California Right Meds COLLABORATIVE

Fall 2020 Learning Session

Comprehensive Medication Management in Partnership with Health Plans

September 27th, 2020, 9:00 AM – 5:00 PM

Time	Duration	Topic	Speaker
9:00 AM	20 min	Welcome and Meeting Framing • Who's in the room? (Polls) • Collaborative Framing • Housekeeping	**Vassilios Papadopoulos, D.Pharm., Ph.D., D.Sc. (Hon)** Dean USC School of Pharmacy John Stauffer Dean's Chair in Pharmaceutical Sciences Professor of Pharmacology & Pharmaceutical Sciences **Steven Chen, PharmD, FASHP, FNAP** Associate Dean for Clinical Affairs USC School of Pharmacy
		**KEYNOTE SESSION: TRANSFORMATIVE LEADERSHIP**	
9:20 AM (82 min)	30 min	**Choosing to Lead** 1. Explain how leadership is a self-accountability 2. Utilize bold aims to generate and evolve systems and results 3. Cultivate a powerful shared mindset through leadership speech acts	**Dennis Wagner, MPA** Former Director, iQuality Improvement & Innovation Group, Center for Medicare & Medicaid Services Former Director, Office of Health Information Technology and Quality, Health Resources & Services Administration
	3 min	**Reflection Questions (Breakout rooms*)**	
	20 min	**CDPH Chronic Disease Control Branch (CDCB) and CRMC Collaboration** • Summarize CDPH CDCB strategic plans and priorities that align with the work of CRMC	**Jessica Nunez de Ybarra, MD, MPH** Chronic Disease Control Branch Chief, Public Health Medical Administrator, California Department of Public Health
	3 min	**Reflection Questions (Breakout rooms*)**	
	3 min	Sharing of responses from breakouts	

	20 min	**Strategies and Resources for Improving Cardiovascular Disease Outcomes Among Underserved Populations** 1. Describe the current state of detection and control of risk factors associated with cardiovascular disease in Los Angeles County 2. List LA County resources and programs to support better results for patients with hypertension, diabetes, and other common chronic diseases.	**Tony Kuo, MD, MSH** Director, Division of Chronic Disease and Injury Prevention, Los Angeles County Department of Public Health / Co-Program Leader, Population Health Program, UCLA Clinical and Translational Science Institute
	3 min	**Reflection Questions (Breakout rooms*):** • *What are the most valuable takeaways for you from Dr. Kuo's presentation?* • *How can you leverage the resources shared to improve health outcomes for your patients?*	
	3 min	Sharing of responses from breakouts	
10:42 AM	18 min	**CRMC Implementation Handbook:** Overview of guide to developing a patient-centered and payer-supported value-based CMM program for diverse and high-risk populations (CPD components integrated including how to use tools and complete forms, track progress, revisit goals, etc) • Select relevant resources within the CRMC Implementation Handbook for initiating, improving, or advancing a CMM practice	**Connie Kang, PharmD** Assistant Professor of Clinical Pharmacy USC School of Pharmacy
11:00 AM	10 min	BREAK	
		**THE CRMC JOURNEY: PROGRESS, CHALLENGES, AND SUCCESSES**	
11:10 AM (85 min)	10 min	**Framing- CRMC: What's Happened from LS2 to LS3?** Briefly highlight the following: 1. Intensive training (live including patient actors, webinars including CMM Webinar Series and patient case discussions, sharing of various tools/resources to implement CMM such as QI tools + implementation toolkits, etc. 2. Tremendous PDSAs with health plans including adjusting their processes (warm transfer), identifying high risk / priority patients (patient list), value-based payment model refinement 3. Lesson learned: One size doesn't fit all; coaching is ultimate customization, tailor as we go along the way, deep dive PDSA, 1:1 meeting	Steven Chen

	4. Established qualification process for pharmacies to participate in CRMC network; preview prospective teams on how to meet the criteria/expectation/standards 5. Patient recruitment / engagement 6. Connecting with FQHCs and medical groups 7. Reference to CRMC handbook	
10 min	**Health Plan Updates: Challenges, Opportunities and Future Directions** 1. Identify current and evolving challenges and priorities related to chronic disease control, including impact of COVID-19 2. Describe general direction and strategy moving forward, and alignment with CRMC (Why should other health plans join?)	**Alex Kang, PharmD** Director, Clincal Pharmacy LA Care Health Plan **Edward Jai, PharmD** Senior Director and Chief Pharmacist Inland Empire Health Plan
5 min	**Reflection questions (Breakout rooms*):** • *What did you hear that was exciting or surprising?* • *What can you or your organization offer that aligns with the priorities and plans for LA Care or IEHP?*	
5 min	Sharing of responses from breakouts	**Annie Thai, PharmD** 986 Pharmacy
10 min	**CRMC Boot Camp: Implementation Experience from Pilot Teams** 1. Describe the transition and challenges in initiating or advancing CMM services 2. Explain the value of working with all CRMC stakeholders (fellow pilot pharmacists, health plans, schools of pharmacy) to advance CMM services	**Janice Cooper, PharmD, CDE** Manchester / Hawthorne Professional Pharmacy **Christal Pham, PharmD** Assistant Director of Clinical Pharmacy Western University of Health Sciences
5 min	**Patient testimonial: Impact of CRMC**	Patient from Christal Pham, PharmD
5 min	**Reflection questions (Breakout rooms*):** • *What are some critical success factors you heard shared?* • *What did you hear from the CRMC patient that resonates with you?*	
5 min	Sharing of responses from breakouts	

12:40 PM	40 min	Lunch (Participants to complete CPD reflection in handbook, survey)	
1:20 PM (60 min)		**Spotlight on Advancing Community Pharmacy-Based CMM**	
	3 min	**Framing**	Steven Chen
	10 min	**Workflow Modification** 1. Develop workflow to accommodate CMM service delivery 2. Refine workflow through rapid iterative change cycles, e.g., PDSA	**Eddie Lee, PharmD** Vermont VO Pharmacy, Los Angeles, CA LA Care CRMC Pilot Site
	10 min	**REQUEST**: Utilize CRMC Implementation Handbook workflow resources to establish and/or refine CMM workflow	**Ramesh Upadhyayula, PharmD, APh** Desert Hospital Outpatient Pharmacy IEHP CRMC Pilot Site
	12 min	**Establishing Collaborative Practice Agreements** 1. Explain key differences between a Collaborative Practice Agreement and protocol 2. Construct a collaborative practice agreement, protocol, etc., in accordance with legal and regulatory requirements that aligns with the risk tolerance of partnering organizations **REQUEST**: Utilize CRMC Implementation Handbook workflow resources to establish and/or refine a CPA in partnership with a local provider / provider organization	Steven Chen
	10 min	**Personal Branding: Promoting Advanced Clinical Services Through Community Pharmacies** • Formulate a personal branding strategy that promotes the benefits and quality of clinical services offered through community pharmacies, e.g., increase patient trust/confidence, promote legitimacy of services, showcase partnerships, share patient success stories, etc.	**Adelina Ardelean, MBA** Advertising Manager Good Neighbor Pharmacy
	5 min	**Reflection questions (Breakout rooms*):** • *What did you hear that you can utilize or adapt to help advance your CMM program?* • *What are one or two things you can do advance your personal branding?*	

	5 min	Sharing of responses from breakouts	
	5 min	**Complete CPD reflection on workflow and personal branding**	
2:20 PM	5 min	BREAK	
2:25 PM (60 min)		**Providing Optimal CMM for Homeless Patients**	**Michelle Chu, PharmD, BCACP, APh** Assistant Professor of Clinical Pharmacy <u>USC School of Pharmacy</u> (confirmed only if exactly between 2:30-3:30)
	40 min	**CMM Challenges and Solutions for Homeless Patients** 1. List challenges unique to homeless patients in the course of providing CMM 2. Develop solutions to overcome medication treatment success barriers for homeless patients 3. Apply strategies for acquiring medications for patients who have very limited disposable income	
	15 min (Q&A)	**Keys to Success in Providing Healthcare to Homeless Patients** 1. Compare different approaches to engaging homeless patients as a healthcare provider 2. List critical variables and barriers to consider in order to successfully improve health outcomes for homeless patients	**Paul Gregerson, MD, MBA** Chief Medical Officer Internal Medicine Specialist John Wesley Community Health Institute Coordinator National Health Care for the Homeless Council
	5 min	**Instructions for breakout session**	**Diane Yoon, EdD** Associate Director of Continuing Professional Development USC School of Pharmacy
3:25 PM	5 min	Move to Breakout Session	

3:30 PM Breakout Session	55 min	**SESSION A- Promoting Patient Self-Management for Culturally Diverse Populations** 1. Provide culturally sensitive care to diverse patient populations 2. Recognize and overcome personal cultural biases 3. Incorporate proven techniques for patient engagement **OR**	**Jessica Abraham, PharmD, APh** Director of Population Health **Bianca Lee, PharmD** Clinical Pharmacist USC School of Pharmacy

	55 min	**SESSION B- CMM Webinar Series (for Pilot Sites): Keys to Providing Effective Follow-up Care** 1. Select an appropriate frequency of follow-up based on individual patient / clinical needs 2. Leverage other individuals or strategies to provide effective follow-up care and monitoring 3. Establish a system for patients to contact pharmacist providers regarding home self-management / monitoring results	**Nader Tossoun, PharmD, APh, BCPS, CDCES** Clinical Pharmacist Knollwood Pharmacy Northeast Valley Health Center
4:30 PM	30 min	Wrap-up • Summarize topics covered • What was overheard in the room? What are key insights you've gained today? • Call for audience to share requests, offers, and commitments to action • ANNOUNCEMENT: Psychiatry for Population Health Pharmacists • Closing remarks and thank presenters / participants / sponsors • Announce next convening (webinar, clin pharm tech graining, Spring 2021 LS) • CE reminder	Steven Chen
5:00 PM	Program Ends (6.0 hours CE)		