

New Prescription Technician Order Entry and its Impact on Mail Order Pharmacy

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Learning Objectives

- Describe the roles and contributions of VA pharmacy technicians at PBM Meds by Mail
- Identify examples of technician efficiency improvements that resulted in improved patient-centered performance
- Discuss the outcomes that resulted from the pharmacist prescription processing change to independent double-check of prescriptions and how it impacts customer service and patient safety



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Self-Assessment Questions

- True or False: Pharmacy technician roles at PBM Meds by Mail transitioned from minimal order entry to 95% order entry in one year.
- All of the following are tasks that pharmacy technicians perform at PBM Meds by Mail except?
 - a. New prescription order entry
 - b. Faxing for prescription clarification
 - c. Verification of prescriber information and exclusionary checks
 - d. Independent double-check of new prescriptions
- True or False: Pharmacists shift from order entry to an independent double-check of new prescriptions has increased the effectiveness of the patient safety program.



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P B M

- Pharmacy Benefits Management
 - Drug formulary management
 - Pharmacy practice
 - Pharmacy policy
 - CMOPs
 - Meds by Mail
 - Staff, resident and student education
 - Medication Safety
 - Emergency pharmacy services



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CHAMPVA

- Civilian Health and Medical Program of the Department of Veterans Affairs
- VA shares the cost of covered health care services with eligible beneficiaries
- Beneficiary(ies) of a veteran who is 100% permanently and totally disabled from a service-connected condition and are not otherwise entitled to DoD TRICARE benefits



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PBM Meds by Mail

- Available to CHAMPVA beneficiaries who do not have another health insurance policy that includes pharmacy benefits
- Provide maintenance medications with no out of pocket expense to the beneficiary
- Processed 2.4 million prescriptions in 2011, over 90,000 new prescriptions per month, 7% increase in new prescriptions from 2010



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PBM Meds by Mail

- Two prescription processing service centers
Cheyenne, WY and Dublin, GA
- 108 employees: program support assistants,
pharmacy technicians, pharmacists, and
management
- Prescriptions are transmitted to and filled by
Leavenworth CMOP (Consolidated Mail Outpatient
Pharmacy)



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PBM Meds by Mail

- 55,000 pieces of mail processed monthly
- 90,000 new prescriptions entered by technicians
monthly
- 2500 new prescriptions entered per technician
monthly
- Faxing done by technicians for clarification of
prescriptions
- Verification of prescriber information and
exclusionary checks done by technicians



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Before New Prescription Technician Order Entry

- 9-12 day turnaround time
- Only 10% new prescription technician order entry
with independent double-check of prescriptions
done by the pharmacists
- Limited time for pharmacist patient-centered care



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The Changes

- Observed and implemented industry standards
 - Teams
 - Staffing model
- Change management training and implementation
 - Goal of a 24 hour turnaround time
 - Gained ways to implement change positively amongst staff
- Re-designed workflow
 - Chartered Workflow Improvement committees
 - Put the staff in charge of making the changes
 - Change in organizational culture



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The Changes

- Eliminated non-value-added steps in the entire
process
 - Identified through Workflow Improvement committee
 - Teaching process
- Technician new prescription order entry training
 - Peer training
 - Supervisor training
 - Education Pharmacist training



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After New Prescription Technician Order Entry

- 3 day turnaround time
- 95% new prescription technician order entry with
independent double-check of prescriptions by
pharmacists
- Increased time for patient-centered care



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Patient-Centered Care

- Dramatically improved prescription profile maintenance
- Enhanced electronic health record documentation
- Expanded patient communication and counseling
- Increased pharmacist consultation with providers



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Patient Safety

- Previously no mechanism for catching medication errors in house
- Development of robust patient safety program
 - 95% of all prescriptions are double-checked prior to dispensing
- Contributes to a continuous educational process for all staff



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Customer Service

- Decreased prescription processing time
 - Originally 21 days from mail in, to being received by patient
 - Now under 12 days from mail in, to being received by patient
- More comprehensive documentation
- Enhanced opportunities for patient counseling



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Closing

- Employee driven process improvements
- Superior patient-centered care
- Enhanced customer service and patient safety



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