



THAT OLD

# ***COLLEGE TRY***

**Purdue University helping Flip the Pharmacy**

by Tory Grooms, PharmD

As one of the first colleges of pharmacy to sponsor a Flip the Pharmacy team, Purdue University in West Lafayette, Ind., has committed to the transformation of community pharmacy practice in Indiana. As part of this sponsorship, Purdue University Department of Pharmacy Practice faculty also serve as practice transformation coaches to local pharmacies through advanced community practice experiences for their fourth-year students. Their investment will help push their vision to transform the practice and science of pharmacy into reality.

The Purdue pharmacy faculty don't just talk the talk to promote community pharmacy, they also walk the walk. They have committed to community pharmacy practice transformation by sponsoring Team Indiana through the Flip the Pharmacy initiative. Their investment provides direct coaching to 12 of the 19 participating pharmacies across the state and advanced community pharmacy practice training for their students through a designated Flip the Pharmacy APPE rotation.

### **EASY DECISION**

Purdue University pharmacy leaders are passionate about providing their students with the best opportunities to prepare them for their careers (the school admitted 148 students into its doctor of pharmacy program in 2020). They also recognize that more than half of their graduates will work in community practice. With their students' success in mind, it was an easy decision for Purdue to become a team sponsor for Team Indiana.

Flip the Pharmacy is a five-year pharmacy transformation program aiming to re-work community-based pharmacy practice beyond filling prescriptions and toward an ongoing focus on a patient's health. The program hopes to directly support 1,000 pharmacies and affect thousands more. To date, more than 800 pharmacies are receiving direct coaching and implementation support. (Learn more at [www.flipthepharmacy.com](http://www.flipthepharmacy.com).)



Margie Snyder, PharmD, MPH, associate professor of pharmacy practice and network director of Rx-SafeNet at the Purdue University College

## **FLIP THE PHARMACY: MOVING TOWARD A PATIENT-CENTERED PROCESS**

Flip the Pharmacy launched in June 2019 when the Community Pharmacy Foundation and CPESN® USA announced a five-year partnership to change community-based pharmacy practice. Community pharmacists knew the value that they bring to their patients but needed a mechanism to show that value to a greater audience – and to get paid for it.

Instead of just talking about the need for transformation, the Flip the Pharmacy project was created to be a hands-on learning process. Supported by coaches, pharmacies could work with a curriculum focused on key elements designed to move from a traditional prescription-filling, single-transaction model to a pharmacist-patient relationship that is economically viable and scalable.

In August 2019, the CPF Foundation board approved a \$3.3 million grant to fund the Flip the Pharmacy initiative, and 20 practice transformation teams (representing more than 500 pharmacies) were chosen to be part of the project's first cohort. The program officially kicked off on Oct. 1, 2019. CPESN has partnered with CPF to serve as the coordinating center for Flip the Pharmacy.

### **HOW IT WORKS**

The two-year experience focuses on six “domains,” or areas of change. Over 24 months, the pharmacy works on measurable goals within each domain. By the end of the two-year program, the incremental changes are designed to add up to a true practice transformation.

The domains are:

- Leveraging the appointment-based model.
- Improving patient follow-up and monitoring.
- Developing new roles for non-pharmacist support staff.
- Optimizing the utilization of technology and electronic care plans.
- Establishing working relationships with other care team members.
- Developing the business model and expressing value.

With the completion of each domain, the pharmacy is moving toward a patient-centered practice. In the first domain, for example, pharmacies create a robust medication synchronization program. But within that goal are many smaller goals. Making small changes and doing them every day is intended to make transformation easier.

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of Pharmacy, says that Purdue is focused on the future of community pharmacy through working with the ACT (Academia-CPESN® Transformation) Pharmacy Collaborative, Flip the Pharmacy, and leading research via the Medication Safety Research Network of Indiana (Rx-SafeNet), a statewide community pharmacy practice-based research network.

Snyder is one of three faculty members working with a postdoctoral research fellow on “Team Purdue,” the university’s name for its Flip the Pharmacy coaching team directly supporting the 12 aforementioned pharmacies. She explained how their program focuses on training fourth-year pharmacy students to take the lead as practice transformation coaches every month, mentored by the faculty coaches.

#### **COACHING AND TEAMWORK**

Using monthly change packages, Flip the Pharmacy coaches work with local pharmacy teams to implement the six key transformation domains, with an emphasis on continuing patient care planning with documentation in various Pharmacist eCare plan platforms.

“On Team Purdue, we have a rotating system among our faculty-pre-

ceptors that centers around our APPE students and the pharmacies that they coach in Flip the Pharmacy,” Snyder says. “Each month, new fourth-year students take over the coaching role with one of the four lead coaches. The transitions are seamless as we require incoming and outgoing students to meet prior to beginning the rotation for a warm handoff that includes an introduction to Flip the Pharmacy, the pharmacies that we serve, and any concerns that need to be addressed in the next month.”

To ensure that the coach is giving each pharmacy the answers and support needed, the students maintain a continuity document. This file addresses all the questions and concerns that the pharmacies bring up during their site visits.

“This advanced pharmacy practice experience really works because of our continuity document,” Snyder says. “It helps us to stay on top of issues just like a single coach would if they visited the same pharmacy month after month.”

#### **CREATIVE SOLUTION**

Purdue has set up a creative solution to assure practice transformation in Indiana. As a university, it has a focus on transformational leadership



MARGIE SNYDER, PHARM.D, MPH

by training its students to carry out the goals for community pharmacy’s future.

“My vision is that we would be seen as the ‘primary care pharmacists,’ meaning that patients would consistently think of their pharmacist as the medication expert who collaborates directly with their primary care provider,” Snyder says. “Patients would have a full understanding of what we can do to help them, and payers would be willing to compensate us for the clinical interventions that we make on a regular basis.”

This aligns with the vision for the Purdue University College of Pharmacy to transform the practice and science of pharmacy to lead advances in human health. ■

**Tory Grooms is a 2021 graduate of the Belmont University College of Pharmacy and is currently a PGY-1 community pharmacy resident at Moose Pharmacy/University of North Carolina at Chapel Hill. She served as program communications assistant with Flip the Pharmacy.**