

## **PANEL ON HIGHLIGHTING INNOVATIONS IN PHARMACIST-DELIVERED CARE - Transformation of Clinical Pharmacy Practice in the VA: Implications for the Profession**

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The United States Department of Veterans Affairs (VA) has embarked on a historic and aggressive transformation of its health care delivery system which embraces the concepts of the Patient Centered Medical Home and integration of specialty care. The transformations started in earnest in April 2010 and, in one short year, have prompted all medical disciplines to work together and to rethink what practices could improve the health care system in terms of access, care coordination, and practice redesign to improve quality and customer service. The tenets that teams are asked to achieve include: a) each member of the team works at their highest training level; b) agreement on the role of each member, where possible; c) all care is delivered in the team without need for referral; d) same day appointments for acutely ill panel members; and e) processes and throughput improve provider time spent with direct patient care. Pharmacy services are impacted heavily by these initiatives which have necessitated rapid adaptation philosophically and operationally.

This presentation will outline the approach that the National VA Pharmacy Benefits Management (PBM) has taken to attack this initiative in new and innovative ways that will result in clinical pharmacy specialists becoming an integral part of the new Patient Centered Medical Home coined Patient Aligned Care Teams or PACT. The presentation will briefly explain our processes, successes, and challenges as we move forward on this transformational initiative.

The objectives of the session include:

- Understanding the global goals of the VA Transformation of Ambulatory Care Practice including both primary care and specialty care
- Becoming knowledgeable about the strategies that VA PBM has taken to realign current operational and clinical practices to meet these challenges
- Sharing some initial successes in improving outcomes in this new environment
- Creating awareness of the challenges that exist in meeting these changes
- Understanding the implications of the VA's transformation on the practice of pharmacy and on health care reform