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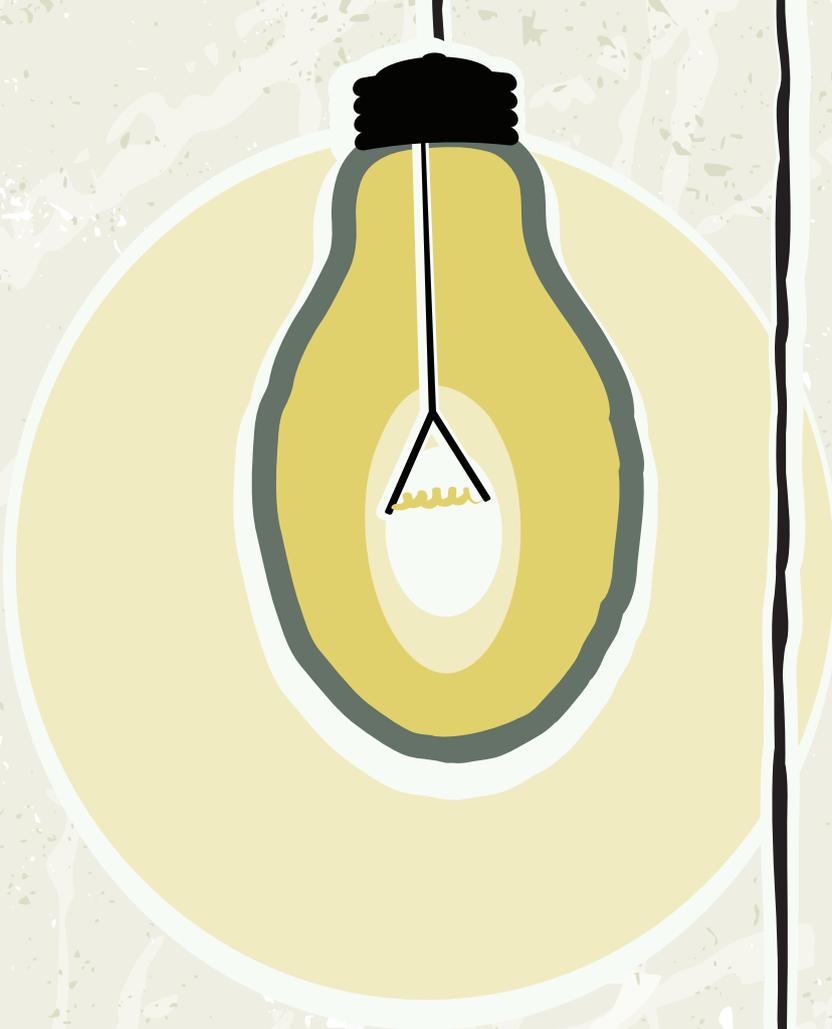
BURNOUT

to brilliance



**Colorado's ClearSpring
Pharmacy flips the
pharmacy toward
enhanced clinical services**

by Brooke Kulusich



With frequently changing coronavirus guidelines, on-edge patients peppering the overworked staff with questions, and more phone lines ringing than bodies to answer them, burnout has become an issue in community pharmacies throughout the country. However, Dana Sadowski, PharmD, believed that community-based pharmacy practice could (and should) be different. She was brought to ClearSpring Pharmacy in Colorado to spearhead its practice transformation effort. Now she serves as the pharmacy's Flip the Pharmacy

champion and directs the clinical programs among its staff, who have been reenergized with the newfound potential of community pharmacy. "Flip the Pharmacy reminds us why we do what we do," Sadowski says.

Known for its compounding services, ClearSpring Pharmacy has served Denver and the surrounding communities for more than 20 years. ClearSpring Pharmacy participates in CPESN® Colorado. As ClearSpring's pharmacy manager, Sadowski leads the implementation of enhanced clinical services. ClearSpring Pharmacy started its Flip the Pharmacy program (cohort 2) in October 2020, along with 800 other pharmacies across the country. 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.

REACHING MORE PATIENTS

Sadowski acknowledges that ClearSpring Pharmacy's participation in Flip the Pharmacy has allowed her team to reach more patients and provide higher quality patient care. 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 eCare Plan platforms.

"During the pandemic, patients saw firsthand all the services we offered and came to know us as an active health care hub when others closed their doors," Sadowski says. Among the innovative clinical services offered by ClearSpring Pharmacy in particular are machines that automatically check A1C and cholesterol in a convenient way. The ClearSpring Pharmacy team has also ramped up its medication synchronization, adherence packaging, immunization, and delivery programs.

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Along with implementing additional clinical services, Sadowski plans to enhance non-pharmacist staff engagement in creative ways. Two full-time pharmacy technicians will perform regular patient outreach calls for blood pressure check-ins, medication synchronization fills, and immunization

screenings. Student pharmacists will perform blood pressure readings as patients wait during ClearSpring Pharmacy's COVID-19 immunization clinics.

"When I precept APPE students, they are amazed at how this advanced community pharmacy rotation mimics more of an ambulatory care setting," Sadowski says. "I love showing students a different side of community pharmacy that they might not see in the classroom."

Sadowski says much of ClearSpring Pharmacy's success is due to its coaches, Wesley Nuffer, PharmD, and Whitney Osborn, PharmD. She says they have been instrumental in helping her track the pharmacy's progress, dissect monthly change packages, and answer questions at a moment's notice. Flip the Pharmacy coaches are funded by the Community Pharmacy Foundation (www.communitypharmacyfoundation.org) and national and local team sponsors.



The ClearSpring staff who have helped flip the pharmacy: (from left) Brandy Powell, Gisel Briones, Ty Sander, Michele Van Sise, Dana Sadowski, Colin Fogel, and Carolyn Crust.



ClearSpring Pharmacy is a member of Team Colorado, which is funded in part by a team sponsorship donation from RxPlus Pharmacies. The pharmacy also receives grant funding from the Colorado Department of Public Health.

LOOKING AHEAD

What's next for ClearSpring Pharmacy? When asked about the pharmacy's plans, Sadowski says her team will be participating in the EngageDr. program (www.avantinstitute.com/pages/engagedr) and the NCPA Innovation Center/CPESN Community Pharmacy Fellowship (ncpa.org/fellowship). She is confident that these opportunities will provide her staff with the skills needed to continue increasing their patient base, building relationships with local health care providers, and growing their presence on social media. Sadowski also plans to start enrolling patients in their newly accredited Diabetes Self-Management Education and Support program.

"When you have to work the bench, it's easy to feel like there aren't enough hours in the day. We're all used to our routines and old habits are hard to break," Sadowski says. "Flip the Pharmacy is what keeps us motivated and on track. It's given us more opportunities than we could have imagined, and we're excited to keep exploring them."

The Flip the Pharmacy program hopes to directly support 1,000 pharmacies, just like ClearSpring Pharmacy, with coaches such as Nuffer and Osborn, and affect thousands more. To date, more than 800 pharmacies are receiving direct coaching and implementation support. Learn more at www.flipthepharmacy.com. ■

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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 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.

To learn more, visit www.flipthepharmacy.com.