

Medication synchronization guide for the pharmacist

*Med sync champion
and med sync facilitator*





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Please also note that all case studies referenced herein are for informational purposes only and that your results may differ from the results described in this guide. There is no guarantee of the results you will receive should you implement the programs described here.

Overview of med sync pharmacy roles

The business of pharmacy is changing. Congratulations on making the strategic decision to invest time and resources to adopt medication synchronization and transform your pharmacy for the future.

This commitment to shifting workflow and developing new channels to engage and support your patients is a big one and can invoke both excitement and fear for the entire pharmacy staff — from techs, to pharmacists, and even to owners.

As with anything in life, we understand that change can be overwhelming. But we’ve learned from experience with independent pharmacies like yours, and can help make this a positive change that leads to successful outcomes for your business, your staff and your patients.

The following members of the pharmacy staff will need to be involved in the med sync program:



PHARMACY OWNER: MED SYNC SPONSOR



- PHARMACISTS:**
- Designated pharmacist: **MED SYNC CHAMPION**
 - Other pharmacists: **MED SYNC FACILITATOR**



- TECHNICIANS:**
- Designated technician: **MED SYNC CHAMPION**
 - Other technicians: **MED SYNC FACILITATOR**



- OTHER STAFF**
- Cashier, clerks, etc.: **MED SYNC FACILITATOR**

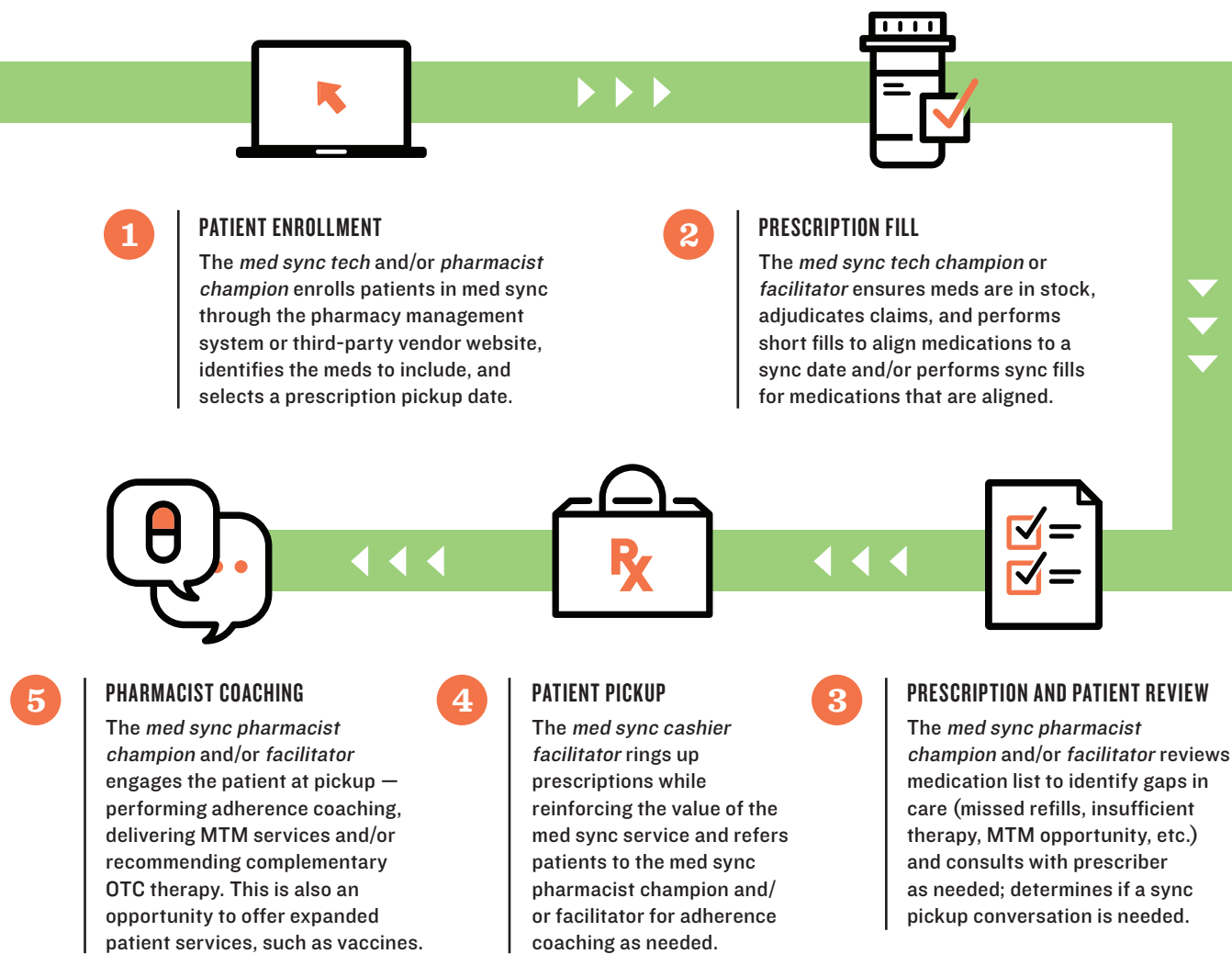


Med Sync WORKFLOW

Overview

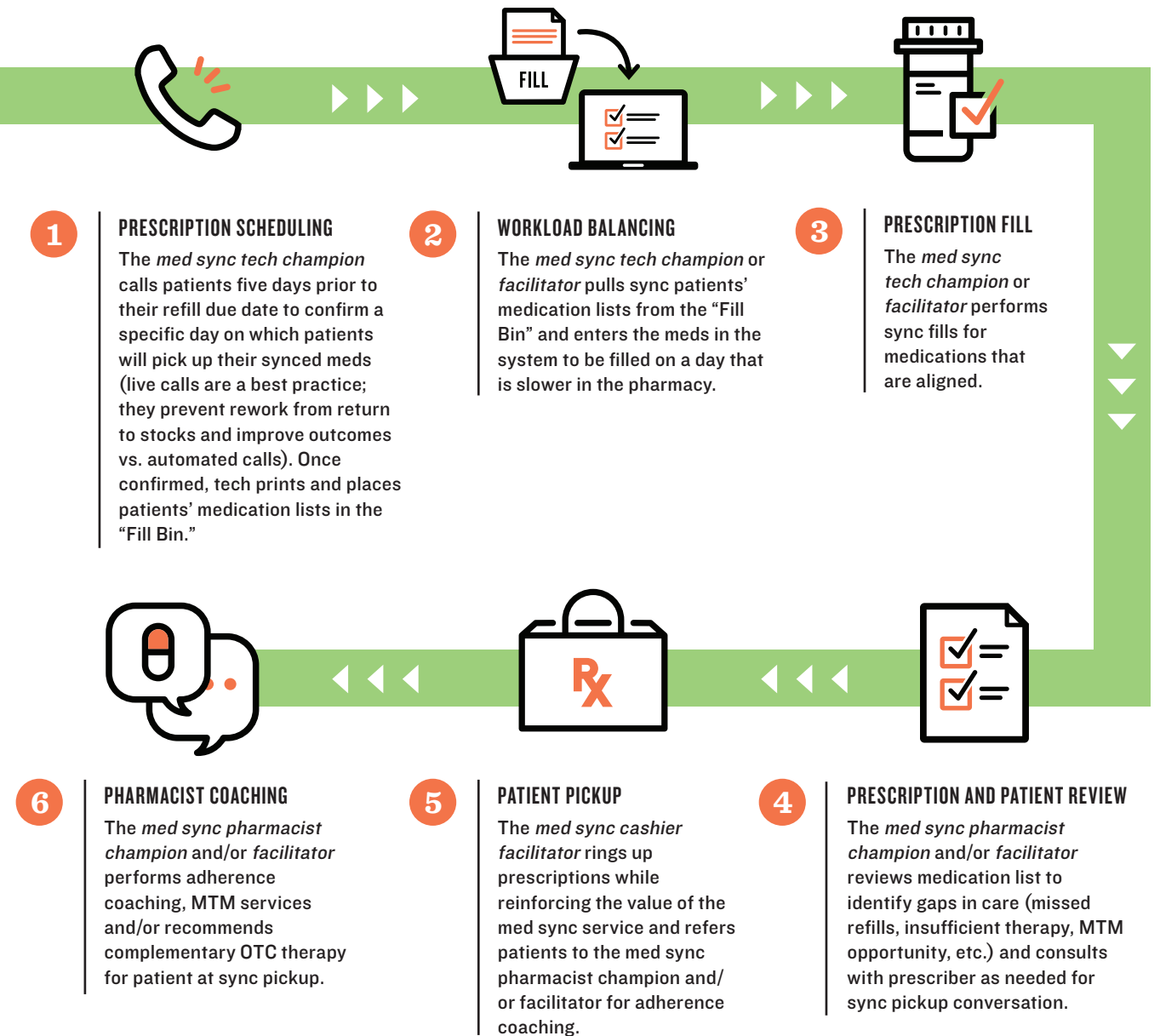
Med sync introduces changes to traditional pharmacy workflow. There are two workflow scenarios that are typically employed to support med sync: (1) same-day enrollment and general process; and (2) monthly med sync refill management. The following are sample diagrams of both workflows:

Scenario 1: Same-day enrollment and general process



Scenario 2: Monthly med sync refill management

Once patients are enrolled, the following workflow is recommended to help maintain your med sync patient population. To realize some of the operational efficiencies, it can be feasible to shift the sync fills to slower-volume days in the pharmacy.



For in-depth instructions on the med sync process, leverage Health Mart's "Med Sync Step-by-Step Guide," an on-the-job, technology-agnostic resource.

The pharmacists’ role

Med sync champion and/or med sync facilitator

Your role — pharmacist: Med sync champion

Are you looking to build your leadership skills? Are you ready to expand your clinical care expertise? Are you committed to proving you can drive results? For many pharmacists these are scary questions and fall outside of the traditional “pour, count, fill” job description. The good news is that you were chosen by your pharmacy’s owner for a reason — as the med sync champion you have been identified as the right person to help lead and be accountable for med sync’s successful adoption and ongoing execution in the pharmacy.

As the appointed “med sync pharmacist champion,” you hold an integral role for the success of the program. You will have a “technician champion” to partner with, and together, you will be the most med sync savvy of the staff; you will both hold an important role not only in accountability across the entire pharmacy, but also in goal setting, celebrations of milestones, and keeping med sync top of mind. You’ll be responsible for answering staff questions, motivating the team to continue the process even when it feels challenging, and helping kick start — and maximize — med sync in the pharmacy.

To be an effective med sync champion, you must be part of setting the med sync vision and goals and must be open-minded when it comes to changes in pharmacy operations. You will also need to lead the charge with patient coaching at pickup — an integral part of med sync success.

Role requirements, such as your function as the evangelist, resident expert and scorekeeper are detailed at right.

Evangelist

As the program evangelist, it is your job to be the biggest supporter of med sync in your pharmacy — and help convert other members of your staff to be supporters as well. You will help others buy into the vision and understand the “why” behind the necessity to implement med sync. Because of your efforts, the entire staff should feel motivated to create a more proactive pharmacy model to better serve patients and to drive operational and financial performance.

Your job as evangelist doesn’t stop with your pharmacy staff — as the pharmacist champion, you’re also expected to help lead the med sync marketing and promotion efforts to patients (use customizable materials downloaded from McKesson’s Marketing Hub) and physicians (see the physician outreach template and talking points in the Resources section). You can also help patients understand how med sync saves them time and supports better health outcomes

- ### Resident expert
- As the most knowledgeable of the staff and the resident expert, you are expected to lead by example and train others to become med sync champions themselves. To accomplish this, you will need to:
- Embrace and execute med sync workflow
 - Leverage EQuIPP™ and other quality metric-driven technologies to determine and persuade the best candidates for patient enrollment
 - Utilize your technology platform to enroll and manage patients in the med sync program
 - Own and lead the clinical component of med sync at the point of patient pickup (adherence coaching, MTM case completion, drug selections, drug therapy gap identification, patient disease/drug education, physician consults, etc.). This is your opportunity to connect with patients and elevate your role as a healthcare provider from behind the counter.

Scorekeeper

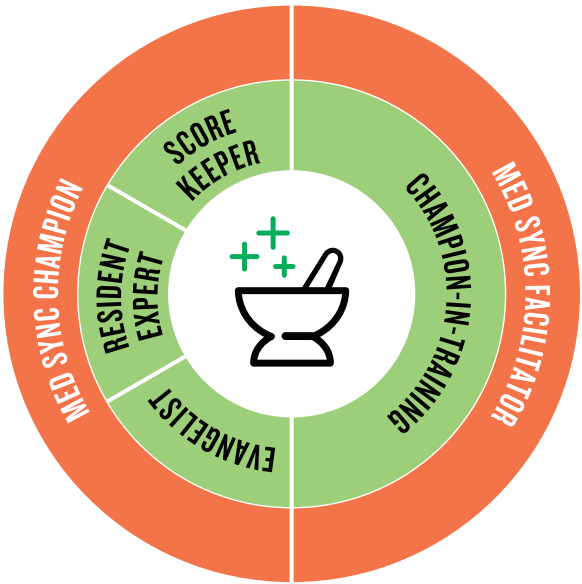
Building momentum in the first 90 days after implementing med sync is important for long-term, sustained success. Both you and the selected tech champion should work with the med sync sponsor (owner) to set clear program goals for the first 90 days around adopting program workflow, building program infrastructure, developing competency and patient enrollment (see the suggested med sync post-launch plan in the Resources section). With the help of the owner, the pharmacist champion is in charge of communicating and celebrating each time goals and milestones are met by the staff. As the driving force behind the large med sync change, your acknowledgment of the staff’s accomplishments is essential.

It is also your responsibility as the pharmacist champion to track not only the pharmacy’s overall performance, but also your med sync patients’ health outcomes. Included in the Resources section is a med sync patient tracking document that can be used to track patient scores over time. This will help you recognize and share the true impact that is being made within your pharmacy.

Your role — pharmacist: Med sync facilitator

As a med sync pharmacist facilitator you are “champion-in-training” — you are integral to med sync’s successful adoption and execution. Facilitators are the doers and, oftentimes, the central nervous system of the program. Without the support and execution of the facilitators, med sync won’t succeed.

As the med sync pharmacist facilitator you are responsible for reviewing medication lists to identify gaps in care (missed refills, insufficient therapy, MTM opportunities, etc.) and consulting with prescribers as needed. Additionally, the facilitator engages the patient at pickup — performing adherence coaching, delivering MTM services and immunizations, and/or recommending complementary OTC therapy, as needed.



FAQs and common barriers

Q I know I’ve been appointed the “champion” but from where I’m sitting, med sync will only benefit the owner — it seems like a lot of change and effort for me with no upside.

A The business of pharmacy is changing and, with that, the pharmacy operating model and pharmacy staff skill set have to evolve as well. To offset the reduced reimbursements for prescriptions, pharmacies are focusing on creating efficiencies and offering additional clinical services to patients.

Offering med sync service to your patients creates the operational efficiencies required for staff to have time to devote to patient care. Even the chains are measuring pharmacy and pharmacist performance on clinical services. Research also shows that more and more patients are overwhelmed and uninformed — you have a real opportunity to support your patients and help them achieve better health outcomes while advancing your professional skill set. This is an opportunity for you to demonstrate the quality of care and improved outcomes an independent pharmacy can achieve, not only to payers, but to your community.



Q Med sync seems like a lot of work with little to no benefit to the pharmacy.

A In the beginning med sync is a lot of work, and it can be hard to see some of the benefits to the pharmacy right away. However, when implemented properly and maintained, it is a proven strategy worth investing in over time. You should think about managing the program in:

PHASE 1: Workflow adoption (*Month 1*)

PHASE 2: Patient enrollment (*Months 1–3*)

PHASE 3: Prescription pickup optimization — layer in adherence coaching, OTC purchases, vaccinations, etc. (*Months 3 and beyond*)

The clinical, operational and financial benefits your pharmacy will experience will be apparent after 30% of your eligible patient base is enrolled.

Work with your pharmacy owner so that you can track med sync’s impact on the pharmacy and patients together — don’t just stop at enrolling the patients — and make sure you spend time coaching and supporting patients when they pick up their prescriptions. Give it time!

Q I am worried that if med sync isn’t working with the couple of patients I’ve enrolled, it isn’t going to work for any of my patients.

A It is okay if there are instances where you have to un-enroll a patient. This is typically a small percentage and is not cause for you to give up on the program (some adherence programs average a 2% opt-out rate). Remember, this isn’t only a change in behavior for the pharmacy staff, but it’s a change in behavior for patients, too. Changing behavior takes time but it is worth it for many reasons.

Q I understand the operational side of med sync but I am just not comfortable coaching patients about being non-adherent. How should I approach them?

A You are not alone! This is a skill that takes time — *and practice* — to hone. We promise, though, with the right training and repetition, it can become like second nature.

We have been supporting pharmacists through this transition of becoming behavioral and clinical specialists for a while. The first step is to take the “Using Motivational Interviewing to Guide Conversation (Part 1)” training found in Health Mart University.SM This training demonstrates the principles of motivational interviewing, which can be a foundational tool with all of your patient conversations. Also enclosed in the Resources section is an Adherence Coaching Guide, which provides suggested conversation openers and closers as well as talking points for the coaching session. Good luck!

And, if you need any additional support, please reach out to our team of Performance Advisors at (855) HLTH-MRT (855.458.4678) or email healthmartoperations@mckesson.com ... that’s what they are here for!

Q I have some patients who don’t want prescriptions filled this month and I’m not sure how to talk to them about being adherent.

A Unfortunately, this scenario is not uncommon. We recommend taking a non-confrontational approach when trying to uncover a patient’s reason for not taking their medications.

A best practice uncovered by behavioral psychologists it to open the conversation with open-ended questions to uncover where the patients are in understanding their diagnosis, disease state and medication regimens. It is also helpful to discover what these patients’ motivations are to achieve health outcomes (e.g., seeing their grandchildren graduate from high school).

Health Mart has invested in several resources to help you put some of these “theories” into practice — please review the motivational interviewing course in HMU as well as the adherence coaching guide included in the Resources section of this guide.

Q Many of my patients are on a fixed income and have difficulty affording all their prescriptions at the same time. How should I handle this?

A The nice thing about med sync is that you can choose the day that prescriptions are synchronized each month. Ask the patient when they receive their monthly income check and offer to synchronize the meds then.

Adherence COACHING

Guide

LEVERAGING MOTIVATIONAL INTERVIEWING

This Adherence Coaching Guide is designed to support your conversations when patients come to the pharmacy to pick up their synchronized prescriptions. Leveraging the principles of motivational interviewing, this guide provides suggested conversation openers and closers as well as talking points for the coaching session designed to support patient adherence.

Adherence coaching techniques support positive outcomes in a range of patient interventions including MTM, med sync (pre-call and pickup), Pharmacy Intervention Program, etc.

Below are high-level best practices for shaping a patient-led, two-way adherence conversation.

***Adherence coaching
is the foundation for
affecting positive health
behavior change.***

When discussing barriers to adherence:

1

Gather information by asking open-ended questions in non-confrontational ways. For example:

PATIENT A

How do you think xx medication is helping with your high blood pressure?

PATIENT B

When your doctor prescribed xx to you, how did they tell you to take the medication?

PATIENT C

Since you do not need us to fill xx and it is prescribed to be taken daily, tell me what keeps you from taking xx daily.

Close the conversation by thanking the patient for their time today and saying that you look forward to touching base briefly again next month to hear what's working and to answer any questions or concerns that may come up.

2

Understand your patient's perspective by repeating back what you heard, using active listening and showing empathy. For example:

PATIENT A

If I understand you correctly, since you do not feel sick, you do not think you should take xx every day? You are not alone as many people feel this way.

PATIENT B

I can imagine that you were feeling overwhelmed and worried about side effects when you were prescribed medication with what you felt like was not enough information from your doctor.

PATIENT C

It sounds like you are frustrated because you are not seeing the benefits of taking the medication every day. You are not alone — many patients don't feel they are benefitting from taking their medication daily.

3

Inform and offer solutions. Ask if it is OK to offer solutions, but let patient choose which solution is best for them (empower them to make the decision). For example:

PATIENT A

I would like to help set you up for success, so tell me, how would you like to pick up your medications — once or twice a month?

PATIENT B

Is it okay if I provide you with some information about this medication and why it is intended for daily use?

PATIENT C

Your frustrations are understandable and I would like to help you. When you come to pick up your medications next week, can I take a few moments to go over them in more depth with you?

4

Reach agreement and summarize adherence plan. For example:

PATIENT A

I am happy that we were able to address your concerns regarding the benefits of taking your medication every day. I would like us to discuss your progress each month to make sure the medication is working for you and meeting your expectations.

PATIENT B

Now that you plan to take xx daily and you understand the benefits, even when you feel fine, let's continue to speak briefly when you come in to pick up your medications each month.

PATIENT C

Taking your medications as prescribed was difficult for you, and after our conversation today you have committed to setting a reminder at the same time each day to ensure you do not miss a day so you will benefit from the medication. Do I have that right?

Patient targeting tool

PHASE
1

0–30 days post med sync launch

In this phase, your objective is to enroll those customers who are more likely to participate. Begin by targeting patients on 2–5 maintenance medications while learning the process. Proceed to patients with 5+ medications once you are comfortable with the process. Create target lists of patients based on data in EQuIPP, your technology software, and/or your patient profile. Proactively call these patients to offer them enrollment in med sync as well as capturing patient enrollment while they are in the pharmacy filling prescriptions.

First set of targets: *EQuIPP PDC Outliers*

Log into EQuIPP and create target lists of patients from the “Outliers” reports in the following categories: Cholesterol, RASA, and/or Diabetes.

	# OF TARGETS
Cholesterol	
Renin Angiotensin System Antagonists (RASA)	
Diabetes	

Second set of targets: *Refill days covered (RDC) adherence range of 70–79%*

Log into pharmacy technology software that reports patient adherence by category; sort results and pull target customers with an RDC in the 70–79% range in the Diabetes, Cholesterol and High Blood Pressure categories.

	# OF TARGETS
Diabetes	
Cholesterol	
High blood pressure	

Third set of targets: *Delivery patients*

Log into your pharmacy management system and create a target list of patients to whom your pharmacy delivers prescriptions.

	# OF TARGETS
Delivery patients	

PHASE
2

30–60 days post med sync launch

Continue to work through your target lists created in Phase 1; continue to build your funnel with the next phase of patients to proactively reach out to about med sync.

First set of targets: *Refill days covered (RDC) adherence range of 50–69%*

Log into pharmacy technology software that reports patient adherence by category; sort results and pull target customers with an RDC in the 50–69% range in the Diabetes, Cholesterol and High Blood Pressure categories.

	# OF TARGETS
Diabetes	
Cholesterol	
High blood pressure	

PHASE
3

60–90 days post med sync launch

Continue to work through your target lists created in Phases 1 and 2; continue to build your funnel with the next phase of patients to proactively reach out to about med sync.

First set of targets: *Refill days covered (RDC) adherence < 50%*

Log into pharmacy technology software that reports patient adherence by category; sort results and pull target customers with an RDC in the < 50% range in the Diabetes, Cholesterol and High Blood Pressure categories.

	# OF TARGETS
Diabetes	
Cholesterol	
High blood pressure	

Second set of targets: *Walk-up/POS recruitment*

Use patient data in your pharmacy management system to identify good med sync candidates based on patient age/medication count or just enroll those patients who are interested as they come through your pharmacy!

	# OF TARGETS
65 y/o and older with 2 ≤ medications	
Any patients interested	

Med sync patient tracking document

The med sync patient tracking document is an important tool for measuring outcomes driven by the enhanced patient care afforded through med sync. For any questions about how to use or analyze the data captured in this document, please reach out to Health Mart's Performance Advisor team by phone at (855) HLTH-MRT (855.458.4678) or by email at healthmartoperations@mckesson.com.

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Marketing tools for physicians

Just as it is important to get the word out about your new med sync offering to patients (*don't forget to use the marketing materials from Health Mart's patient-facing brand of med sync, SimpleSync, available on the Health Mart Marketing Hub*), it is also important to inform key physicians in your market. Physicians can help encourage patients to join the program and are aware of their role in helping to align prescriptions. Please also refer to the Med Sync Playbook where there is a template that can be used to send prescriber a medication list when a patient enrolls in med sync.

A sample overview communication to providers follows on the next two pages, followed by a suggested Prescriber Outreach Plan.





Dear Provider,

We at _____ Health Mart Pharmacy now offers a medication synchronization (med sync) service for our patients. Med sync is a community pharmacy service that aligns patients’ maintenance meds so they are filled at the same time, once each month, creating more pharmacist time to spend with patients answering questions, reviewing medications and delivering behavioral adherence coaching.

Why sync?

This service helps **patients** by:

- Improving medication adherence
- Identifying gaps in drug-therapy-related care
- Improving patient satisfaction by reducing unnecessary trips to the pharmacy

This service also provides benefits to the **provider** by:

- Driving performance in up to 10 drug-therapy-related HEDIS measures
- Reducing administrative burden with fewer refill request from pharmacies and patients

How can you help?

In order for this service to be successful, we would need to establish a communication that allows for timely response to prescription refills and therapeutic adjustment requests. We typically make these requests about five to seven days prior to the patient needing the medication, which would provide us with time to ensure a smooth and seamless patient experience at pickup.

We suggest:

- Introduce 48-hour response times on refills, drug changes, etc.
- Create/continue existing protocol for simple medication changes

Let us know if you have any questions or additional ways we can work together. I can stop by your office to talk about this in greater detail.

Kindest regards,
Health Mart Pharmacy Owner



Partner with a pharmacy that is in sync!

Our pharmacy is committed to outcomes and wants to do more to help our patients achieve better outcomes for themselves. Medication synchronization (med sync) is a service that provides simplified yet enhanced patient care by coordinating all refills for a single patient on a specific day each month, affording the entire staff more time with patients.

Why sync?

Studies have shown increased adherence as a result of med sync, including:

- Non-adherence for first refills was reduced 90%+ for med sync patients¹
- Med sync patients were three to six times more likely to adhere to their meds²

Med sync can also reduce the frequency of burdensome refill requests between pharmacies and physician offices, reducing administrative costs.

Potential benefits to physician and patients

Physicians

- Reduced operational workload
 - Fewer pharmacy refill requests
- Improved physician-impacted HEDIS quality measures:
 - Pharmacotherapy of COPD
 - High Blood Pressure
 - Persistence of Beta-Blocker Treatment after a Heart Attack
 - Statin Therapy for Patients with Cardiovascular Conditions
 - Statin Therapy for Patients with DM
 - Antidepressant Medication Management
 - Adherence to Antipsychotic Medications for Individuals with Schizophrenia
 - Annual Monitoring for Patients on Persistent Medications
 - Potential Harmful Drug-Disease Interactions in the Elderly
 - Use of High-Risk Medications in the Elderly

Patients

- Improved medication adherence
- Improved patient satisfaction with fewer trips to the pharmacy

REFERENCES

1. National Association of Community Pharmacy, *Assessing the Impact of a Community Pharmacy-Based Medication Synchronization Program On Adherence Rates* (December 2013) accessed at <http://www.ncpanet.org/pdf/survey/2014/ncpa-study-results.pdf>
2. Holdford, D, Inocencio, T. *Appointment Based Model (ABM) Data Analysis Report*. Virginia Commonwealth University School of Pharmacy, Jan 2013

Prescriber outreach plan

1. Identify top 5 physicians by script volume

PHYSICIAN NAME	REFILL NURSE	ACCEPTANCE OF PROGRAM (Y/N)	CONTACT DATE

2. Schedule in-person or phone meeting with prescriber and/or refill nurse*

- a. Explain how program works operationally
- b. Explain patient benefits

i. Improved satisfaction with reduced visits to pharmacy for prescription pickups and improved drug in-stock condition

ii. Improved patient adherence
- c. Explain provider benefits

i. Lower administrative burden with fewer faxes and calls for refill requests

ii. Positive impact on up to 10 drug-related HEDIS performance measures

3. Ask of prescriber/refill nurse

- a. Collaborate to have timely response to refill request and therapy changes

i. 48-hour response time on refill and drug-therapy change request

ii. Establish or continue protocols on resolving simple drug-therapy issues

iii.Send fax template if not in person

* Bring flyer to leave behind after in-person meeting or fax it to the office if they are unavailable for a meeting (refer to McKesson Marketing Hub for any supplemental materials that can be shared).

Med sync post-launch plan

(0–90 days post-implementation)

The first 90 days after implementing med sync are critical for creating momentum and wins for your pharmacy staff. Repetition is key, so keep the importance of continuing with med sync top of mind each day during these first 90 days. This is especially important during this time as you are asking your staff to push themselves outside their comfort zone, so practicing new workflow and/or patient outreach conversations each day is a must until it becomes second nature.

We encourage you to work with your staff when setting your goals/milestones. Just as important is to celebrate goals as they are met or discuss what might be keeping staff from succeeding along the way. Below is our suggested set of milestones/goals, but please work with your staff to make these your own.

7 DAYS POST-LAUNCH	ENROLLMENT GOAL:	
Task	Owner	Status
Staff education <ul style="list-style-type: none">Identify team members needing trainingUtilize staff discussion talking points, encourage review of med sync playbook and the role-based guide bookConfirm staff is comfortable with pharmacy/program vision as well as 0–90 goalsAddress concerns and celebrate wins as they happenShare/confirm goals for next seven days	Med sync sponsor	
Build infrastructure <ul style="list-style-type: none">Observe staff executing med sync workflow and invest in necessary infrastructure to help ensure success, e.g.,<ul style="list-style-type: none">Fill Bin for workload balancingDesignated “med sync terminal” for patient callsMed sync file for important document storage	Med sync sponsor and champions	
Marketing <ul style="list-style-type: none">Activate the patient marketing kitExecute the physician marketing planEncourage staff to promote program as patients come through pharmacy	Med sync sponsor and champions	
Clinical execution <ul style="list-style-type: none">Enroll at least 5% of your patient enrollment goalUpdate enrollment progress on your med sync scorecard — don’t forget to celebrate progress with your staff!	Med sync sponsor, champions and facilitators	

14 DAYS POST-LAUNCH

Task	Owner	Status
Check in with staff/continue to build skills/infrastructure <ul style="list-style-type: none">• Ask what is working and what is not regarding workflow and patient enrollment<ul style="list-style-type: none">– Share best practices, brainstorm across all roles– Refer to tools provided during your implementation meeting• Review tools and talking points that might support staff’s success• Share/confirm goals for next 14 days	Med sync sponsor and champions	
Clinical execution <ul style="list-style-type: none">• Enroll at least 10% of your patient enrollment goal• Update enrollment progress on your med sync scorecard — celebrate success!	Med sync sponsor, champions and facilitators	
Marketing <ul style="list-style-type: none">• Continue to evolve marketing plan to maximize patient and physician awareness• Reward staff for promoting program to patients	Med sync sponsor and champions	

30 DAYS POST-LAUNCH

Task	Owner	Status
Check in with staff/continue to build skills/infrastructure <ul style="list-style-type: none">• Refill sync days are getting ready to hit for patients first enrolled in the program — ensure all staff are ready for tasks associated with this — review as a group what the game plan is across all roles and responsibilities, and support each other along the way• Suggest using the Patient Tracking Document so that staff can begin to see med sync results• Begin empowering and elevating facilitators into champions• Share/confirm goals for next 30 days	Med sync sponsor and champions	
Continue building infrastructure <ul style="list-style-type: none">• As more med sync tasks are layered on before all program efficiencies are realized, make sure staff has the time/resources needed to execute all facets of the program (e.g., patient outreach calls, prescription syncing, and behavioral coaching at pickup)• Provide extra staffing during this transitional phase as needed	Med sync sponsor	
Clinical execution <ul style="list-style-type: none">• Enroll at least 30% of your patient enrollment goal• Review data on Customer Tracking Document with staff — celebrate success• Update enrollment progress on your med sync scorecard — celebrate progress with your staff by bringing breakfast or lunch in for your team!• Ensure pharmacists are comfortable delivering coaching sessions to patients — share best practices and support pharmacists with additional resources as needed	Champions/med sync sponsor	
Marketing <ul style="list-style-type: none">• Continue to evolve marketing plan to maximize patient and physician awareness, as needed• Reward staff for promoting program to patients	Med sync sponsor and champions	

60 DAYS POST-LAUNCH

Task	Owner	Status
Check in with staff/continue to build skills/infrastructure <ul style="list-style-type: none">• Pull staff together to share challenges and successes to date with med sync• Have pharmacists share how patients reacted to coaching session at prescription pickup• Share results of patient tracking document so that staff can begin to see med sync results — brainstorm how to use data on the sheet to improve patient outcomes• Ask for input/experiences from recently appointed champions• Share/confirm goals for next 30 days	Med sync sponsor and champions	
Clinical execution <ul style="list-style-type: none">• Enroll at least 60% of your patient enrollment goal• Review data on customer tracking document; make notes in patient profile as appropriate• Update enrollment progress on your med sync scorecard — celebrate success!• Brainstorm clinical services outside of behavioral coaching that can be layered into patient pickup sessions	Champions/med sync sponsor	
Marketing <ul style="list-style-type: none">• Continue to evolve marketing plan to maximize patient and physician awareness, as needed• Reward staff for promoting program to patients	Med sync sponsor and champions	

90 DAYS POST-LAUNCH

Task	Owner	Status
Check in with staff/continue to build skills/infrastructure <ul style="list-style-type: none">• Congratulate and thank staff for completing the first 90 days of med sync and for transforming the pharmacy into a patient-centric model• Review Vision Statement created at the beginning of the process and see how staff thinks they are doing to support this vision (refer to the separate “Leading Your Team to Success and Managing Through Change” guide about the Vision Statement)• Share results of patient tracking document so that staff can begin to see med sync results — brainstorm how to use data on the sheet to improve patient outcomes• Create goals for next 30 days and beyond with entire staff	Med sync sponsor	
Clinical execution <ul style="list-style-type: none">• Enroll at least 100% of patient enrollment goal• Review data on customer tracking document• Update enrollment progress on your med sync scorecard — celebrate success and create a new scorecard for your next phase of the program• Brainstorm with pharmacists and McKesson Performance Advisors how to continue momentum and success of clinical coaching sessions at prescription pickup sessions	Champions/med sync sponsor	



Questions?

Contact a Performance Advisor at (855) HLTH-MRT (855.458.4678) or email healthmartoperations@mckesson.com

Notes



McKESSON

Health Mart is proud to be a member of the McKesson family, sharing in the collective industry knowledge and experience residing within all of the McKesson corporate affiliates. Since 1833, McKesson has been committed to the success of independent pharmacies through the delivery of innovative programs and reliable distribution services. Learn more at mckesson.com.

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