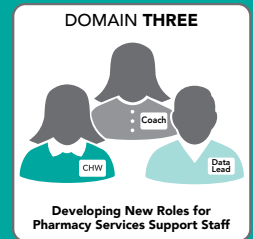


Flip the Pharmacy Change Package Domain 3



Flip the Pharmacy: Checklist for Pharmacy Services Support Staff (PS³)

As you plan your Workflow Change Process, complete the **Pharmacy Staff Assessment Survey** (Click [HERE](#) to access). This survey will assist to identify ways the pharmacy workflow can be improved, but also help the planning process for which member of the PS³ staff can help the pharmacy achieve Practice Transformation.

- Employ the term Pharmacy Services Support Staff (PS³), which references all who serve on the pharmacy team that are not pharmacists.**
- Describe the importance to establish and follow the Appointment-Based Model for optimum Patient Care.**
- Explain the importance to implement and maintain a successful Medication Synchronization program within pharmacy workflow.**
- Complete the *Pharmacy Staff Assessment Survey* at the start of your Cohort, then again at 90-day intervals. Evaluate to identify if you have the right person assigned to the role/task they are best suited for.**

Pharmacy Services Support Staff (PS³)

Domain 3 was created to ensure that **Pharmacy Services Support Staff (PS³)** are being utilized optimally at your pharmacy practice. Pharmacists need to free themselves up from the technical tasks that reduce or prevent their abilities to provide enhanced services. The PS³ Team includes technicians, clerks, delivery drivers, and other personnel (slack resources) needed to free up pharmacists to focus on patient care/clinical/enhanced services.

Slack resources are defined as those individuals needed in a practice to achieve efficient workflow, improve patient care processes, and optimize practice opportunities. In more recent years, pharmacy has made great strides to “enhance” the role of pharmacy technicians from the technical aspects of filling prescriptions, to technician product verification (TPV), triaging patients and overseeing the medication synchronization program, and providing some focused clinical services such as immunizations. Now there are opportunities to even train one of your staff members (technician, clerk, or delivery driver) to become a community health worker (CHW) to help connect patients with social determinants of health (SDoH) issues to community resources.

This Change Package gives descriptions for opportunities to bring your PS³ Team into the Practice Transformation process with a sustainable outcome. We encourage you to access, then review information from the **Flip the Pharmacy Resource Toolkit** as you start to select staff to implement the changes (Click [HERE](#) to access).

The **Flip the Pharmacy Resource Toolkit** gives descriptions for the variety of learning resources that support the inclusion of all members of your Pharmacy TEAM. Each resource listed in this Toolkit has hyperlinks that connect directly to the document, webinar replay, or additional communication tool located on the website www.FlipThePharmacy.com, which is OPEN ACCESS to ALL community pharmacies and their team members.

STEP ONE: Define and Describe PS³ Team Member Roles

- While dispensing will still be a component of workflow, discuss what each PS³ Team member is willing and able to do beyond dispensing in the full workflow for Patient Care.
- When advancing initiatives that either brings forth a new pharmacy task or makes a change to an existing task, it is important to include the PS³ Team member who will be responsible for the task completion in the discussion.
- Some technicians may feel more comfortable or driven to help patients with certain disease states. Have a discussion to see if their high interest is a match for the patient demographic the pharmacy serves. Consider, is this interest in a disease state an opportunity for expanded patient care business.
- Your pharmacy probably has a technician who serves in a leadership role. Someone who is able to serve in several capacities of workflow, perhaps the pharmacy business operations.

STEP TWO: Implement the Appointment Based Model based on an active Medication Synchronization Program

- We suggest you and your designated PS³ Team listen to the Workflow Wednesdays/Max My Sync Introductory webinars to review the points used to assess your medication synchronization program and where potential growth lies. **Click [HERE](#)** to access the webinars.
- Once you have assessed the status of your medication synchronization program, the next step will be to assess your Appointment Based Model for providing enhanced, clinical services.
- Invest in your PS³ Team member who is engaged with these programs by providing the time to listen to the webinars so they can improve and grow your program.

STEP THREE: Workflow Efficiencies through Staff Development

- As the pharmacists, technicians and other support staff become more comfortable with the Flip the Pharmacy direction, it is important to continue adding advanced facets to your workflow.
- Have all staff develop a mindset to understand the clinical view for Patient Care. If you would like to know a recognized explanation for the support of this professional skill. Supplemental materials that demonstrate the benefits for every team member to participate in the practice transformation are located on the website www.FlipThePharmacy.com, which is OPEN ACCESS to ALL community pharmacies and their team members.

STEP FOUR: Moving Forward

- Technicians play a vital role in pharmacy, they can be an integral member of your patient care team. There are increasing needs for technicians to complete tasks that are new to both technicians and pharmacists. It is important to keep technicians up to date on expectations that they can complete as well as helping them to reach any goals in the workflow they might have for themselves.
- Be open to PS³ Team members pursuing related healthcare training that serves as companion care opportunities for your patients and best serves the Practice Transformation goal you desire.
- Seek opportunities to bring your PS³ Team members into the patient care process. Their transformation may take time. Everyone responds to change differently, at their own pace, and to their own level of achievement. Be prepared for stages of transformation but be persistent in your expectation of the desired goal.

OPPORTUNITY APPENDIX

- [Hypertension Management](#)
- [Immunizations](#)
- [Opioid Stewardship](#)
- [Diabetes Management](#)
- [Social Determinants of Health](#)