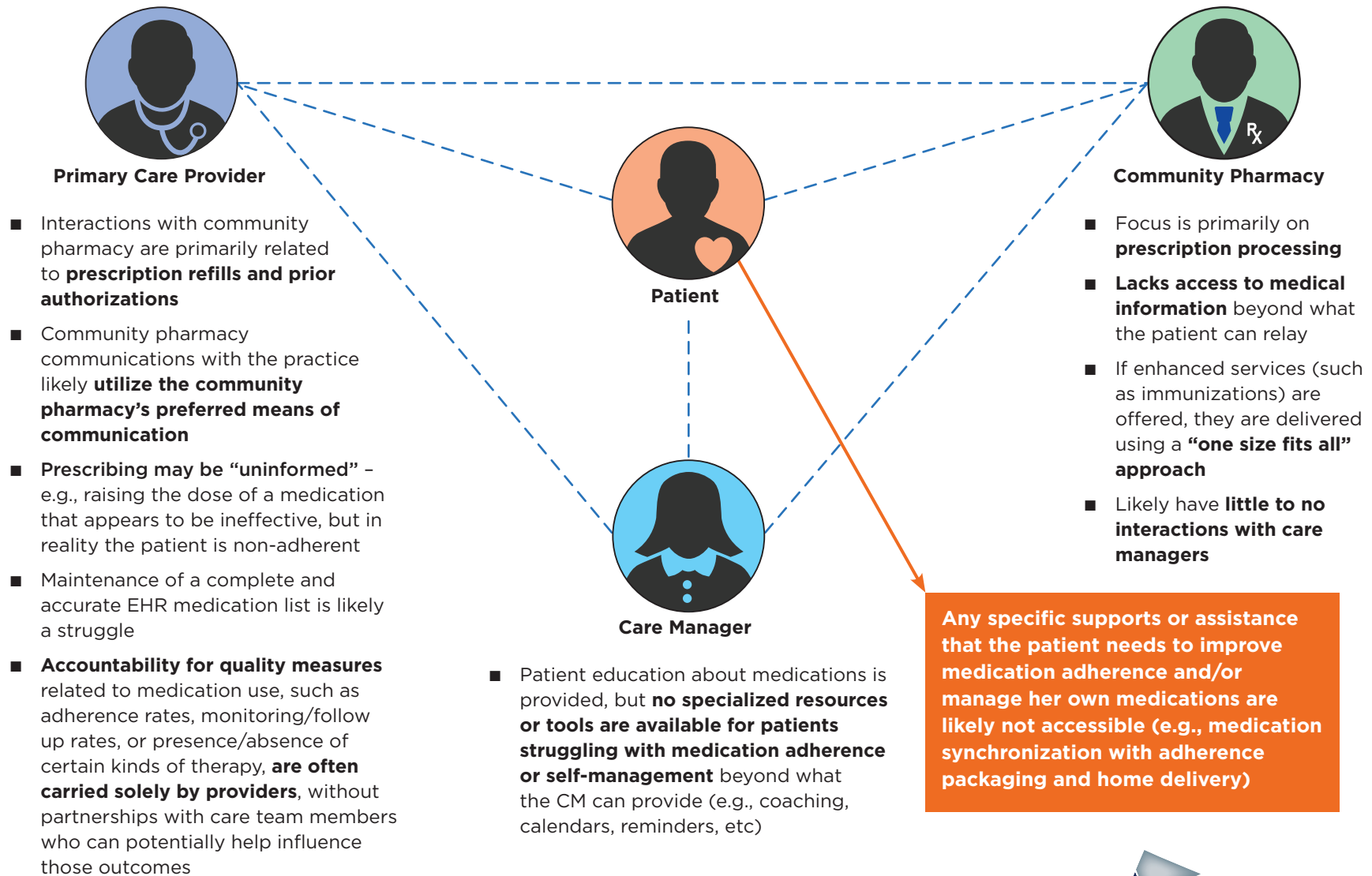


# THE HEALTH CARE SYSTEM WITH CONVENTIONAL/“CONVENIENCE CARE” COMMUNITY PHARMACY



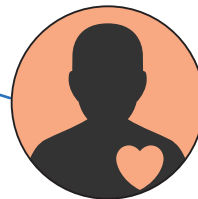
# THE HEALTH CARE SYSTEM WITH “CHRONIC CARE”/ CPESN PHARMACIES



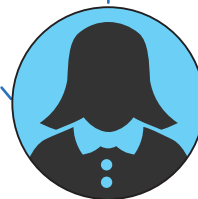
Primary Care Provider



CPESN Pharmacy



Patient



Care Manager

- Interactions with community pharmacies include **meaningful, clinically-relevant information about the patient’s health status** (not just information about prescriptions)
- Communications are more likely to be sent from pharmacies using the **provider or practice’s preferred means of communication**, instead of the pharmacy’s
- **“Informed” prescribing** — CPESN pharmacies periodically provide pharmacy care plans for high risk patients (care plans include updated medication lists, drug therapy problems currently affecting the patient’s ability to reach goals of therapy, and a description of enhanced pharmacy services provided to patient)
- Providers can make **referrals for patients who need customized med use supports** offered at CPESN pharmacies
- CPESN pharmacies have **shared accountability for** and/or collaborate with providers to improve **medication use-related quality measures**

- Patient education about medications is provided as part of normal disease state management programs, but CM additionally has **access to customized medication use supports/enhanced pharmacy services for patients who need them**
- **CPESN pharmacy collaborates with case manager** on medication-related aspects of care (e.g., reinforcing education, checking in with patient on certain aspects of self management, etc)

- **Provides enhanced services customized to specific patient needs** via collaborative provider relationships, has **access to information about indications, goals of therapy, lab results, and other clinical information** to inform development of pharmacy care plans for high risk patients
- **Data analytics stratify the pharmacy’s patient population based on risk of adverse health outcomes**, allowing pharmacies to follow high risk patients more closely
- **Information sent with care management or provider referrals** allows pharmacy staff to provide enhanced services specific to a given patient’s needs, **monitor patients according to a shared care plan, and promptly notify the care team about acute issues** that could lead to destabilization and/or hospitalization

