropriately refer patients: 60
Which of the following are included within the scope of practice of pharmacists providing patient care services?

- Have prescribing authority to manage disease through medication use and provide collaborative drug therapy management
- Order, interpret, and monitor medication therapy related tests
- Provide preventative care and wellness programs

[Bar chart showing comparison between Idaho - Practitioner and National scope of practice.]
Which of the following are included within the scope of practice of pharmacists providing patient care services?

- Perform patient assessments
- Assess patients' health literacy and self-sufficiency
- Determine if patients are appropriate candidates for self-care and identify any exclusions for self-care
- Appropriately refer patients to other providers

Idaho - Practitioner
National
Use of Technology

Use health information technology to identify populations of patients whom services are indicated?

- Yes
- Yes, but needs improvement
- No

![Bar chart showing the use of technology in Idaho and nationally](chart.png)

- Idaho - System
- National
Use of Technology

Use health information technology to identify populations of patients whom services are indicated?

- Yes
- Yes, but needs improvement
- No

[Bar chart showing distribution of responses by Idaho Practitioner and National levels]
Professional Practice Evaluation

Do you have initial and ongoing professional practice evaluation?

Yes
Idaho - System
National

No
Professional Practice Evaluation

Do you have initial and ongoing professional practice evaluation?

- Yes
- No

<table>
<thead>
<tr>
<th></th>
<th>Idaho - Practitioner</th>
<th>National</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
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<tr>
<td>No</td>
<td></td>
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</tbody>
</table>
Have you developed a comprehensive business plan for any new service?

- Yes
- No
- No new services developed within past 5 years

[Bar chart showing responses by Idaho - System and National.]
Have you developed a comprehensive business plan for any new service?

- Yes
- No
- No new services developed within past 5 years

Idaho - Practitioner
National
Billing for Services

What barriers prevent you from using billing codes for services?

- Lack of information or understanding of how to bill correctly
- Lack of support to bill for services from organization/billing department
- Lack of resources to accurately bill for services

- Idaho - System
- National
Billing for Services

What barriers prevent you from using billing codes for services?

- Lack of information or understanding of how to bill correctly
- Lack of support to bill for services from organization/billing department
- Lack of resources to accurately bill for services
- Other

[Graph showing the distribution of barriers for Idaho - Practitioner and National]
## Billing for Services

<table>
<thead>
<tr>
<th>Type of Billing</th>
<th>System vs National</th>
<th>Practitioner vs National</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident-to-physician</td>
<td>higher</td>
<td>similar</td>
</tr>
<tr>
<td>Annual wellness visits</td>
<td>similar</td>
<td>lower</td>
</tr>
<tr>
<td>Transitional care management</td>
<td>lower</td>
<td>similar</td>
</tr>
<tr>
<td>Diabetes self-management training/evaluation</td>
<td>lower</td>
<td>lower</td>
</tr>
<tr>
<td>Tobacco cessation</td>
<td>lower</td>
<td>lower</td>
</tr>
<tr>
<td>Immunization</td>
<td>lower</td>
<td>lower</td>
</tr>
<tr>
<td>Medication therapy management</td>
<td>similar</td>
<td>similar</td>
</tr>
<tr>
<td>Chronic care management</td>
<td>lower</td>
<td>similar</td>
</tr>
</tbody>
</table>
Use of Technicians

• Overall Practitioner reports showed less utilization of pharmacy technicians vs national averages

• System reports showed overall similar utilization of pharmacy technicians vs national averages

• Uses of technicians:
  • Work with third-party payers
  • Support of pharmacists’ patient care activities
  • Point-of-care testing (lower for both)
  • Triaging of phone calls
  • Pill box fills (lower for both)
  • Patient assistance program enrollment
  • Preparation of prescription for review
Other gap areas for System

• Methods in place to capture workload

• Involvement in discharge from the hospital

• Criteria to define what patients should receive pharmacist services

• Ongoing place for reporting to medical staff, healthcare executives, and others regarding patient outcomes and pharmacist patient care services provided in ambulatory settings
Are the ambulatory care pharmacy services mission, goals, objectives consistent with organization?

- Yes (Idaho - System) 70
- Yes (National) 90
- No (Idaho - System) 20
- No (National) 5
Other gap areas for Practitioner

• Requirement that pharmacists who provide patient care services in ambulatory settings have attained and maintain appropriate competencies and credentials

• Pharmacist involvement in credentialing and privileging process

• Written document that defines scope of services provided

• Policies and procedures developed governing the scope of services provided (administrative, operational, clinical)
Other gap areas for Practitioner

• Use of standardized formats or templates for documentation that facilitates outcomes measurement

• Involvement in research or other methods evaluating contribution or improving health outcomes

• Define measures that correlate value of pharmacists’ contributions to patient outcomes
Next Steps

• Break next for 15 minutes

• Come back to our breakout sessions

• Target to create a strategic plan

• Identify what is important to work on
Questions?