

Community Pharmacy Accreditation: Does it Make a Difference?

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Disclosure

- Marsha K. Millonig reports no conflicts of interest with regard to the content of this presentation. She does not do any work for any of the three accrediting bodies discussed in the program.

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What will we accomplish today?

- ✓ List three main organizations that provide accreditation for community pharmacies.
- ✓ Describe the value of community pharmacy accreditation in the healthcare system and pharmacy.
 - ✓ Explain how accreditation aligns with initiatives aimed at quality, safety and efficiency in pharmacy practice
 - ✓ List four domain areas involved in accreditation

What is it?

- **Accreditation** is the act of granting credit or recognition, especially to an educational institution that maintains suitable standards. Accreditation is necessary to any person or institution in education that needs to prove that they meet a general standard of quality.

Perspective

- Accreditation itself in health care has been in existence since 1951-JCAHO
- Community pharmacy accreditation recent
 - Conversations in 2011
 - Formed the Center for Pharmacy Practice
Accreditation in December 2012 (NABP, APhA, ASHP)
 - URAC & ACHC began shortly after

Community Pharmacy Accreditation may provide the means to:

- to ensure measurable, safe and effective patient care is being provided.
- to empower pharmacists to practice at a higher level.
- for a critical mass of pharmacy practices to achieve the JCPP 2015 Vision for Pharmacy Practice
- for pharmacy practice networks to recognize and provide consistent care to patients

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Joint Commission of Pharmacy Practitioners (JCPP) *

Vision for Pharmacists' Practice

(adopted by JCPP November 2013)

Patients achieve optimal health and medication outcomes with pharmacists as essential and accountable providers within patient-centered, team-based healthcare.

*JCPP was established in 1977 and serves as a forum on matters of common interest and concern to national organizations of pharmacy practitioners and invited liaison members. JCPP Members are: AMCP, AACP, ACA, ACCP, ACPE, APhA, ASCP, ASHP, NABP, NCPA, and NASPA.

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Why?

- an increasing focus on the creation of mechanisms to identify providers and practice sites that can:
 - deliver quality health care,
 - improve patient outcomes and
 - use resources effectively.

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Vision for pharmacy practice accreditation

■ Standards facilitate

- High quality, safe and effective dispensing and patient care services
- Use of patient care data to **advance patient care**, enhance medication safety, and improve care delivery.
- Harmonization with existing accreditation programs
- Differentiation from statutory requirements

■ Accreditation process facilitates

- Practice innovation
- Recognition

An Example of Accreditation Value



Sunflower Health Plan, a managed care organization and subsidiary of Centene Corporation, has announced an enhanced, value-based payment on each claim from network pharmacies accredited by the Center for Pharmacy Practice Accreditation (CPPA).

Who is accrediting?

- CPPA (Center for Pharmacy Practice Accreditation)
–www.pharmacypracticeaccredit.org
- URAC (Utilization Review Accreditation Commission)
–www.urac.org
- ACHC (Accreditation Commission for Health Care)
–www.achc.org

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URAC Mission

To promote continuous improvement in the quality and efficiency of health care management through processes of accreditation and education.

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URAC

- URAC's Community Pharmacy Accreditation was developed in response to the market need to differentiate community pharmacies that have the structure and processes in place to engage in more integrated, patient-centered and accountable care.

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The URAC-accredited Community Pharmacy:

- Maintains policies and procedures for identifying, managing, and communicating drug safety and efficacy issues, and risks that may compromise the safety of the consumer
- Implements drug utilization management tools for achieving effective medication therapy management
- Meets standards for staff training and education on regulatory requirements, including conflict of interest, regulatory reference materials and training materials

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The URAC-accredited Community Pharmacy:

- Has written policies and/or documented procedures to establish accountability for providing customer service regarding community pharmacy services
- Empowers consumers through clear and accurate communications on consumer rights and responsibilities
- Supports electronic prescribing and integrates essential aspects of drug utilization management
- Provides medication therapy management services that are patient-specific and meet the needs of the individual patients

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ACHC

- Accreditation Commission for Health Care (ACHC) is dedicated to delivering the best possible experience and to partnering with organizations and healthcare professionals that seek accreditation and related services.

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ACHC Programs

- Specialty
- Community Retail
- LTC
- PCAB Compounding
- DMEPOS
- Infusion

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CPPA Mission

The mission is to serve the public health by raising the level of pharmacy-delivered patient care services through accreditation of the pharmacy practice.

CPPA Pharmacy Practice Value

- Demonstrate our focus on for positive patient outcomes
- Ensure we are delivering the highest quality of care for their patients
- ‘...following best practice for safe and effective patient care’
 - gaps in our current policy and procedures-guide to best fill in those gaps
- Demonstrate our investment in providing innovative patient care services

CPPA Pharmacy Practice Value

- 'lead the way in advocating for reimbursement'
 - 'for clinical services and exceptional performance provided by community practice'
 - 'future where patients are incentivized to use providers that produce the best outcomes'
 - 'factor in to how payers establish their networks'
- '...envision a time when patients and insurers will use this process to recognize quality community pharmacy practices'
- Placing "patients and their desired outcomes at the center..."
- Healthcare "that has positive results (improved patient outcomes, safety, and satisfaction) at a total cost that is reasonable and affordable."
- A "measure of outcomes achieved per monetary expenditure" focusing on "3 critical elements...clinical benefit (efficacy), toxicity (safety), and cost (efficiency)."

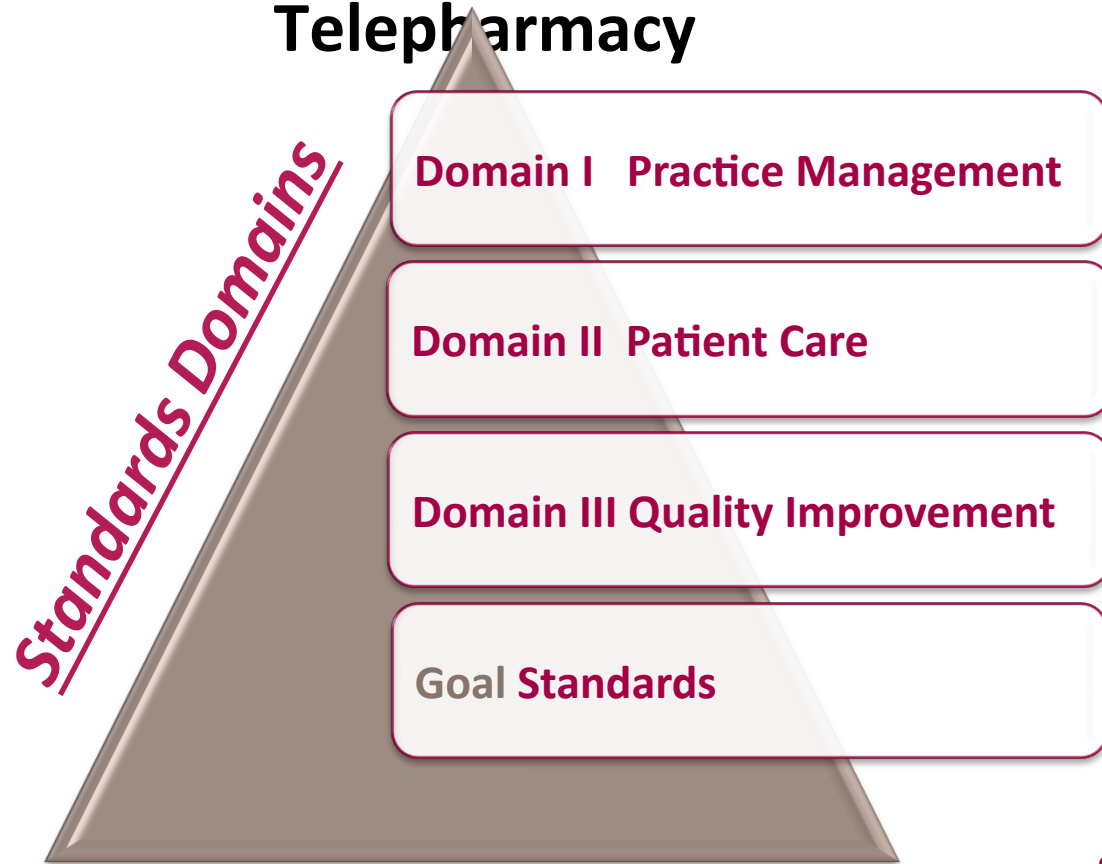
CPPA

- Standards define, focus on, and provide direction for pharmacy 'practice'
 - Elevates and standardizes practice
- Originates from within the pharmacy profession with the medication use experts
- Dynamic and flexible in defining the standards and advancing the services provided in pharmacy practices

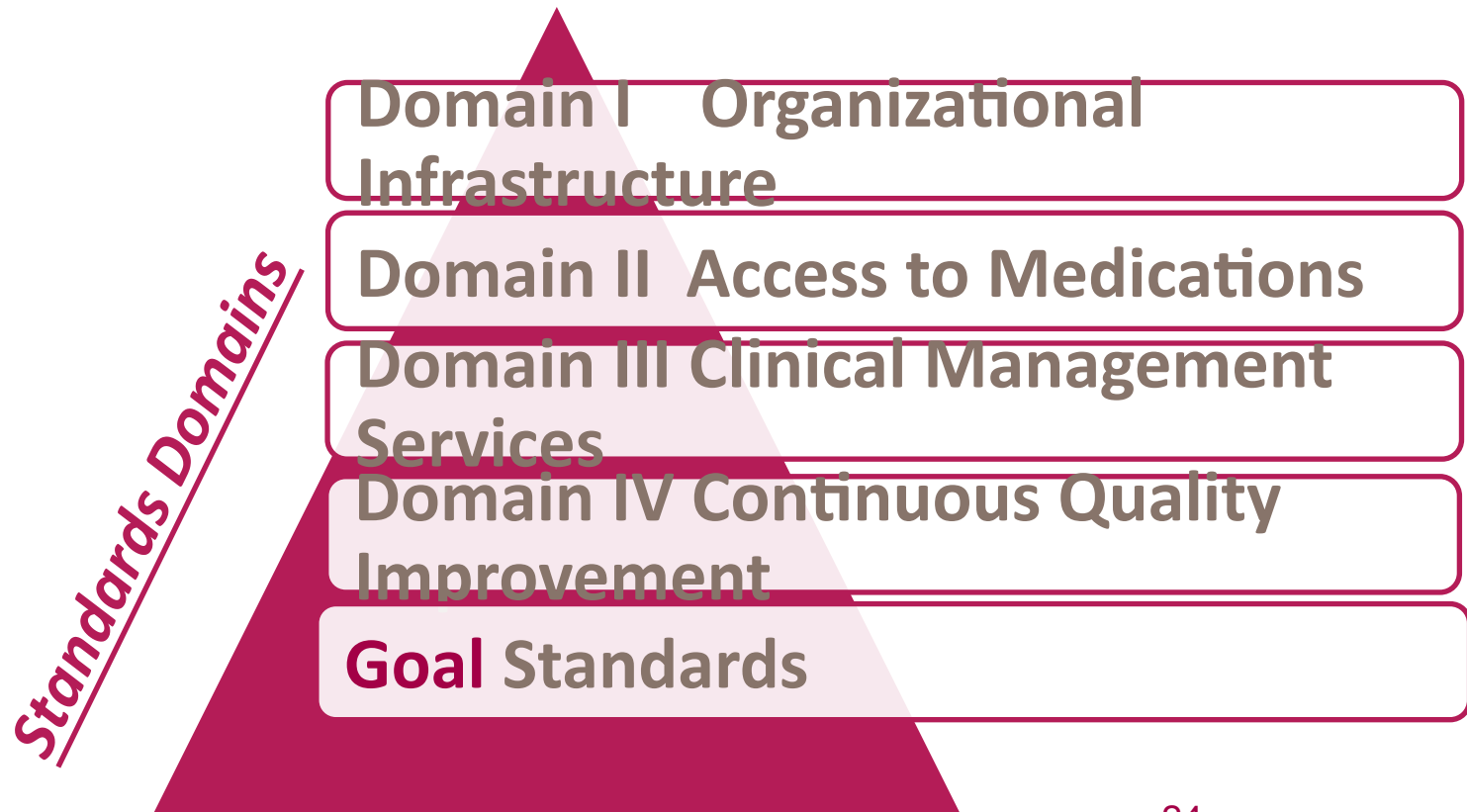
CPPA

- CPPA's mission and goals
 - Improve patient outcomes
 - Improve the delivery of pharmacy care
- The standards are comprehensive and practical
- The accreditation program/process
 - Easy to understand
 - Adaptable to different models of care
 - Can be bundled with other types of accreditation
- The accreditation program is priced competitively

PRACTICE STANDARDS: Community Pharmacy & Telepharmacy



SPECIALTY PHARMACY PRACTICE STANDARDS



Definition: Specialty Pharmacy Practice

What is a specialty pharmacy practice?

CPPA defines specialty pharmacy practice as a pharmacy practice created:

1. To manage the medication access and handling requirements of specialty pharmaceuticals, including dispensing and distribution, and
2. To provide clinical management services for patients with chronic, serious, life-threatening and/or rare disease or conditions receiving specialty medications, aimed towards achieving the desired patient therapeutic and economic outcomes.

FUTURE CPPA

Accreditation of Pharmacy Practice Across the Entire Medication Use Process

- **Development of other standards**
 - Acute Care Medication Use Processes
 - Medication Safety
 - Ambulatory Care (Clinic/Home Care)
- **Collaboration with Other Accrediting Organizations**
 - ASHP Residency (initiated)
 - Hospital or other practice site accreditors

Cost

- CPPA: Varies
 - Community: \$3,525 for 3 years
 - Specialty: \$12-40,000 very small to Large site
- URAC
 - Starts \$30K; only CVS
- ACHC
 - Starts \$15K

Is it worth it?

Thanks for Having Me!



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