



CPESN® Pharmacies and Local Network Leadership:

Here is this week's **Sunday Update** on CPESN activities from the past week.

It's NCPA Annual Convention week! The CPESN team is making final preparations for a number of activities and meetings for you to connect during the show. **If you are coming to Boston, click [here](#) to see the full list of opportunities!**



### **Network Development**

Thank you to the Indiana Pharmacists Association for hosting a continuing education session on community pharmacy networks! CPESN Indiana Luminaries JD Fain and David Bush were present at the session to answer questions regarding their growing CPESN network.



## Quality

Wow! What a reception we had during the three special Pharmacist eCare Plan webinar sessions this week. We sent invitations to your local network luminaries and facilitators and 137 of them showed up (a very strong majority). We had great questions and feedback. We polled attendees before and after the webinar and had very favorable results, giving us confidence that ***the key to the eCare Plan effort is education and workflow assistance.***

### Question ***Before*** Educational Webinar

The ecare plan sounds like another step that we'd have to do and pay for and won't get reimbursed for appropriately.

Yes

**55%**

No

**45%**

Do your pharmacy document your clinical interventions, findings, and sharings?

Always

**8%**

Sometimes

**51%**

Rarely

**35%**

Never

**6%**

Do you currently have a clinical documentation system?

Yes	No	Not Sure
<b>43%</b>	<b>30%</b>	<b>27%</b>

Do you currently have a way to transmit an eCare plan?

Yes	No	Not Sure
<b>45%</b>	<b>35%</b>	<b>25%</b>

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## Question *After* Educational Webinar

I understand the value and importance of the eCare Plan and how it will benefit my pharmacy.

Yes	No	Not Sure
<b>88%</b>	<b>0%</b>	<b>12%</b>

Have you transmitted an eCare plan?

Yes	No
<b>19%</b>	<b>81%</b>

There were other interesting insights provided by the attendees. Most document interventions and findings at least from time to time. Many have a system in place but nearly a third don't know if they do (note that this question was asked pre webinar education). There were very similar results for those believing they had a system in place and could transmit an eCare Plan (very small gap here which confirms our belief that most pharmacies that have a clinical documentation system also have eCare Plan transmission capabilities). We were also pleasantly surprised to see that roughly half of those pharmacies that had documentation systems had already transmitted a care plan electronically.

The webinars were so successful with your network leadership, we are now planning for three additional efforts: 1) a webinar series available for all 1,800 participating pharmacies starting in mid-October; 2) "super utilizer" pharmacy-vendor groups that focus on ironing out wrinkles and developing best practices in data entry and workflow; and 3) "Workflow Wednesdays" where we pick a care planning workflow tip from one of the USA Luminaries and then have each clinical documentation system create videos that illustrate how their system can be used to support that particular workflow (e.g. delivery

driver discovers that patient is feeling dizzy lately after standing up—how and by whom is that entered into the clinical documentation system they provide—in *workflow*).

## Key eCare Plan Takeaways

- **Advantages of Standards Approach**
  - It allows for Choice of clinical documentation system
  - Easy way to gather data across multiple systems for clinical integration
  - Re-enforces care process needed for enhanced services (*vs. just filling*)
- **Three Primary Uses**
  - Quality Assurance – *mandatory for clinical integration*
  - Billing for Services – *two payers already asking to use*
  - Care Coordination – *early stages, happening in NC*



### Marketing

#### Marketing

*2018 CPESN Luminary-of-the-Year Finalists*  
For CPESN Luminary-of-the-Year Finalist, Deborah D. Bowers, CPESN Networks is the solution for offering quality services and sending a unified message to medical side payers. That belief is what drives the CPESN South Carolina lead luminary and owner of Yorkville Pharmacy. Deborah has worked tirelessly over the past year because she believes CPESN South Carolina is vital to help secure compensation for medication-related services and help independent pharmacies survive. Devoting her time to CPESN initiatives was an easy decision for Deborah because she is passionate about helping patients, caregivers, and practitioners solve their problems.



Deborah feels the best part of CPESN Networks is being able to collaborate with other like-minded pharmacies on the same mission. It is exciting for her to learn about what other pharmacies are doing and to spread the word to other health care professionals about how beneficial community pharmacy can be—not only for them, but for their patients as well. Deborah believes that being involved with CPESN Networks will be “well worth it if we can get plan sponsors to understand that not every pharmacy is created equal” and secure reimbursement for more than just the product.

Up next for Deborah and CPESN South Carolina is to continue to inform other pharmacies about their network to encourage like-minded visionaries to join. She has met with numerous payers over the past 12 months and is confident that her network will secure a contract to provide services in the near future.

Click [here](#) for Deborah's full bio.

#### *In the News*

Pharmacist eCare Plan Featured in *Healthcare Informatics* Article

The Pharmacist Care Plan was the primary topic in a September 14, 2018 article on Healthcare-Informatics.com entitled, EHR-Compatible Pharmacist Care Plan Standard Opens the Door to Cross-Setting Data Exchange. The article by Zabrina Gonzaga, R.N., shares the importance of the Pharmacist Care Plan Standard for the future of community pharmacy. Click [here](#) to view the whole article.

#### Osterhaus Receives Distinguished Alumni Award

CPESN Iowa President and CPESN USA Board Treasurer, Matt Osterhaus, and his wife Marilyn, were recently announced as recipients of the University of Iowa School of Pharmacy Distinguished Alumni Award. Congratulations to Matt & Marilyn! Click [here](#) to read the entire announcement.

Thanks for being a participating pharmacy. Have a great week!



Sincerely,

A handwritten signature in black ink, appearing to read 'Troy Trygstad', written in a cursive style.

Troy Trygstad  
Executive Director

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

