

Diabetes & Social Determinants of Health Month 6

Flip the Pharmacy: Champion Checklist

- Understand the importance of leveraging the appointment-based model.
- Consider what additional resources you need to help your pharmacy team be more successful providing sustainable diabetes care.
- Workflow Innovations:
 - Evaluate and implement opportunities to generate revenue related to diabetes services and develop a plan for workflow implementation.
- GOAL:** Follow up with your 5 (or more) patients from Month 1 and document their most recent Hemoglobin A1C in an eCare Plan this month.
- MILESTONE REMINDER:** Submit 10 eCare Plans per quarter (started July 2021).

During the course of this progression, we have been focusing on our patients with diabetes and addressing social determinants of health with the goal of medication optimization. We have implemented several workflow innovations to help create processes in the pharmacy to ensure our efforts are sustainable. This month we will focus on putting it all together to take advantage of payer opportunities and new revenue streams.

Workflow Innovation:

Evaluate and implement opportunities to generate revenue related to diabetes services and develop a plan for workflow implementation.

Developing the Business Model and Expressing Value: Putting It All Together.

STEP ONE: If you haven't done so recently, analyze your community and patient population.

- **Here are some resources previously shared to help you better understand the population you serve and their unique needs.**
 - Look at your county statistics for health behaviors and social and economic factors – Click [HERE](#)
 - Census data – Click [HERE](#)
 - City data – Click [HERE](#)
- **Your own data from your pharmacy management system is a great tool for analyzing your current patient population.**

ACTION ITEM → **Run a report of your patients with diabetes (For example - filter with a date range of the last 6 months and medication of class of biguanide +/- insulin).** If possible, export to excel so you can sort into helpful categories like:

1. Number of patients per prescriber
2. Number of patients in certain age ranges
3. Number of patients by insurance type

- This information can be used to determine things such as 1) which prescriber(s) might be helpful for outreach regarding potential diabetes services, 2) how many patients with diabetes are 65+ for potential Medicare billing opportunities, and 3) how many patients with diabetes are commercial vs. Medicaid beneficiaries for various payer programs.

- **Make a list of diabetes providers and services currently offered in your area.**

- Reference your community resource guide created last month.
 - If you haven't already done so, identify and connect with community-based organizations (CBOs) and other community resources such as your social services department for bi-directional referrals.

- **Discuss how patients can be referred to your pharmacy who are in need of medication management and how you can refer back to them** (including the best way to communicate between organizations).

- **Were any local diabetes services identified?**

- Click [HERE](#) to search for DSMES program sites in your area.

- **Do you have a local endocrinologist?** Consider outreach to their office to learn more about where they refer patients for education and how you might be able to work together.

- Refer back to the report you ran of your patients with diabetes. Review shared patients before your outreach efforts so that you can be prepared to discuss.
- For more information about conducting prescriber visits (including talking points, what kind of data to share, and how to create an infographic to share with the prescriber) refer to the Hypertension Progression Month 6 Change Package (Click [HERE](#)) and/or the Pharmacist-Prescriber Collaboration Toolkit (Click [HERE](#)) created by the University of Pittsburgh School of Pharmacy.

STEP TWO: Assess how your pharmacy team can continue to be successful with implementing Flip the Pharmacy workflow innovations and be sustainable.

■ **As a team, reevaluate the “why” you decided to participate in Flip the Pharmacy and offer enhanced services to your patients.**

- Beyond the great care you are providing to your patients, come up with a few reasons it is important to stay engaged in your practice transformation efforts. Here are some examples from participating pharmacies:
 - Keep the momentum to continue to evolving our practice
 - Payer program readiness
 - Even if you aren’t actively participating in a payer program right now, it is crucial to have the processes in place to be successful in any program.
 - **Note:** Many payers are looking for solutions to SDoH, so make sure you have a system in place to identify SDoH and referral sources.
 - Support for participation in a current payer program
 - See below for a review of payer opportunities available to pharmacies now and how to get started!
 - Best practice sharing to bring innovative ideas back to our community

“Flip the Pharmacy gave my team and I the tools, resources, and confidence to enhance and strengthen clinical services that I enjoy giving our community. We have always taken great care of our patients ... but now we have it organized and documented ... What a great way to show how unique we are as community pharmacists in that we are able to advocate, coordinate, and care for patients!”

– **Ed Hudon**, *Cohort 2 Participant & Owner of The Medicine Shoppe, Boyertown, PA*

STEP THREE: Evaluate payer opportunities that are available now for diabetes services.

■ Diabetes Prevention Program (DPP)

- The CDC-led National DPP is a partnership of public and private organizations working together to build the infrastructure for nationwide delivery of an evidence-based lifestyle change program to prevent or delay the onset of type 2 diabetes in adults with prediabetes.
- **Kristen Hartzel, PharmD and Nicole Pezzino, PharmD, BCACP, CDCES**, members of FtP Team Pennsylvania, review the program and the application to community pharmacies, along with what your next steps are for getting started.
 - Click [HERE](#) to view the recorded presentation.
 - Slides: Click [HERE](#).
- **Reimbursement**
 - Click [HERE](#) to review reimbursement opportunities through Medicare as a DPP Supplier. Keep in mind that partnerships may exist outside of Medicare for reimbursement.
- **Resources:**
 - A Toolkit for Planning and Implementing DPP: Click [HERE](#).
 - CDC Action Guide for Community Pharmacists: Click [HERE](#).

■ Diabetes Self-Management Education (DSME)

- Diabetes self-management education and support (DSMES) is a critical element of care for all people with diabetes and those at risk for developing the condition. DSMES is the ongoing process of facilitating the knowledge, skills, and ability necessary for prediabetes and diabetes self-care, as well as activities that assist a person in implementing and sustaining the behaviors needed to manage his or her condition on an ongoing basis, beyond or outside of formal self-management training.
- **Angelina Tucker, PharmD, BCGP, CDCES**, member of FtP Team Texas, reviews the DSME program and the application to community pharmacies, along with what your next steps are for getting started.
 - Click [HERE](#) to view the recorded presentation.
 - Click [HERE](#) for a DSME Implementation Guide

■ Reimbursement

- Click [HERE](#) to see the Medicare reimbursement for DSME in your area (differs based on geography). The 2020 Medicare national geographically unadjusted reimbursements rates are listed below
 - HCPCS Code: G0108
 - Individual Visit (30 minutes)
 - Average reimbursement: \$56.22
 - HCPCS Code: G0109
 - Group Visit for 2 or more (30 minutes)
 - Average reimbursement: \$15.50

STEP FOUR: Identify an opportunity that would be a good fit for your pharmacy team to pursue.

- **Evaluate the options presented above by various experts from across the country.**
- **Consider what additional opportunities may be available in your area.**
 - Does your state allow you to have a CPA with another provider? Are there billing opportunities (e.g. incident-to-billing or provider status billing opportunities)?
 - Click [HERE](#) for the CDC's Collaborative Practice Agreement Resource and Implementation Guide for Pharmacists
 - Click [HERE](#) for information about how to get started with a Hypoglycemia Awareness Program provided by FtP Team Iowa
 - Consider using for provider outreach with the potential for establishing a CPA for dispensing glucagon
 - Cash-based POCT services
 - **Note:** Don't forget to follow up with your 5 (or more) patients from Month 1 and document their most recent Hemoglobin A1C in an eCare Plan this month.
 - This could also be an opportunity to trial approaching patients about cash-based POCT testing. Ask them if they would be interested in the service if you were to offer it in the pharmacy.
 - Remember that there are opportunities tied to payment in your pharmacy right now. Make sure you are maximizing these potential revenue streams.
 - Part D
 - Comprehensive Medication Reviews
 - Targeted Interventions related to adherence and gaps in care
 - EQuIPP scores tied to STAR ratings and DIR fees
 - Immunizations
- **Pick one opportunity to focus on for this month (and potentially the next several months as you build the service).**

STEP FIVE: Create a business plan.

- Click [HERE](#) to review **“Writing a Business Plan for a New Pharmacy Service”**.
 - This document addresses the core components of a business plan and will aid in creating your own business plan.
 - Use this as a starting point to create a basic business plan for the opportunity you plan to focus on.



Every APPE student at our site creates a mini business plan during the month. We assist them in identifying an opportunity, and they complete the market analysis and present it along with financial projections as part of their final project. It is a great learning experience for students and helpful for our team to continue evaluating new opportunities to add services.

- **As part of the planning process, be sure to think through operations and what workflow changes may need to be made. Rely on what your team has learned through this progression of Flip the Pharmacy and the importance of making incremental changes.**
 - Use the [Plan-Do-Check-Act Cycle](#) to aid in project planning.

STEP SIX: Implement your new service!

- **Set a timeline for implementation and evaluation of the services.**
 - For example, if implementing cash POCT services, you may have a goal to begin marketing and offering the service the following month with monthly reviews of revenue, expenses, and effects on operations.
 - Likewise, if you are starting to offer services based on a CPA with a provider, it will be important to evaluate the number of patients seen, medication adjustments made, track labs, etc. (in addition to financials and operations) so that you evaluate the effectiveness of the program and potentially use it to market the service to other providers.

STEP SEVEN: Don't forget to evaluate the service and refer back to your business plan.

- **“Like a road map, the business plan can be reviewed regularly to help the management team stay focused on key goals and assess their progress.”**