

Shared Successes: Adopting an Innovative Advanced Community Pharmacy Experience Model at Multiple Colleges of Pharmacy

Jennifer L. Rodis, PharmD, BCPS
The Ohio State University College of Pharmacy

Brandon T. Jennings, PharmD
University of Utah College of Pharmacy



Objectives

- Describe The Ohio State University College of Pharmacy Partner for Promotion program model
- Identify the adaptations necessary to implement the Partner for Promotion program at the University of Utah College of Pharmacy.
- Discuss the processes involved in adopting an innovative experiential endeavor with community pharmacies



Partner for Promotion (PFP)

- 10-month elective longitudinal advanced practice community pharmacy rotation with OSU College of Pharmacy
- Training and mentoring through stepwise approach to develop and implement an advanced patient care service
- Primary goals:
 - Create sustainable service for pharmacy
 - Enhance skills and confidence of students and preceptors to deliver and expand patient care services in community pharmacies



Partner for Promotion (PFP)

- Mentoring via monthly online meetings
- Faculty site visits and regular communication with each pharmacy
- Training on stepwise process through online education modules
- Collaboration with OSU Extension
- Website as hub for program
 - Discussion board
 - Material/assignment drop-box
 - Resources



Partner for Promotion web site

<http://www.pharmacy.ohio-state.edu/partner/>



Partner for Promotion (PFP)

- Outcomes
 - Preceptor and student skills surveys
 - Pre and post-rotation
 - Pharmacy and student follow-up
 - Service sustainability
 - Career paths
 - Number of new experiential pharmacy sites created through involvement in PFP



Participation

- 74 students and 46 sites involved since 2005
 - 7 sites involved multiple years
- Variety of pharmacies represented:

- Giant Eagle
- Kmart
- Kroger
- Independent Pharmacies (9 sites)

- Meijer
- Walgreens
- Walmart

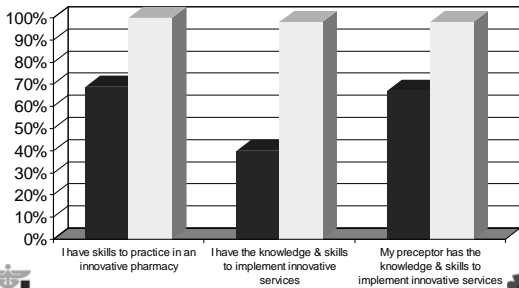


15 Ohio counties have had pharmacies involved in the PFP program since 2005

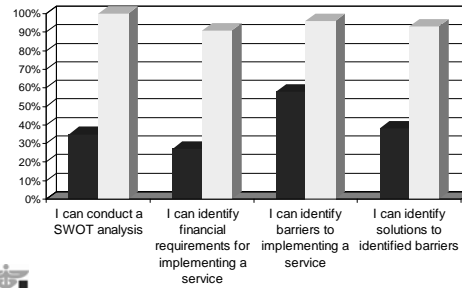
2 sites in KY
 ○ 1 site in WV
 1 site in WA



Students' Perceived Competency



Students' Perceived Competency



Service Sustainability

- Approximately 50% pharmacies continue to offer the advanced patient care service developed through PFP
- Over 2000 patient visits have been conducted by the ongoing pharmacy programs
 - At least 5 pharmacies saw more than 20 patients in the past year in the service



Types of Services

- Wellness screenings (BP, cholesterol, blood glucose)
- Immunizations
- Diabetes management
- Hormone Replacement counseling
- Osteoporosis screenings
- Transplant Medication Therapy Management
- Medication Therapy Management Services



Partner for Promotion (PFP)

- Number of new advanced pharmacy practice experiential (APPE) sites

- 2005-2006 - 6
- 2006-2007 - 8
- 2007-2008 - 5
- 2008-2009 - 6
- 2009-2010 - 4
- 2010-2011 - 6

35 new APPE sites!



Student Career Paths

Answer	Response	%
Ambulatory Care Clinic	1	2%
Community Pharmacy, Chain	9	20%
Community Pharmacy, Grocery/Big Box Store	14	30%
Community Pharmacy, Independent	1	2%
Government Agency	3	7%
Hospital Pharmacy	8	17%
Long-term Care Pharmacy	2	4%
Residency, Community/Ambulatory Care	4	9%
Residency, Hospital	1	2%
Other*, please specify	5	11%

*Other: 2 - Outpatient pharmacy, 2 - Residency, Managed Care



Student Alumni Perceptions

- 79% students answered "yes" that the PFP program prepared them for their current position



Quotes from Student Alumni

PFP helped me learn to build a pharmacy environment based on teamwork and customer service. It also has helped me think of ways to improve our patient services and better organize our pharmacy in general.

The program gave me the opportunity to practice my communication skills with physicians and with patients. It gave me the opportunity to discover the best way for me to locate and interpret data and how to present it to the respective audience. It also gave me confidence in my decisions and abilities to affect others in a positive way.



Quotes from Student Alumni

I feel I learned a significant amount on how to manage and execute a plan. Meeting continuous deadlines and interacting with professionals on a level I had not been exposed to in school.

I think it gave me a very realistic perspective on exactly what it takes to find a need, develop a process, roll it out, and measure it to see if it's sustainable and worthwhile.



Partner for Promotion at the University of Utah College of Pharmacy

- Steps to integrate the model into curriculum
- Experience with the first year
- Lessons learned



Steps to Integrate the Model into the Curriculum

- Self-Care Institute in 2008
- Approval through the department and curriculum committee



Steps to Integrate the Model into the Curriculum

- Consultation Agreement with Jen
 - Visit to Salt Lake City and possible sites
- Contract for rights to educational materials
- Frequent contact throughout the year



Practice Sites

- Bowman's Pharmacy
 - Independent Grocery Store in Kaysville, Utah
 - Approximately 20 miles north of Salt Lake City
- Granger Medical Center
 - Independent pharmacy located within a health center
 - Approximately 5 miles south of Salt Lake City
 - Site preceptor is a CDE



Student Recruitment

- Presented idea to P-3's (spring) during an intro to clerkship class
- Application process
- One-on-one interview
- Student ranked sites
- College preceptor made site assignments



Logistics

- First Rotation Block (May 26 – July 3, 2009)
 - Student #1 on rotation
 - Learn pharmacy operations
 - Begin initial needs assessment
- Second Rotation Block (July 6 – August 14, 2009)
 - Student #2 on rotation
 - Learn pharmacy operations
 - Finalize initial needs assessment



Logistics – Monthly Meetings

- 4th Thursday of Every Month
 - 1st hour – discuss project from last month
 - 2nd hour – set up project for next month
- Group meeting until December
- Individual meetings after December



Outcomes – Practice Sites

- Bowman's
 - Successful sustainable immunization service
 - Partner for Promotion site this year
 - Possible community residency site
- Granger
 - Successful diabetes education service
 - Pharmacy going in different direction
 - May be a future Partner for Promotion site



Outcomes - Students

I think this experience was a valuable one...I learned a ton

I learned how to do a cost analysis, talk with healthcare professionals...and how to write a collaborative practice agreement

It gave me the confidence to build a clinical service from scratch



Outcomes - Students

Even though it was a real-world experience, I never felt it was trial by error or that I was in it alone

The direction I received greatly expanded my skill set and set me up to succeed in the Ambulatory Care arena. I look forward to...providing professional services that improve patient outcomes and individuals' lives



Future Directions

- 2010-2011 Year
 - 3 Practice Sites (all independent pharmacies)
 - 6 Students
- 2011-beyond
 - Expand to 5 practice sites including chains
 - Reach capacity of 10 to 12 students
 - Continue to develop advanced community rotation sites



Lessons Learned

- Site/preceptor selection
- Trust of the site preceptors
- Guiding students

- **Way to develop confidence in community practitioners**

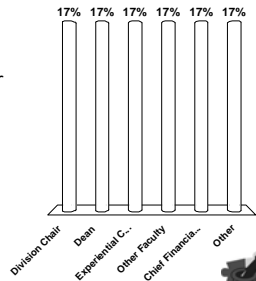


Active learning with Clickers



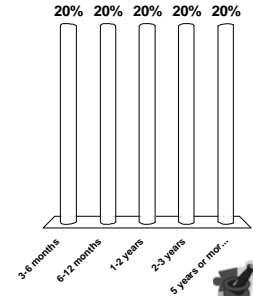
Who would be involved in this collaboration at your institution?

1. Division Chair
2. Dean
3. Experiential Coordinator
4. Other Faculty
5. Chief Financial Officer
6. Other



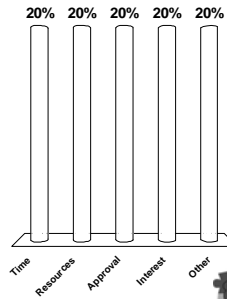
How long would it take you to implement this type of program?

1. 3-6 months
2. 6-12 months
3. 1-2 years
4. 2-3 years
5. 5 years or more



What are your biggest barriers?

1. Time
2. Resources
3. Approval
4. Interest
5. Other



Tips for Successful Collaboration

- Communication
 - Internal and external coordination
- Face to face collaboration via on-site visit
- Clear expectations
 - Time
 - Cost
 - Personnel



Key Materials of PFP Model

- Program calendar
- Plug and chug templates
- Training presentations
- Lessons learned



Connecting with Community Partners

- Respect for responsibilities and schedules
- Provide a face with a name
- Clear expectations
 - Pharmacists
 - Students
 - Corporate / management
- Capitalize on areas of expertise and interest



Active Learning through Discussion

- Share with your small group:
 - Exciting advances in community practice at your colleges
 - Methods for engaging community partners
- Come up with at least 1 highlight to share with large group



Future Directions

- Share Partner for Promotion model
 - Community Pharmacy Foundation Grant
- Provide support for community pharmacy service development
- Evaluate patient care and educational outcomes



References on Community Engagement

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The Ohio State University
College of Pharmacy

**Partner
for Promotion**

Jennifer L. Rodis rodis.2@osu.edu

Brandon T. Jennings Brandon.Jennings@pharm.utah.edu

