



CPESN® Pharmacies and Local Network Leadership:

Here is this week's ***Sunday Update*** ... just a few quick takes.

**Quick Take #1: Guiding Principle #6 of Six.** We've arrived at our sixth and final guiding principle and I'm sure it will be a popular one. Care planning is at the core of all enhanced services and essential to the sustainability of community-based pharmacy. Remember that the electronic Care Plan is just a way for your pharmacy management or clinical documentation system(s) to transmit data from you to CPESN USA, or you to a physician practice, or you to a health system, or you to a payer. Yes, a payer – that is happening in its early stages now.

So, the next logical question is: **If I am doing an assessment of the patient, identifying drug therapies, and documenting essentially all of the information needed for TIPs and CMRs, then why can't my system send my information to Part D MTM (and other) platforms so that I may have a single system of record and workflow (just like physicians and others)?**

Well, in two words: **We agree.**

**Guiding Principle #6:** Pharmacy providers should be able to send care plans or other payer-required documentation electronically to payers such as Part D Plan vendors (or their designees) in lieu of using a payer-sponsored or Part D Plan-sponsored clinical documentation systems when they have the technical ability to do so out of their own clinical documentation systems of record, and receive payment for transmitting that information. **In short, you should be able to use your own system to take care of your patients and get paid just as if you went to somebody else's system.**

**Quick Take #2: My Local YMCA has Gone Corporate.** Recently, my local YMCA (which is well connected to the community and our family adores) combined with a larger group of YMCAs in the Raleigh-Durham metro area. The reasons behind it sounded all too familiar. They needed economy of scale and "efficiencies", a larger brand presence, and common and reliable operations. Most importantly, it was needed to compete with other gym chains and market trends in the area (and nationwide).

Well, for the last couple of weeks I've been extremely frustrated with our beloved YMCA. When you call our "branch" you get a central call center. My most recent interaction went something like this: Me, "**Do you have the kids playroom open tonight?**" Random call center person in another city, "**I think so, that's what the schedule says.**" Me, "**Can you check to make sure before I get the kids dressed and loaded up?**" Random call center person in another city, "**I'd have to call the branch.**" Me: "**I'm happy to do that.**" Random call center person in another city: "**We don't have direct lines to local branches for general information anymore.**" Well, I showed up and the check in person (who sits there staring out the window most of the time and has a phone literally an arm's length away) says, "**Oh, the playroom is closed.**" Me (fuming), "**The person on the phone said it was open.**" Check In person, "**Yes, you are the second person tonight that said that.**"

***This was a reminder to me and a commitment from the staff at CPESN USA that CPESN Networks will always be local and always connected to the community.***

**Quick Take #3: Thanksgiving.** I've had lots of interactions recently with luminaries across the country as I am scheduling one-on-one sessions around payer strategy and the use of our new customer relations management (CRM) system to track network "sales and marketing" efforts. I continue to be humbled by the energy, entrepreneurial spirit, and commitment of our nearly 200 luminary pharmacist leads across our 40+ networks. In the face of difficult market trends and despite the anti-competitive and slight of hand behavior of others in the industry, they remain faithful to their purpose and their communities. I'm so very thankful for them. The CPESN effort most certainly would not be possible without them.

I hope you had a great (and prosperous) Thanksgiving weekend.



Sincerely,

A handwritten signature in black ink, appearing to read 'Troy Trygstad'.

Troy Trygstad  
Executive Director

For more information on CPESN®  
Networks, visit [www.CPESN.com](http://www.CPESN.com)

