On behalf of the Ambulatory Care Academy (ACA) leadership team and WSPA, I am excited to kick off our second year together! The ACA is committed to addressing the specific needs of ambulatory care pharmacists, technicians, and learners who work in the clinic setting. Over the last year we have worked hard to lay the foundation for this new academy, to facilitate networking, provide education on current topics impacting ambulatory care, and to listen to the needs of our members. We strive to create a platform where we can collaborate together as we continue to grow ambulatory services in Washington State.

In our first year we successfully hosted two membership meetings (one in Seattle and one in Yakima), welcomed 201 members into the academy, facilitated discussions at the national level regarding provider status and reimbursement changes, and have identified opportunities to enhance student education regarding ambulatory care at UW and WSU.

For 2018, the leadership team has identified two areas of focus:

1. Facilitate collaboration of ambulatory care services across the state utilizing the Practice Advancement Initiative (PAI).
2. Engage members in order to learn how the Ambulatory Care Academy (ACA) can best serve their needs.

Please keep an eye out for how you can contribute to each of the above goals. We will kick-off our work in the next two months and provide updates at our spring academy meeting on May 18th in Renton, WA. If you would like to learn more on how you can contribute to the academy, please do not hesitate to reach out to myself or any others on the leadership team.

We look forward to seeing you at the May meeting!

Amanda Locke

**ACA Purpose Statement:**

The WSPA Ambulatory Care Academy (ACA) serves leaders, pharmacists, learners and technicians involved in ambulatory clinic direct patient care and practice management. The ACA is committed to providing networking, collaboration and professional development opportunities for its members while prioritizing practice transformation within Washington state.

ACA Webpage: http://wspaxr.site-ym.com/?page=Ambulatory

This page has the ACA Policies, important dates, and notes from past meetings.
Meet the Chair-Elect
Laura J Hanson, PharmD, BCPS
Laura has over 20 years of pharmacy experience in a variety of practice settings including retail pharmacy, primary care and specialty pharmacy. She is currently the Ambulatory Clinical Pharmacy Manager at Harborview Medical Center. She is passionate about pharmacy and is a champion of expanding the pharmacist’s role on the healthcare team. She is originally from Idaho and moved to Washington early in her career due to our state’s reputation for advanced ambulatory practice. In her free time, Laura stays active and enjoys snowboarding, Pilates and running. She is a lifelong learner and loves to read, travel and expand her life experiences.

Recap from the Fall Ambulatory Care Academy Meeting
Almost 40 pharmacists, residents and students attended the Fall 2017 WSPA Ambulatory Care Academy bi-annual meeting at Virginia Mason Memorial in Yakima.
Session topics were interactive and included:
- Leadership Beyond the Pharmacy Department
- HEDIS Updates for 2018
- Overview of MACRA and Merit Based Incentive Payment Programs (MIPS)
- Pharmacy Curriculum at the University of Washington and Washington State University
- HPAC Rule Rewrite and Ambulatory Pharmacists’ Role in Meeting Rules
- Career Planning
- Specialty Pharmacy and 340B
- How to Develop a Business Model: Starting an Ambulatory Service
- Pharmacists as Providers: How to Get Started
- Billing TCM and CCM Codes
For the attendees, highlights included networking, learning about other practice sites and the fact that a variety of perspectives were presented about a variety of topics.
Please contact any leadership team member, or Jenny Arnold, with ideas for future meetings, or to volunteer to present a best practice. Ambulatory Care Academy meetings are held in the fall and spring.
Practice Spotlight: One-Step PrEP® at Kelley-Ross Pharmacy Group

By Katie Mahan, PharmD and Jeannette Bernay, PharmD Candidate 2018, UWSOP

Kelley-Ross Pharmacy Group has been associated with life-changing pharmacy innovation for generations. One of their major innovative practices is that Kelley-Ross was the first pharmacy to provide PrEP as a one-step service in the United States. Their One-Step PrEP® clinic continues to be a well-known example of how successful a pharmacy-run PrEP program can be.¹

HIV PrEP is Pre-Exposure Prophylaxis and is a method to reduce a person’s risk of acquiring HIV by combining both a daily medication, tenofovir disoproxil fumarate/emtricitabine 200/300mg (Truvada®) and behavioral risk reduction techniques. In 2014, the CDC released guidelines on the specific use and monitoring of PrEP.² These guidelines were the framework on which the One-Step PrEP clinic was built around.

The clinic was mainly brought to fruition by two pharmacists: Elyse Tung, PharmD, BCACP and Director of Clinical Services at Kelley-Ross and Annalisa Thomas PharmD, a resident at the time and now manager of the Kelley Ross Polyclinic location. The two pharmacists worked closely with Peter Shalit, MD, PhD, a PCP specializing in men’s health and medical director of the One-Step PrEP® clinic in developing the pharmacy-run program. In 2014, Elyse and Annalisa set to work on developing the service. As it was Annalisa’s residency project at the time, she developed a business plan, established a workflow, and troubleshooted potential barriers. The clinic began seeing patients in March 2015.

One of the factors that sets the One-Step PrEP® clinic apart from others is that they combine all aspects of PrEP into one location. Visits include laboratory testing, navigation of financial assistance, prescription filling, and, if applicable, treatment of sexually-transmitted infections. This eliminates the need for the patient to run all over town - getting their blood tested in one place, heading somewhere else to pick up their results, then off to yet another place to get their medication. This is accomplished by making sure PrEP staff is trained and involved in all aspects of care. For example, pharmacists have a Medical Assistant Phlebotomist license which allows them to draw whole blood from the arm at visits to perform laboratory testing. Staff is also well-versed in insurance billing and financial assistance programs which help patients navigate the complications that can arise from any medical visit. They are even able to assist uninsured individuals get the services and prevention medication they need and 97% of all their patients pay zero dollars per month for the medication. Lastly this service is provided within a community pharmacy, meaning the patient’s prescriptions are processed and ready for pick up by the end of their appointment.

The business model has evolved over the past several years and continues to do so with the ever-changing field of pharmacy. Kelley-Ross originally piloted a pay-per visit model before pharmacists were recognized as medical providers. Currently Kelley-Ross is contracted and credentialed with a considerable number of medical plans and continues to expand its network. This allows for clinic visits (continued on next page)
with the pharmacists and laboratory tests to be reimbursed through the patient’s medical benefit. This, combined with several different patient assistance programs available for HIV prevention leaves the patient with very little out of pocket costs. With the ever-changing reimbursement model in pharmacy, medical billing has proven to be critical in the sustainability of pharmacy services.

To build an effective clinic in your community, Elyse recommends first identifying the needs in your area to determine what service(s) would benefit them most. Once a service is identified, the support of your company’s leadership is vital for success. Although it is impossible to foresee all barriers to an effective service ahead of time, having a well-thought-out business plan and workflow is fundamental.

Contact at Kelley-Ross PrEP Clinic: Elyse Tung, PharmD, BCACP, Director of Clinical Services (etung@kelley-ross.com)

References:


Ambulatory Care Forecast

According to the ASHP Foundation Pharmacy Forecast 2018, expanding ambulatory care services can increase revenue, as well as optimize patient care. Health system pharmacy practice is expected to evolve from managing acute care needs to serving as a patient’s comprehensive health delivery hub. Over 75% of the Forecast Panelists responded think it is somewhat or very likely that the number of pharmacists dedicated to primary care will increase by 50%.

A large part of the growth in primary care is because of the Centers for Medicare and Medicaid Services’ Chronic Care Management Program. Revenue generated through these collaborations can support the development of primary care pharmacy programs.

How can WSPA’s Ambulatory Care Academy help you optimize this opportunity?

Reference:

ASHP Foundation Pharmacy Forecast 2018: Strategic Planning Advice for Pharmacy Departments in Hospitals and Health Systems. American Journal of Health-System Pharmacy. sp180001; DOI: 10.2146/sp180001
In 2014, the ASHP Ambulatory Summit formulated key practice recommendations setting the stage for the standard of practice for ambulatory care services across the country. Since the initial release, ASHP has invited its members to take the online survey to help individual practice sites and organizations identify gaps in currently provided care.

Following the completion of the survey, which takes less than 30 minutes to complete, the program will then guide the user through the development of a site-specific action plan. As a part of this action plan, useful tools and resources are provided to help pharmacists close gaps between current practice and the 2014 Summit recommendations.

In an effort to identify highly advanced practice sites and connect ambulatory care academy members across the state, the WSPA Ambulatory Care Academy would like to encourage your participation in the survey! Additionally, the WSPA ACA hopes to use the combined information to develop more focused and useful events and publications to its members with the goal of improving overall ambulatory care practice in Washington State.

Thank you to those members who have already completed the survey!

To complete the survey, please visit: http://www.amcareassessment.org

For questions or more information, please email Karen White at whitek5@uw.edu or visit http://www.ashpmedia.org/pai/

**Important Upcoming Dates:**

- May 1 - Resident and student representatives are appointed and serve a 14-month term
- May 18 – Ambulatory Care Academy Biannual Meeting; Providence Offices, Renton, WA
- May 31 – June 3 – Northwest Pharmacy Convention in Coeur d’Alene, ID – including an Ambulatory Care Academy forum
- October 5 – Ambulatory Care Academy Biannual Meeting, location TBA
- November 9-10 - WSPA Annual Meeting at Skamania Lodged in Stevenson, WA
- December – Incoming Chair Elect selected by academy membership for a three year term