

TSHP TRANSITIONS OF CARE CERTIFICATE PROGRAM

UAN: 0156-0000-21-163-B04-P | Credit Hours: 15.0 (CEUs: 1.5) | Type: Certificate

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Gain the specialized knowledge to develop, implement, and administer a Transitions of Care (TOC) program. Learn common barriers and challenges in TOC and how to avoid them. This 15-hour course combines 7 on-demand home-study modules, a five-hour virtually presented live presentation, and final examination. Participants of this course will be required to complete all components of the course (including skill demonstration) and pass an exam with a minimum score of 70%. This 15-hour certificate program requires completion of the following components:

- 7 on-demand home-study video modules
 - Including learner assessment quizzes
- Live/Virtual Session (3 hours) – *Separate registration required (no additional fee)*
- Final Exam (must pass with a minimum score of 70% within three attempts)

This course is designed for pharmacist participants.

Learning Objectives:

At the completion of this activity, the pharmacist participant will be able to:

Module 1 – Introduction to Transitions of Care Services

- Define transitions of care (TOC).
- Outline the emergence of TOC pharmacy services and the pharmacist's role.
- Illustrate the impact of TOC services including practice standards and quality metrics.
- Describe the impact of TOC services on cost savings.
- Depict reimbursement models for TOC services.

Author(s): Jessica Wooster, PharmD, BCACP; Rebecca Sleeper-Irons, PharmD, FCCP, FASCP, BCPS; Denise Kelley, PharmD, BCPS

Module 2 - Let's TOC: Justify and Implement Transitions of Care Services Across Health Settings

- List examples of Transitions of Care (TOC) services models.
- Describe TOC services in the clinical literature that support pharmacist involvement.
- Discuss best practices to implementing a TOC service.
- Describe methods to bill for TOC services.
- Identify barriers and their respective solutions to promote a successful TOC service.

Author(s): Jessica Wooster, PharmD, BCACP; Phuoc Anne Nguyen, PharmD, MS, BCPS

Module 3 - Pharmacy and Interprofessional Collaboration

- Define the importance of interprofessional collaborations in transitions of care (TOC) programs.
- Define the potential roles for pharmacists, pharmacy extenders, nursing, physician, case social worker, students/interns, in TOC.
- Analyze sample programs in how they integrate interprofessional collaboration in their health-system.

Author: Amilda Medina, PharmD

Module 4 - Patient Handoffs Within and Across the Healthcare System

- Identify components that yield successful and unsuccessful patient handoffs in the healthcare setting.
- Compare and contrast best practices with conducting patient handoffs within and across healthcare settings utilizing various technologies.
- Explain the importance of patient handoffs within and across the healthcare setting.

Author: Denise Kelley, PharmD, BCPS

Module 5 - Medication Reconciliation: Developing Skills for Success

- Define medication reconciliation and discuss why it is needed.
- Describe regulatory requirements as it relates to medication reconciliation.
- Discuss challenges and opportunities for the role of pharmacy in medication reconciliation.
- Define the steps and process involved with conducting medication reconciliation.
- Describe successful implementation and outcomes from the literature.

Author(s): Brandy McGinnis, PharmD, MSHA, BCPS & Reba Forbess, Pharm.D., PhD.

Module 6 - Pharmacy Clinical Activities: Patient Centered Education

- Explain the role of pharmacists in patient education and engagement.
- Discuss concepts of health literacy and medication adherence.
- Identify common barriers that may influence medication adherence and understanding.
- Employ various strategies and resources to manage barriers for effective patient care.

Author(s): Phuoc Anh(Anne) Nguyen, PharmD, MS, BCPS & Brandy McGinnis, PharmD, BCPS

Module 7 - Bridging the Gaps: Improving Patient Access to Medication

- Explain the increasing need for patient assistance in obtaining medications and supplies.
- Assess patient needs in relation to obtaining medications and supplies.
- Identify the barriers to obtaining medications and supplies.
- Identify the pitfalls of inpatient continuation of home medications.
- Explain the process of prior authorization.
- Utilize available government and pharmaceutical patient assistance programs and cost reduction programs.
- Identify the crucial relationships involved in assisting patients.
- Employ strategies to facilitate patient's physical access to medications and supplies.

Author(s): Reba Forbess, PharmD, PhD. & Amilda Medina, PharmD

Live Session Component

- Discuss the process to develop a TOC service with pharmacy involvement.
- Identify methods to improve patient handoffs across health care settings.
- Describe the health system, financial and health-related outcomes that are affected through a TOC service.
- Develop methods to address patient specific barriers to facilitate seamless transitions of care.
- Apply concepts of the Pharmacists' Patient Care Process to ensure safe and effective therapy in a patient with multiple chronic conditions undergoing transitions of care.

Available Live Component Registration Dates: *Note: Registration for a live session will only be available to those that have completed the prerequisite home-study (on-demand) portion of the course. Live course listings may be viewed on our website here: <https://tshp.org/page/certificate-programs>*

Course Completion Requirements

Participants of this course must complete all required components of this program as designated below to receive 15 hours of ACPE-provider accredited CPE, digital badge, and a Certificate of Completion.

1. Modules 1-7: View the presentations and complete all self-assessments.
2. Participate in the 3-hour live session component.
 - a. Demonstrate application of the knowledge gained through simulated case-based scenarios.
3. Pass the 50-question exam with a minimum score of 70%
 - a. Should the participant receive a score lower than 70%; they will be allowed one additional attempt to be completed within 30 days of initial failure.
4. Participants have a maximum of one-year from purchase (or the designated course expiration date-whichever occurs first) to complete the course successfully.



The Texas Society of Health-System Pharmacists is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This Certificate-based continuing professional education program provides 15.0 contact hours (1.5 CEUs) of continuing pharmacy education. This education has been designed with pharmacist learners in mind. A session evaluation must be completed through the online portal for credit to be issued. Access to an Internet enabled computer is required and use of the Mozilla Firefox browser is recommended. Accurate NABP profile and date of birth information is required for successful credit submission. It is the responsibility of the participant to ensure credit has been successfully transferred to their My CPE Monitor Profiles. TSHP is not responsible for loss of credit to participants that do not ensure credit issuance to their My CPE Monitor Profiles within 60 days of live event.