

Virginia Community Pharmacy Enhanced Services Network

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Objectives

- Define the purpose of the Virginia Community Pharmacy Enhanced Services Network (VA CPESN)
- Describe the progress of the VA CPESN workgroups
- Explain the elements of the participation agreement and the communication platforms

VA CPESN Leadership

- Luminaries
 - Ron Davis
 - Tana Kaefer
 - Kelly Kale
 - Caroll Throckmorton
 - Stacey Swartz
 - Jay Ziegler
- Workgroup Chairs
 - Network Operations: Stacey Swartz
 - Quality Assurance: Sharon Gatewood
 - Service Sets: Tana Kaefer

The role of a Luminary

- **Encourage involvement** to potential pharmacies by promoting and sharing ideas
- Reinforce the concept to pharmacies that **enhanced services is the differentiator** and aggregation is leverage point
- Facilitate and coordinate a group of **high performance** pharmacies
- **Serve as a resource** for participating pharmacies
- Provide leadership and **vision** for CPESN
- **Commit to the vision** of enhanced pharmacy services

Additional leadership

- John Beckner, NCPA
- Krystalyn Weaver, NASPA
- Ashley Branham, CPESN USA
- Joe Moose, CPESN USA

The Need For Change

Increased pressure on the traditional business model

- Selling drugs below cost
- Narrow networks

Patients need pharmacists' medication management skills

- More complex drug therapies

Increased need for primary care and chronic disease management

- More patients (with insurance coverage)
- Primary care shortage

The Goal

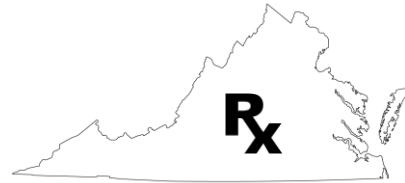
Initially: Referral Network

- Work with providers to show the value of the pharmacies in the network

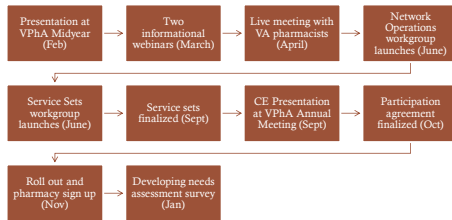
End Goal:

- Work with payers to show the value of the pharmacies in the network so that we can create a new revenue stream that recognizes the high level of care network pharmacies provide

Developing OUR Network VA CPESN



What's Happened So Far



Work Groups

Service Sets

- Chair: Tana Kaefer
- From July-Sept met twice monthly, as needed. Now will meet quarterly.
- Identified and defined the minimum service set for eligibility to join the network.
- Identified and defined the optional services.

The road ahead...

- Revise quarterly and as needed
- Update as new services are implemented
- As payors become involved may need to make adjustments
- Contact me for questions or concerns

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Work Groups

Network Operations & Communications

- Chair: Stacey Swartz
- Have been meeting twice monthly, as needed.
- Discussed network governance and structure.
- Assisted in identifying luminary candidates.
- Identified the roles and responsibilities of network pharmacies.
- Finalized the participation agreement.

Next Steps – Network Ops

- Continue to recruit pharmacies in the network
- Maintain regular communications with network pharmacies
- Periodically review governance and operating structure
- Identify new opportunities for partnership with payers and outside stakeholders

Work Groups

Quality Assurance & Performance Metrics

- Chair: Sharon Gatewood
- Started meeting in January.
- Developing and maintaining processes for quality assurance and outcomes collection and measurement.

Next Steps....

- Complete readiness survey and send out to pharmacies initially and quarterly
- Develop quality measures for service sets
- Develop a collection methods to analyze data and outcomes

Identifying and engaging the right pharmacies for VA CPESN

Our networks success in changing patient outcomes will be largely driven by the quality of the pharmacies participating in our network. Therefore it is important to target the right pharmacies!



What is a high performing pharmacy?

- Enhanced service delivery
- Willingness to change and innovate
- Willingness to collect and share data
- Willingness to learn technology to document services

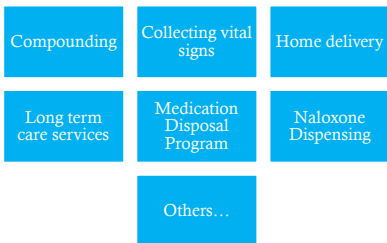


VA CPESN Minimum Service Sets

REQUIRED



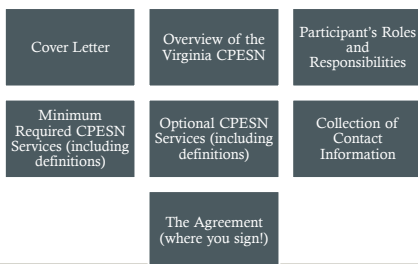
VA CPESN Optional CPESN Services



Expectations of Participating Pharmacies

Overview of the Participation Agreement

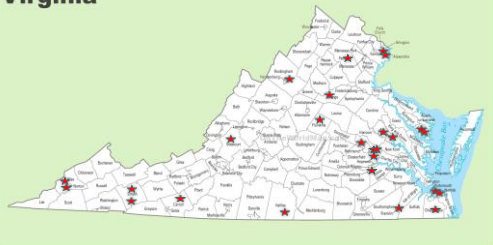
Contents of the Participation Agreement



Roles and Responsibilities of Pharmacies

- Provide the minimum service set
- Respect patients' right to choose their practitioners and pharmacies
- Maintain good standing with the Board of Pharmacy
- Handle patient data appropriately
- Execute CPESN related and required documents in a timely manner
- Report if the pharmacy or any of the pharmacy participants become ineligible for participation from any Federal or State program, department or agency
- Market the purpose and details of the CPESN to members of the medical neighborhood and other key audiences

Virginia



As of February 22, 2017 we have 26 participating pharmacies in Virginia

What's Next?



What you can do!

Sign up!

- Pharmacy owners or decision makers, fill out the participation agreement
- Submit via email or fax

Join a Workgroup!

- Network Operations
- Service Sets
- Quality Assurance
- If you're interested, send an email to VACPESN@gmail.com and we'll connect you to the appropriate workgroup chair

Outreach to pharmacies

- Site observations
- Seek input of interested pharmacies
- Target a diverse group of pharmacies



The Future

NEXT EXIT

Future CPESN Work:

- Readiness Survey
- Develop an outreach plan to providers, ACO's, health systems, etc.
- Collect quality improvement data
- Peer-to-peer best practice sharing and other CQI learning opportunities
- Engage with payers!
- ???--this is OUR NETWORK!

The Future

NEXT EXIT

Future CPESN Work:

- Pharmacy Locator App
 - <https://www.cpesn.com/locator/#!/pharmacies>
- CPESN USA

An Overview of CPESN USA and its Support Services



Building a Network of Networks

- Form a nationwide 'Network of Networks'
- Increase, develop and sustain Networks of high performing pharmacies that provide enhanced services
- Create a marketplace presence of CPESN networks
- Create marketplace dependency on CPESN networks
- Facilitate local value propositions to other care team members to establish positive referral patterns
- Establish relationships and reimbursement models with the Medical Benefit side of payer infrastructure

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CPESN USA Services

3 Main Areas of Support


- Subject Matter Expertise & Network Consultation
- Value Expression & Marketing Support
- Quality Assurance & Best Practice Identification

Services are covered through the CMMI Grant until April 2018 at the earliest



Join us this evening...

- 5:30-6:30pm-VA CPESN Gathering—Washington Lecture Hall



Questions?



Are you getting emails from: VACPESN@gmail.com