Federal Forum: Seizing the Opportunity to Network, Learn, and Advance 2011 Midyear Clinical Meeting

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 patientcentered 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

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
 - a. New prescription order entryb. Faxing for prescription clarification
 - c. Verification of prescriber information and exclusionary checks
 - 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.

PBM

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

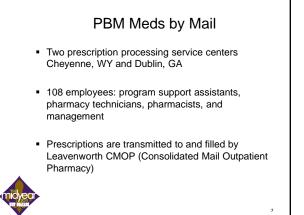
CHAMPVA

- 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 serviceconnected condition and are not otherwise entitled to DoD TRICARE benefits

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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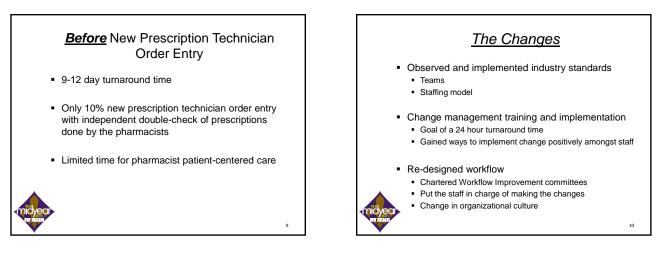


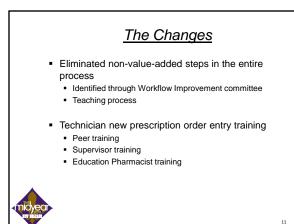
PBM Meds by Mail

- 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





<u>After</u> New Prescription Technician Order Entry

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

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Increased time for patient-centered care

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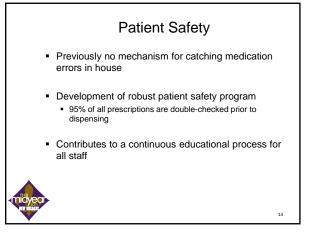
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Patient-Centered Care

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



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

Closing

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

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