

# Standardizing the implementation of pharmacist-led patient care protocols in the ambulatory pharmacy setting within a community health system

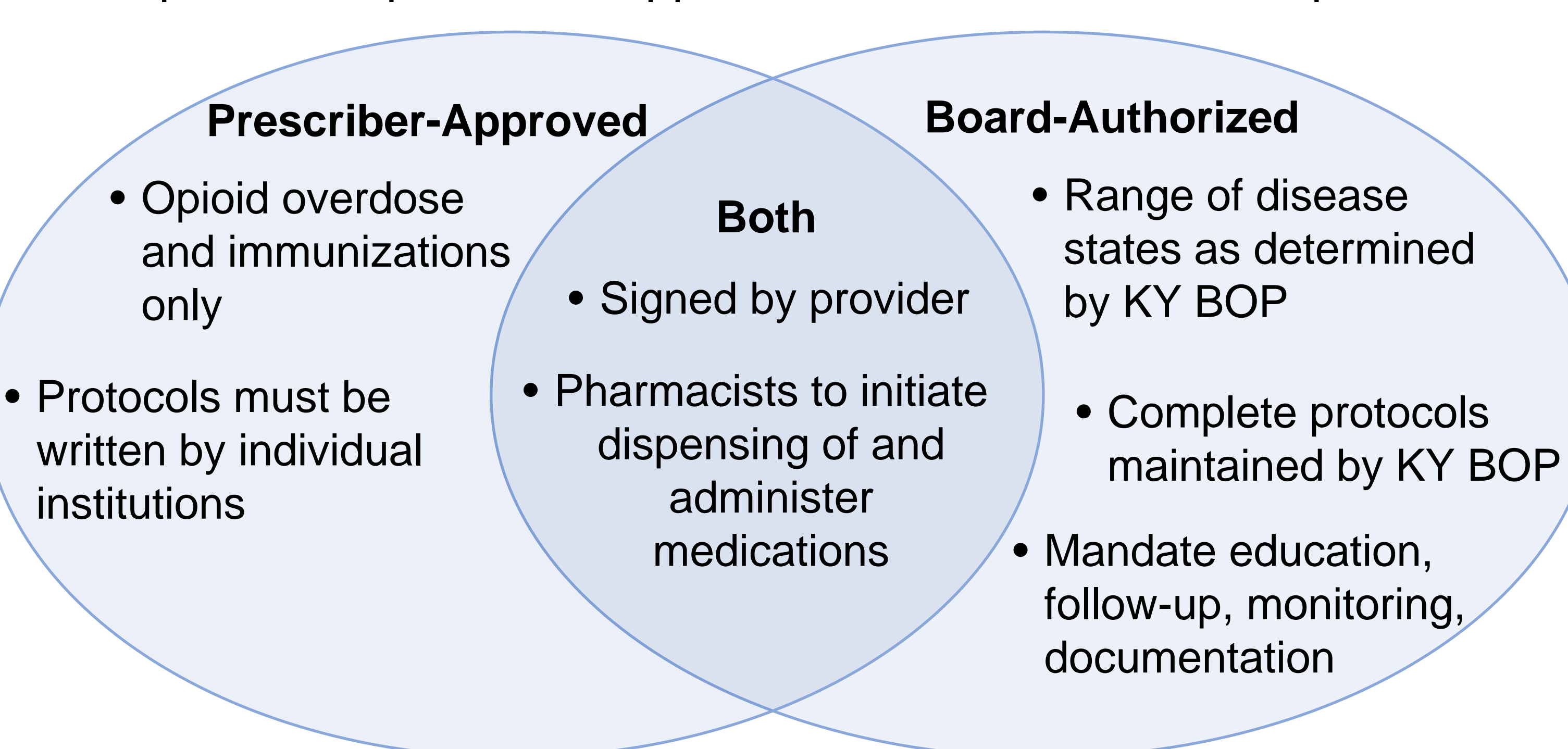
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## BACKGROUND

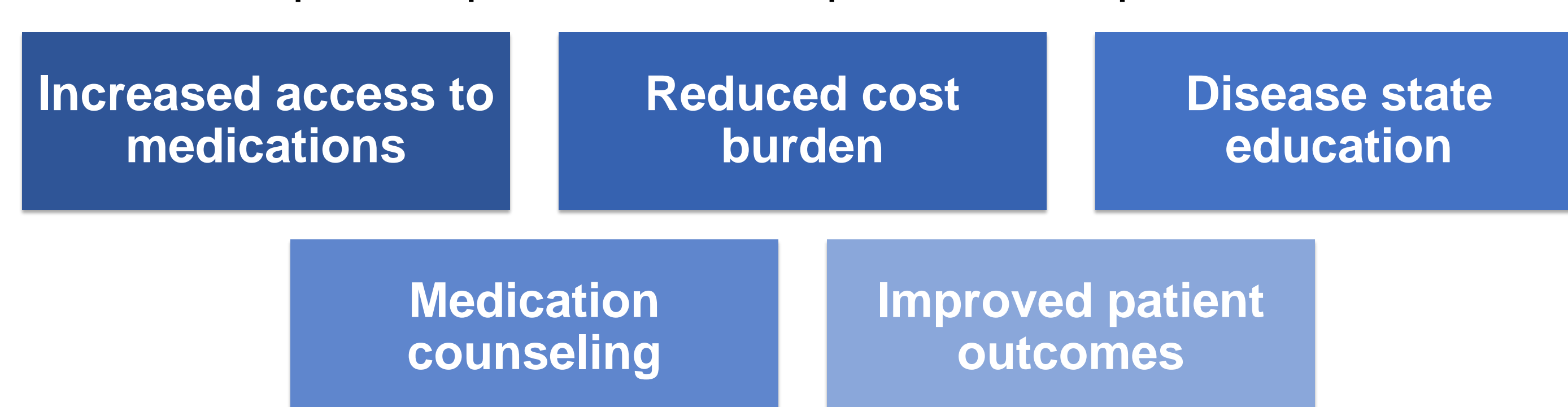
Kentucky is increasing access to healthcare through pharmacist-led patient care protocols

Patient Care Protocols	Prescriber-Approved Protocols	Written into Kentucky law and regulation, including opioid overdose and immunizations
	Board-Authorized Protocols	Protocols developed and maintained by Kentucky Board of Pharmacy (KY BOP)
	Collaborative Practice Agreements	Cover any disease state as agreed upon by prescriber and pharmacist

Comparison of prescriber-approved and board-authorized protocols:



Impact of pharmacist-led patient care protocols:



## PROBLEM CHARACTERIZATION

Norton Healthcare (NHC) Community Pharmacy patient care protocols:

Prescriber-Approved	Board-Authorized
Immunizations	Smoking Cessation
Opioid Overdose	

Current state of protocols at NHC need optimization:

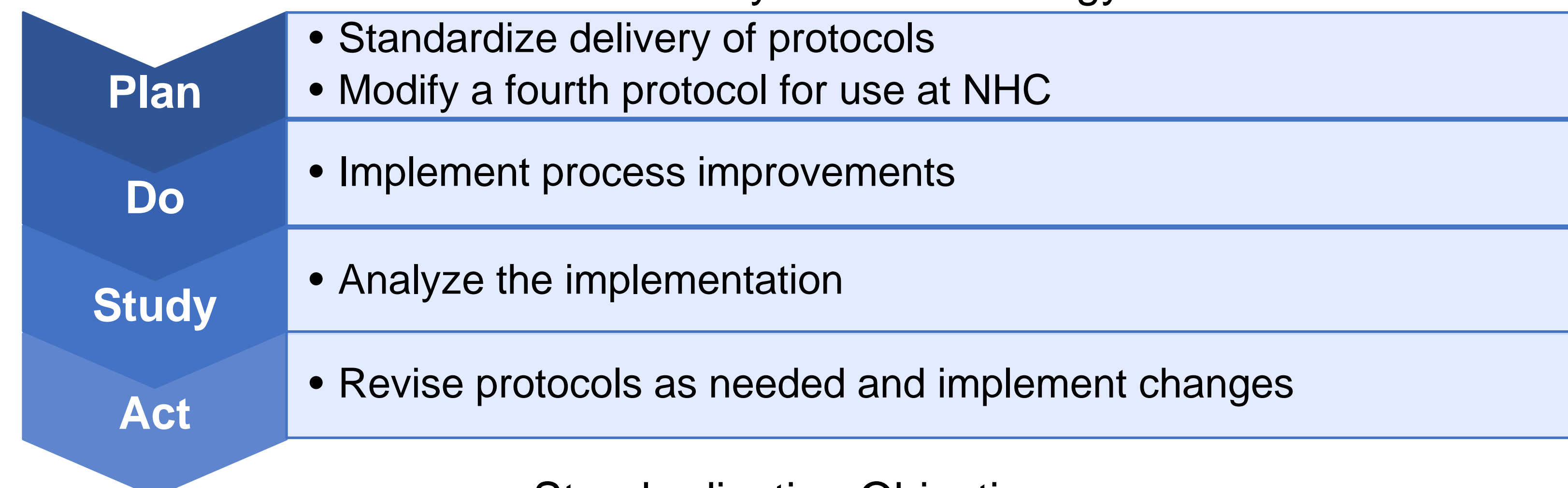
- Only include community pharmacists
- Not standardized in organization or implementation
- No process for electronic medical record (EMR) documentation

## AIM STATEMENT

To standardize and operationalize existing pharmacist-led patient care protocols to facilitate further protocol expansion.

## METHODS

Plan-Do-Study-Act Methodology:



Standardization Objectives:

Objective	Current State			Key
	Immunizations	Opioid Overdose	Smoking Cessation	
Protocol revisions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Meets objective
EMR documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Partially meets objective
Employee protocol training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Does not meet objective
Employee onboarding process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Expansion to ambulatory pharmacists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## INTERVENTION

### Protocol Revision:

- Immunization protocol last updated 2015
  - Removed outdated vaccines and vaccine information
  - Revised vaccine administration record
  - Created a resource appendix

### Employee Training and Onboarding:

- Created standard work instructions for pharmacist training and a competency evaluation profile for current and future employees

### EMR Documentation:

- Created a standard process for documentation
  - Pharmacists open an ambulatory pharmacy encounter
  - Pharmacist interventions (i-vents) where intervention documentation automatically populates
  - I-vent saved as a note in the EMR

### Expansion to all ambulatory pharmacists:

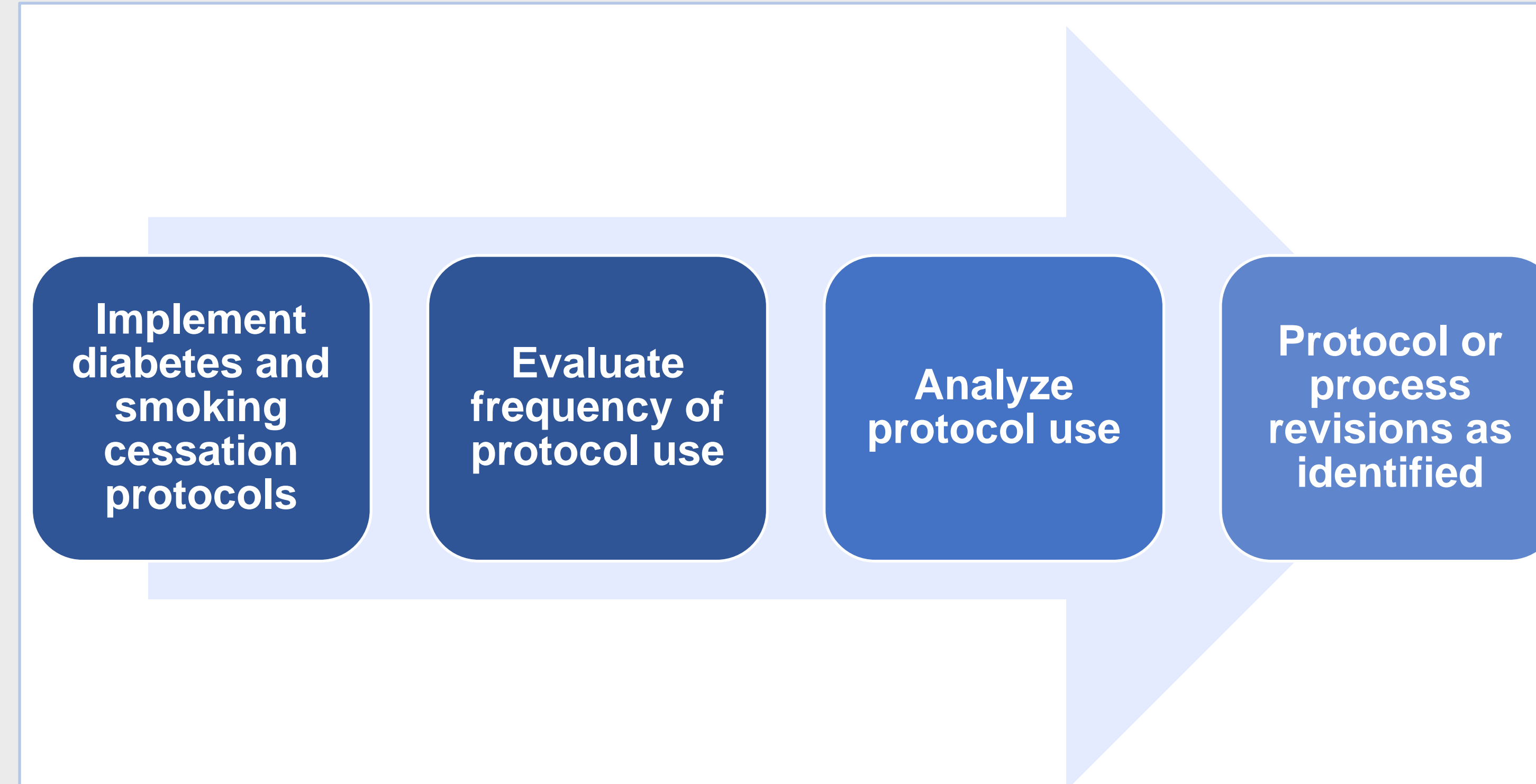
- Encompasses patients discharging from the hospital, in ambulatory practices, and

Objective	Optimized State		
	Immunizations	Opioid Overdose	Smoking Cessation
Protocol revisions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
EMR documentation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Employee protocol training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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## EXPANSION OF SERVICES

- Modified the KY BOP Diabetes Testing Supplies Board-Authorized Protocol to include pen needles and syringes
- Presented proposed modifications to the KY BOP at February 2021 board meeting
- Received board approval for NHC and the entire state of Kentucky

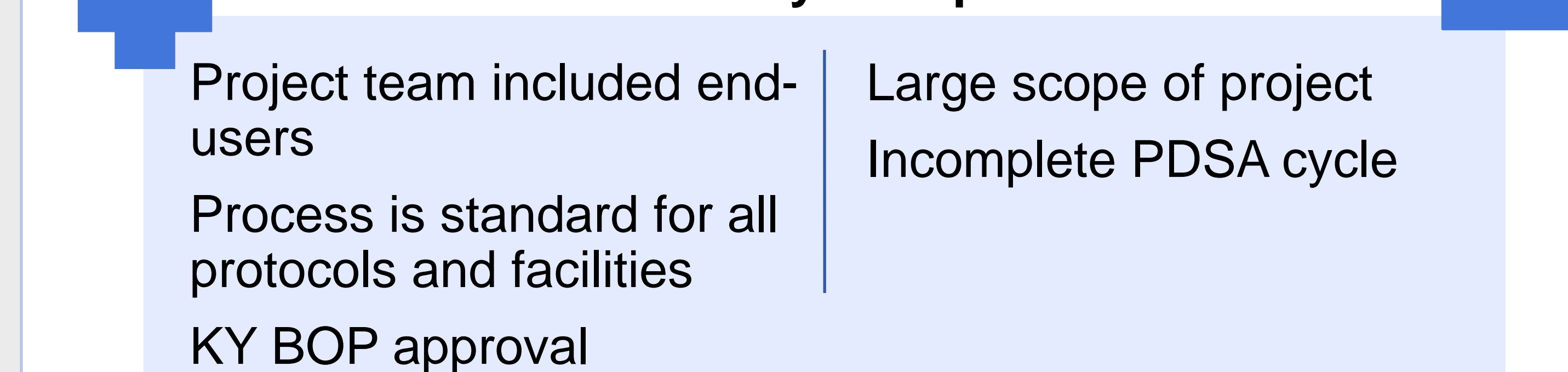
## NEXT STEPS



## DISCUSSION

- Expanded services to meet needs of more patients
- Successfully standardized four separate protocols
- Created an onboarding and training process for all employees
- Affected practice throughout state of Kentucky

### Study Critique:



## CONCLUSIONS

- Pharmacists are valuable members of the healthcare team who can provide greater access to care and improve patient outcomes.
- Implementing standardized practices and procedures for protocol utilization will improve their ease and frequency of use.
- Standardized practices may further aid in protocol and service expansion.

## REFERENCES

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