


# Coloring Outside the Lines: How to Prepare for the Future of Pharmacy

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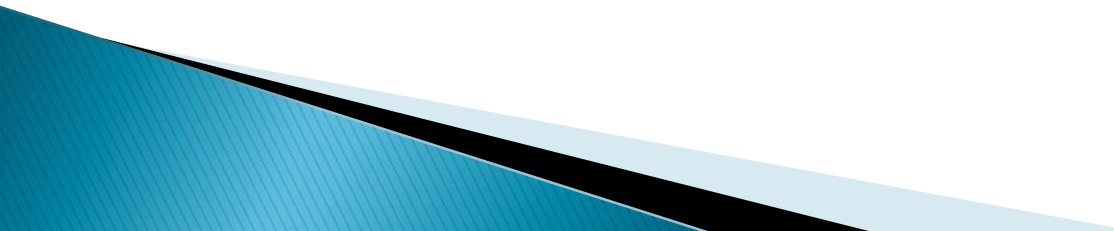


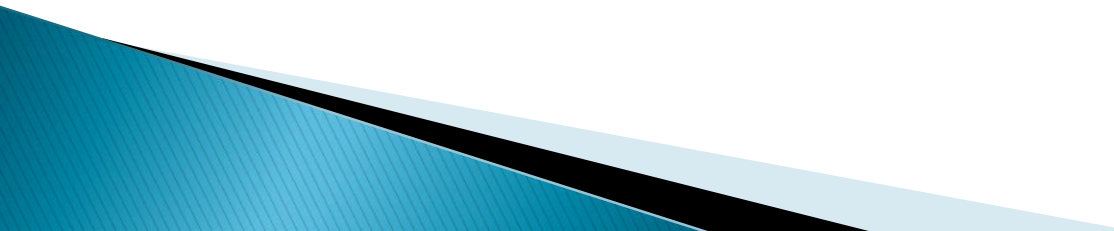
# Objectives

**At the completion of this activity, pharmacists will be able to:**

1. Identify those internal and external forces that will impact the future of pharmacy
2. Discuss specific areas in pharmacy where we can impact practice changes without change in regulation
3. Explain how pharmacists can improve the treatment of chronic disease

**At the completion of this activity, pharmacy technicians will be able to:**

1. Identify those internal and external forces that will impact the future of pharmacy
  2. Discuss specific initiatives that will improve the technician shortage
  3. Explain how advanced pharmacy technician roles improve the practice of pharmacy
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- ▶ I have no financial disclosures
  - ▶ I serve as a member of the Board of Directors of ASHP
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# What's going on....



*New York (CNN Business)* **CVS Health** is closing 900 stores over the next three years, amounting to nearly 10% of its footprint, in response to the changing of "consumer buying patterns."

Technician shortage

#pizzaisnotworking

The pharmacy that really delivers

Upfront pricing. Easy refills. No more waiting in pharmacy lines.

Sign up

Already a customer? Sign in



HOSPITAL  
at HOME

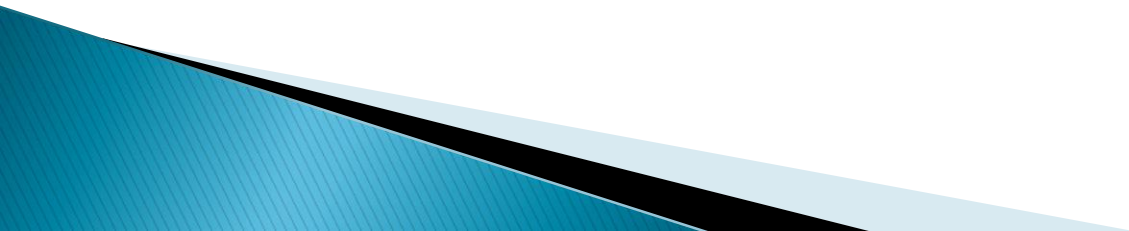


Nursing Shortage

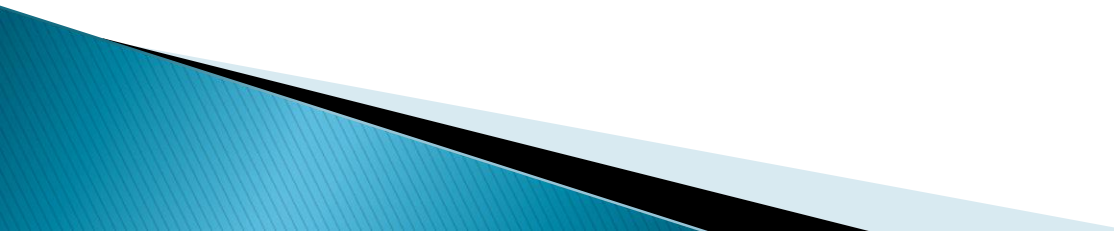
Billionaire Mark Cuban Launches Online Pharmacy With Generic Drugs at Affordable Prices

COMMENTARY  
Years of Rampant Expansion Have Imposed Darwinian Survival-of-the-Fittest Conditions on US Pharmacy Schools

# Delivering Value



# Defining Value

- ▶ Finding/growing/maintaining revenue
  - ▶ Thinking like entrepreneurs
  - ▶ How do you help other workforce shortages
    - Primary Care
    - Nursing
- 

# Delivering Value to Stakeholders

● VERY UNLIKELY ● SOMEWHAT UNLIKELY ● SOMEWHAT LIKELY ● VERY LIKELY

1 Pharmacy leaders will add new service lines or business ventures that increase market share and revenue.



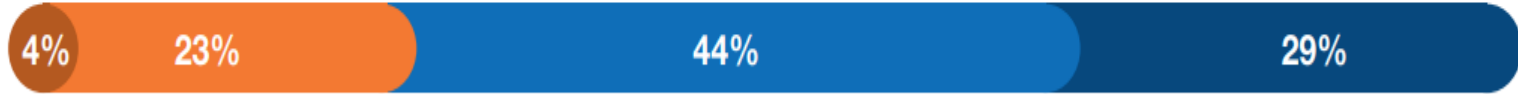
2 In 75% of health systems, the department of pharmacy will provide a significant contribution to health system revenue.



# Delivering Value to Stakeholders

● VERY UNLIKELY ● SOMEWHAT UNLIKELY ● SOMEWHAT LIKELY ● VERY LIKELY

5 50% of health systems will have specialized staff dedicated to pharmacy enterprise data analytics.



7 Health systems will invest in digital health solutions and artificial intelligence technology to improve medication management.

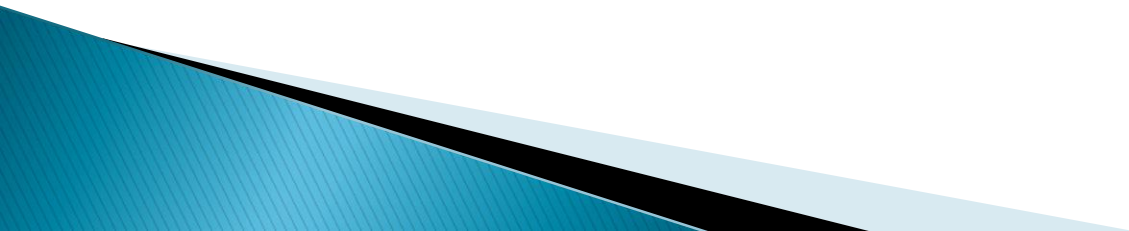




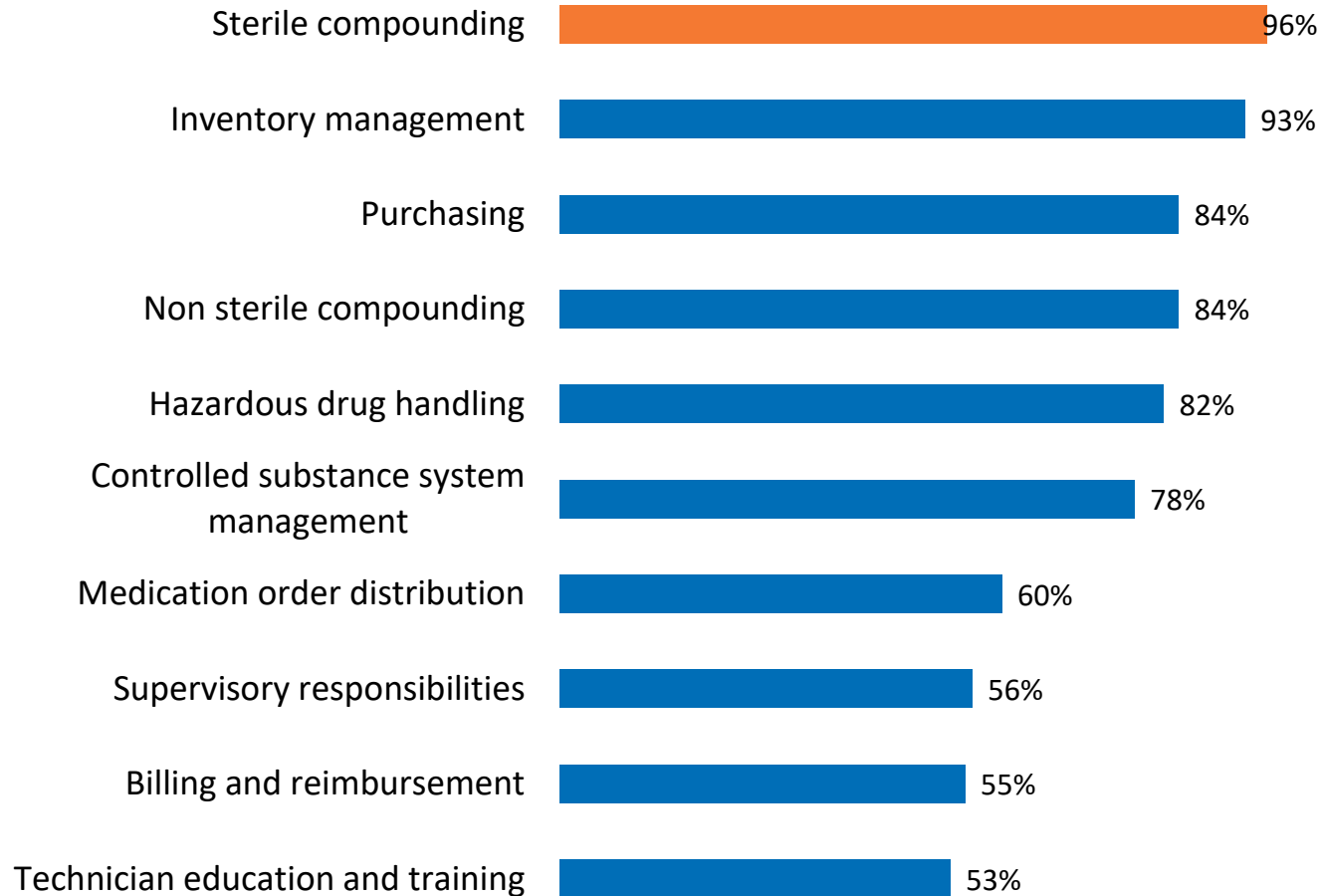
## STRATEGIC RECOMMENDATIONS FOR PRACTICE LEADERS

1. Pharmacy leaders should have an active role on the health system's executive/senior administrative leadership team(s) that reflects their authority and accountability for medication management systems performance *and* clinical care value across the organization.
2. Pharmacy leaders should expand enterprise-level advanced scopes of practice and clinical privileging for a high percentage of clinical pharmacy staff to prepare for advanced independent provider status in each state. This will recognize the pharmacist as a provider of care that supports the organization's quality, revenue, and performance strategy.
3. Define, establish, and communicate the role pharmacists play in population health initiatives to improve outcomes for the health system and its patients.
4. Recruit, resource, and expand a team of pharmacist health informatics professionals trained in data analytics to ensure accurate value calculations for pharmacy outcomes.
5. Accelerate the use of digital solutions and artificial intelligence technology to advance consistent and efficient patient care and enhance the skills required by the pharmacy workforce to maximize use.
6. Develop and manage new service lines or business ventures by pharmacy that demonstrate value and significantly impact the organization's bottom line.

# Pharmacy Technicians



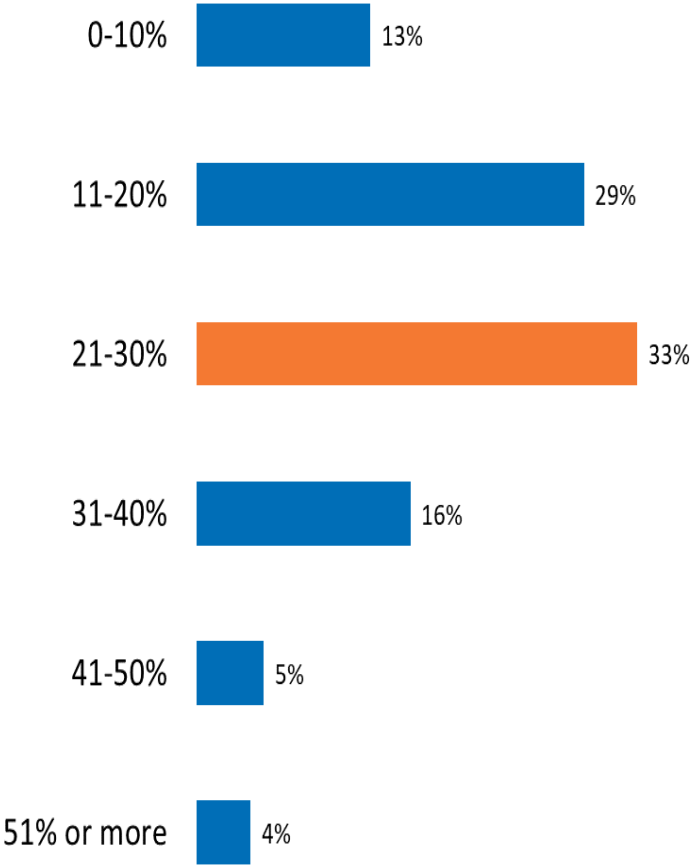
# Pharmacy technicians working in your organization's hospital or health system perform which of the following advanced activities? - Top 10



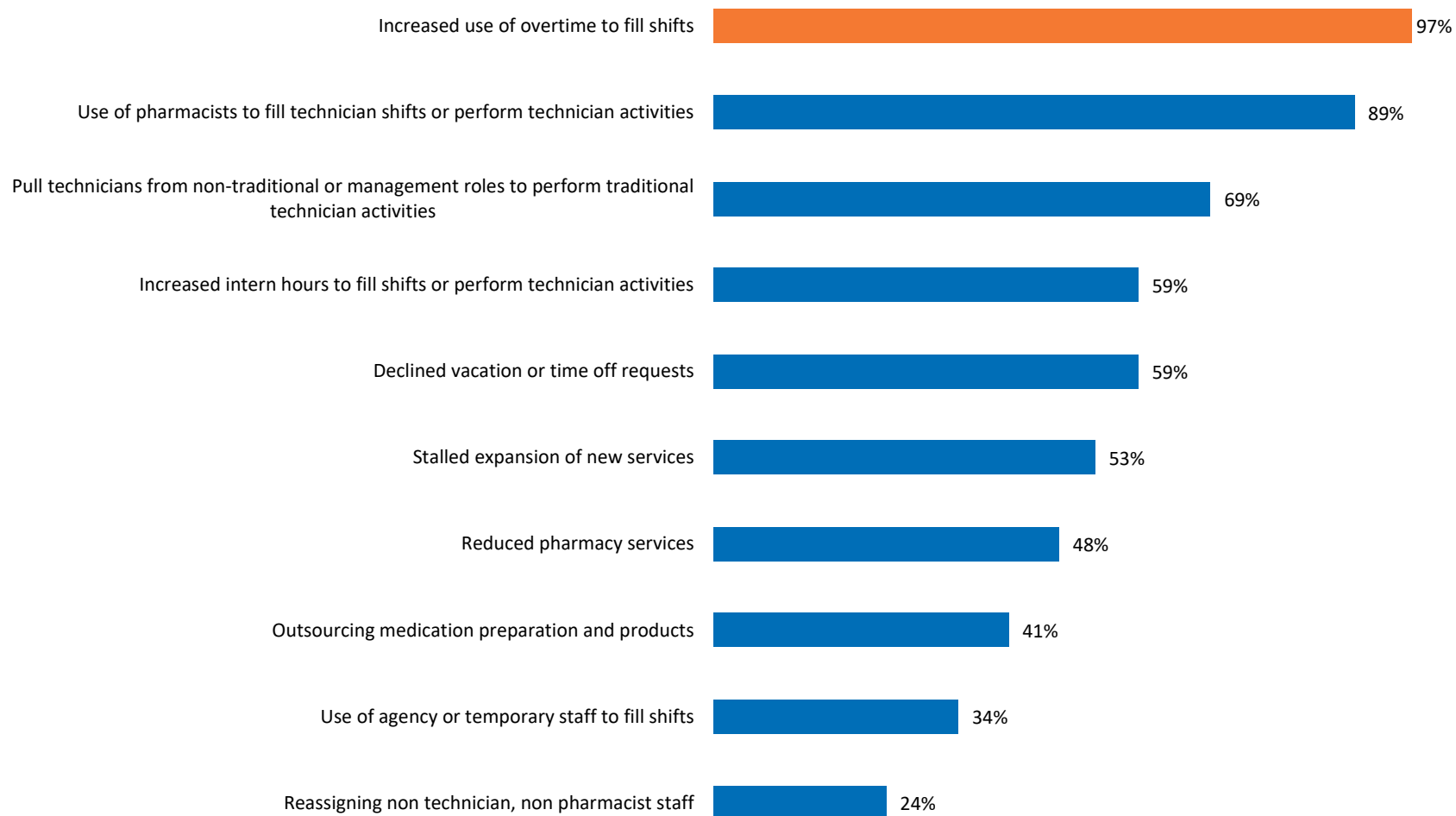
Base: 128 (56% of respondents)

Note: Respondents could select multiple options.

# In the last 12 months, what is your overall (inpatient and ambulatory) technician turnover rate?

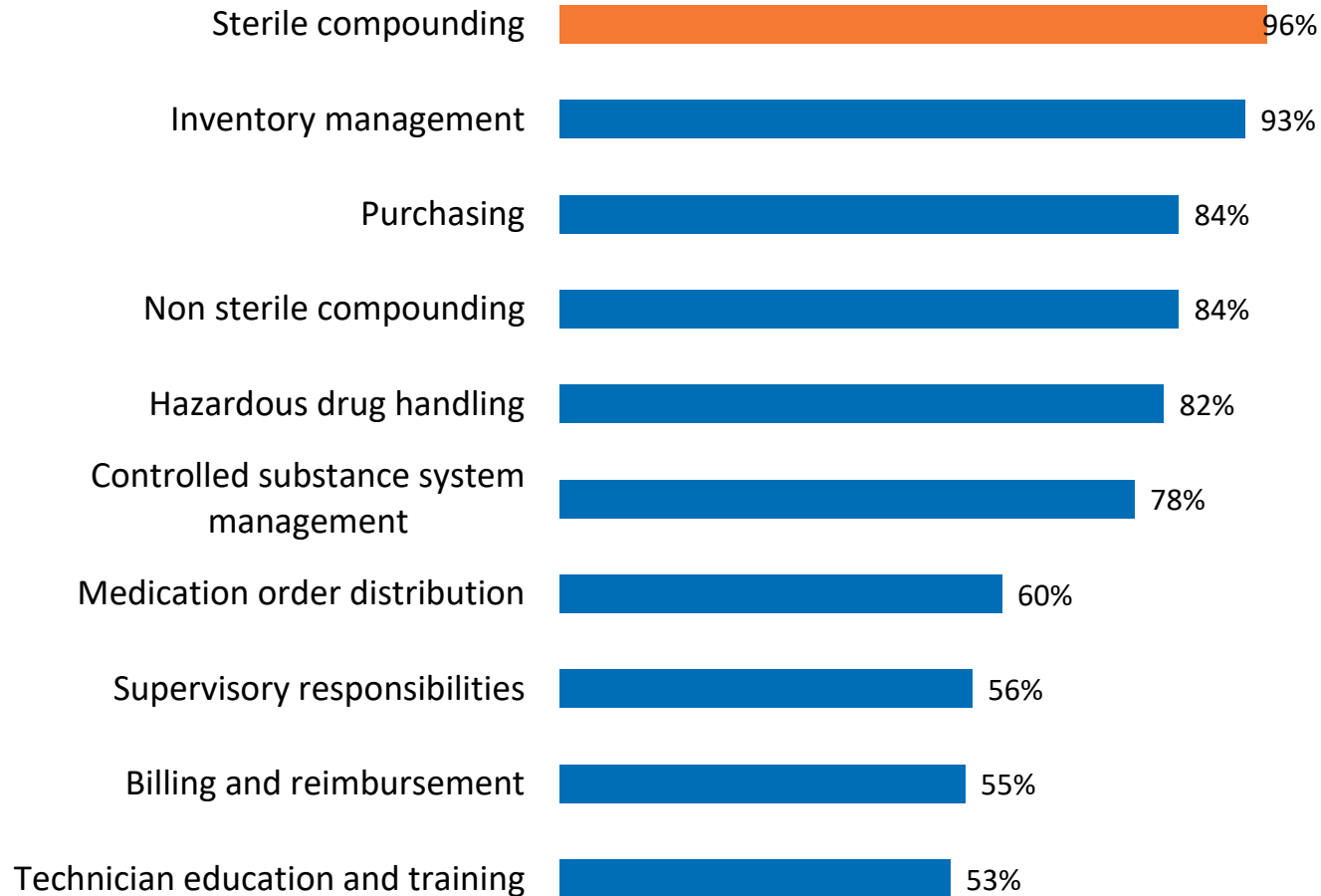


# How has the shortage of pharmacy technicians affected your operations and services? - Top 10



Base: 128 (56% of respondents)  
Note: Respondents could select multiple options.

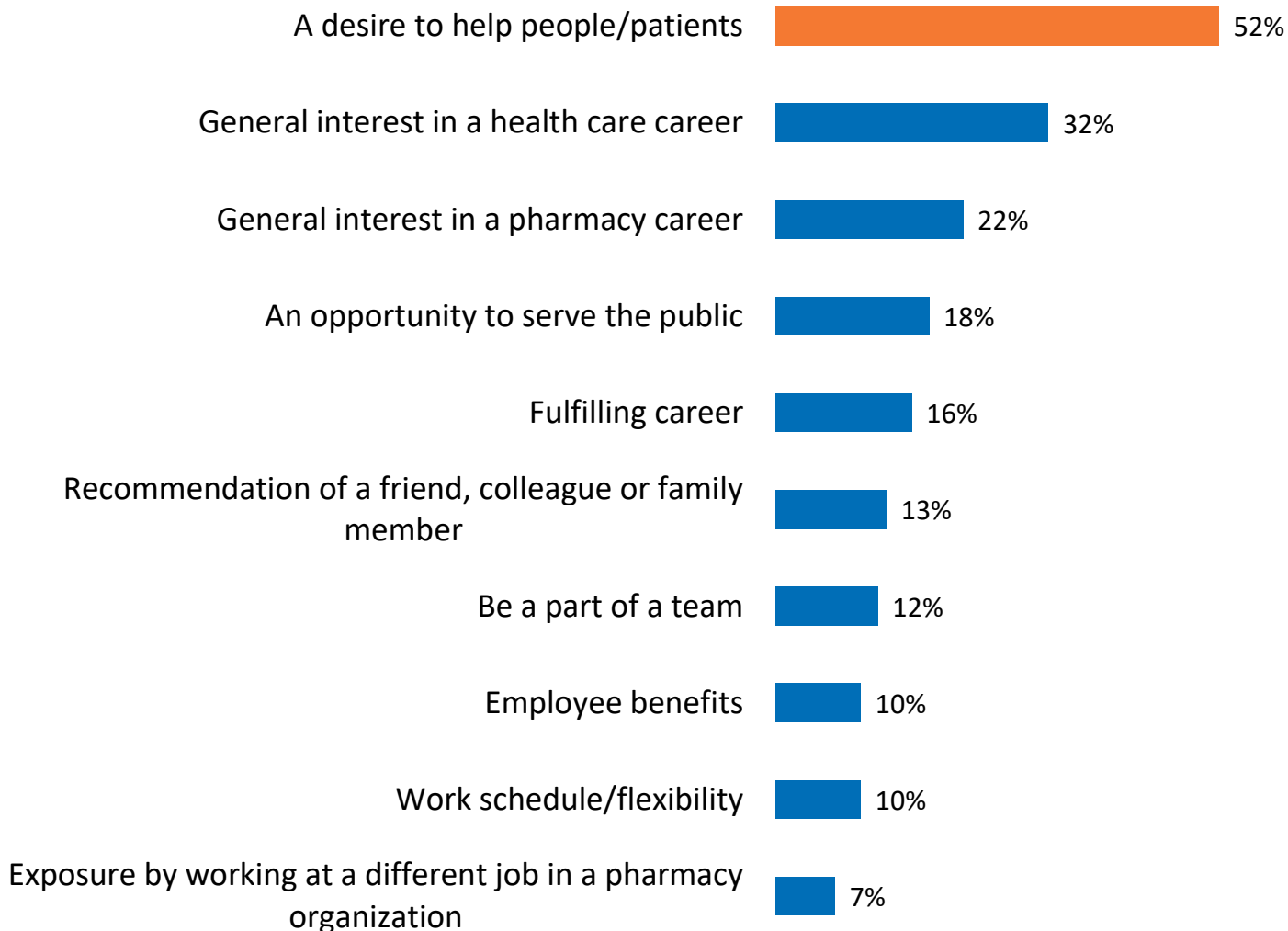
# Pharmacy technicians working in your organization's hospital or health system perform which of the following advanced activities? - Top 10



Base: 128 (56% of respondents)

Note: Respondents could select multiple options.

# What inspired you to become a pharmacy technician? - Top 10

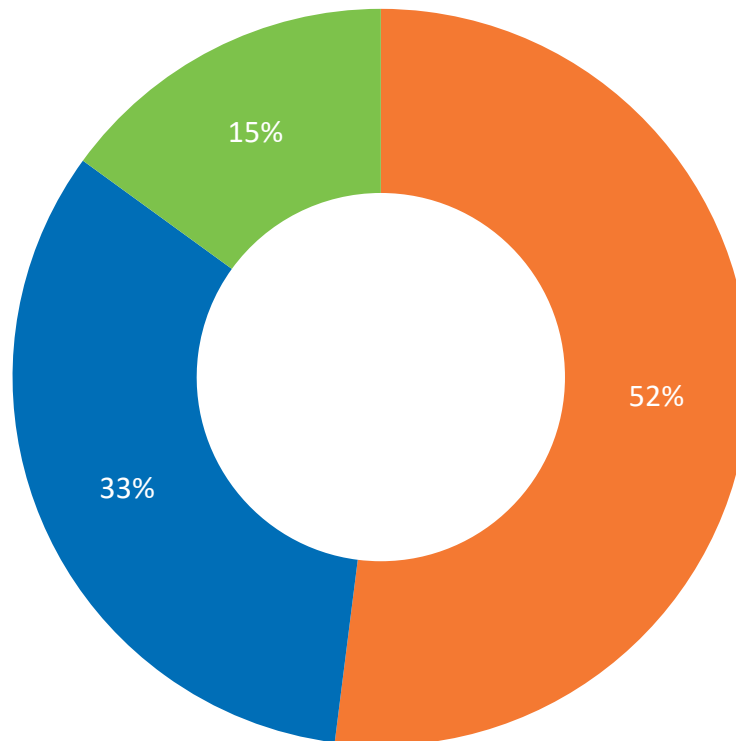


Base: 6,619 (79% of respondents)  
Note: Respondents could select multiple options.

# Has the impact of the COVID-19 pandemic led you to consider:



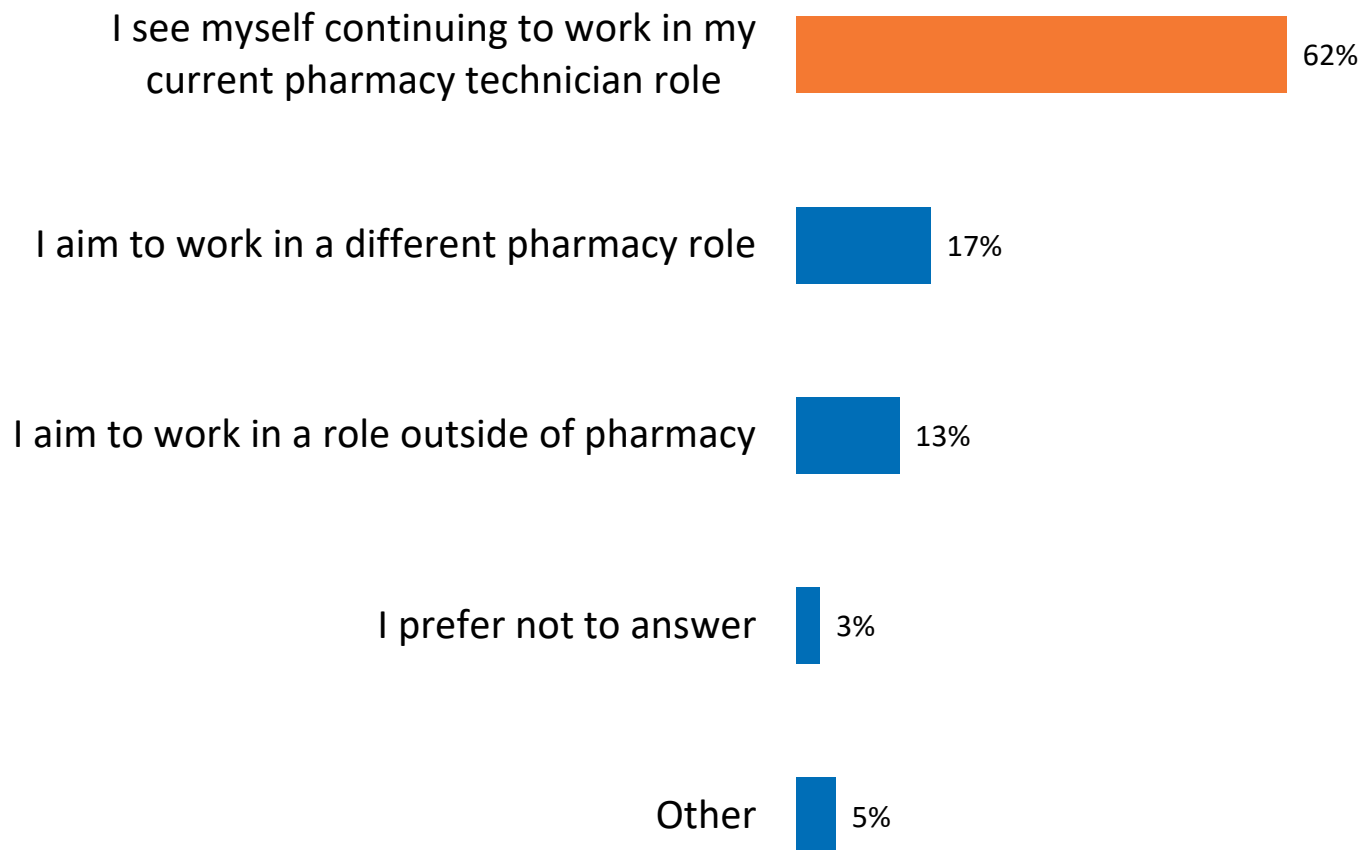
- The COVID-19 pandemic has not influenced whether I stay or not at my job
- Leaving your job
- Staying in your job



Base: 5,811 (70% of respondents)



Thinking about the next 6 to 12 months, which statement best represents you:

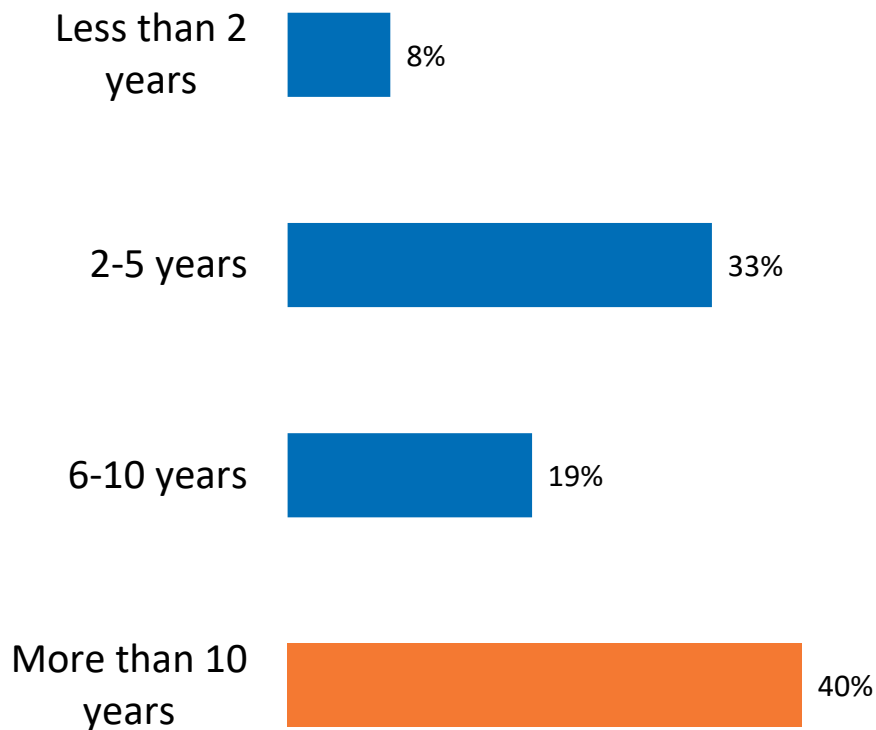


Base: 5,144 (62% of respondents)

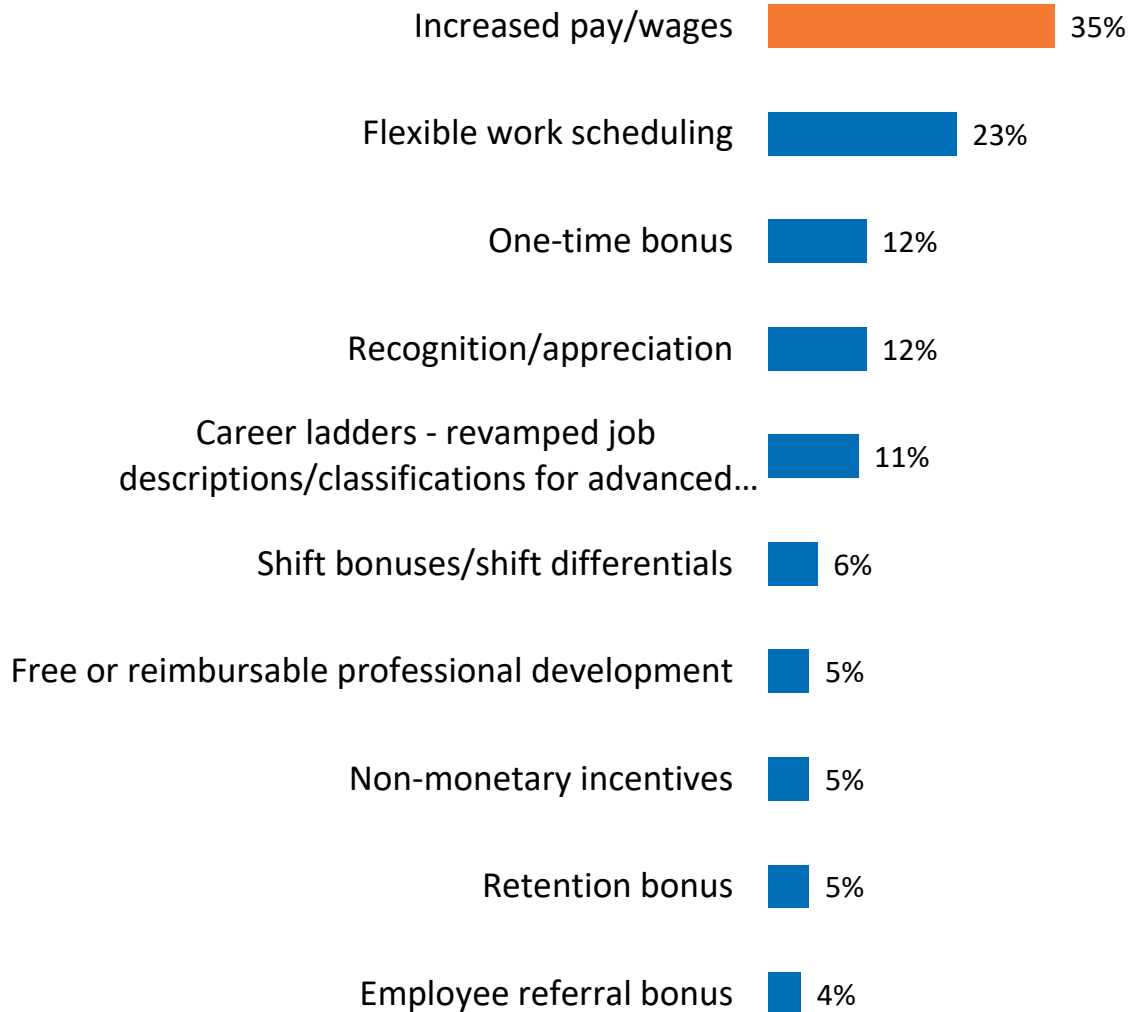
Respondents who see themselves continuing to work in their current pharmacy technician role were asked:



Please indicate your plans to remain in your current job.



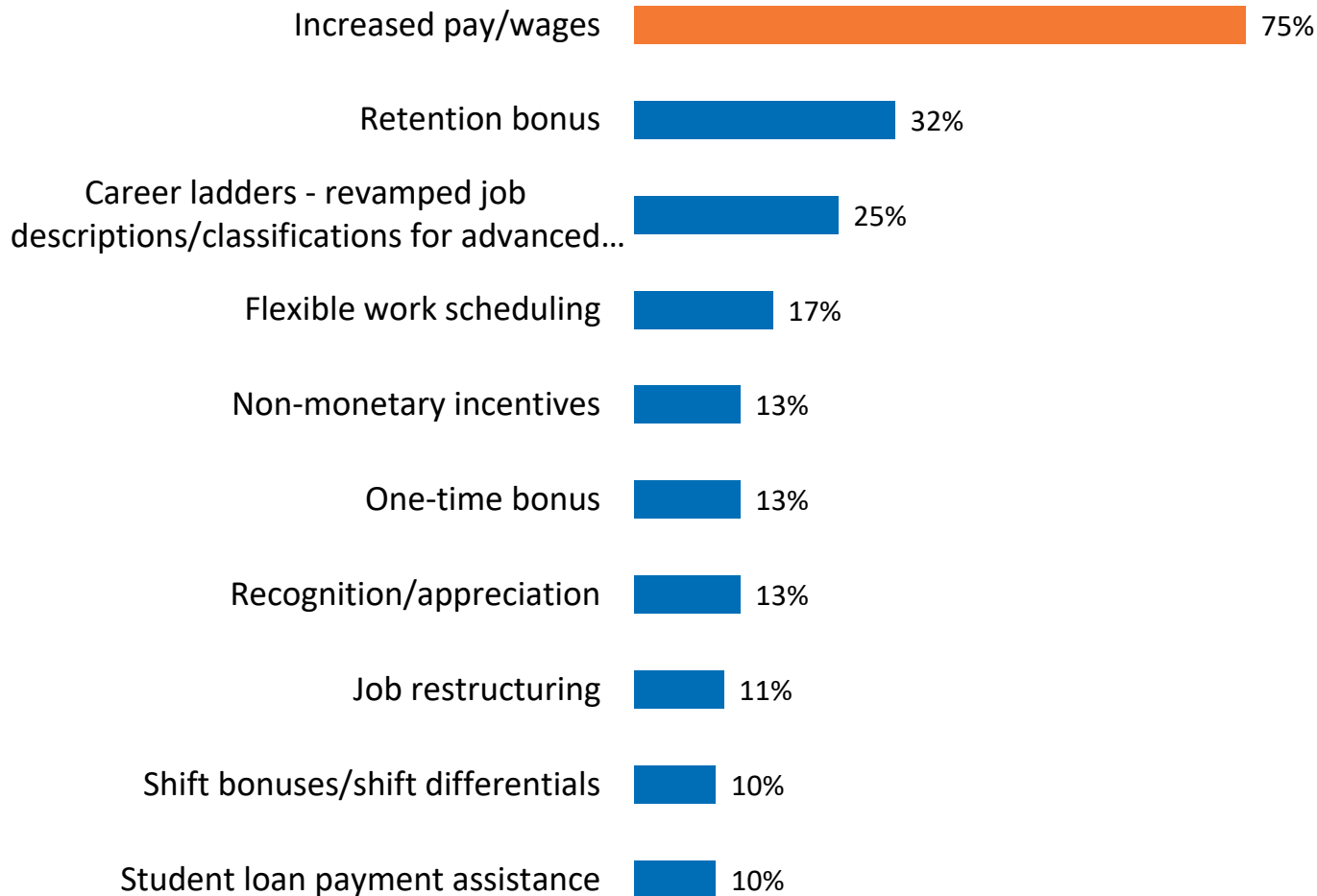
# Which retention/recruitment incentives have contributed most to your job satisfaction? - Top 10



Base: 5,364 (64% of respondents)

Note: Respondents could select multiple options.

# Select the top three retention/recruitment incentives you would like to see offered and/or improved by your employer. - Top 10

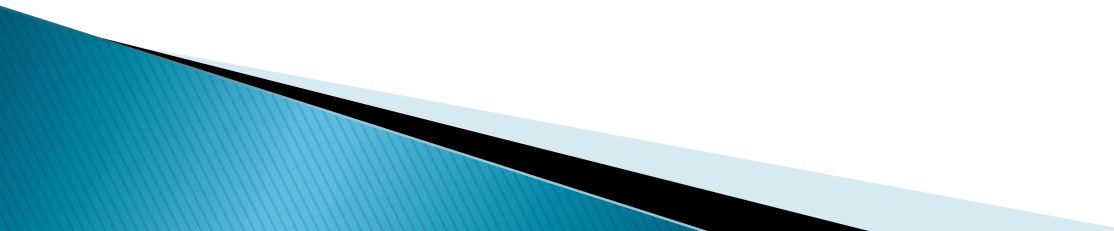


Base: 5,364 (64% of respondents)  
Note: Respondents could select multiple options.

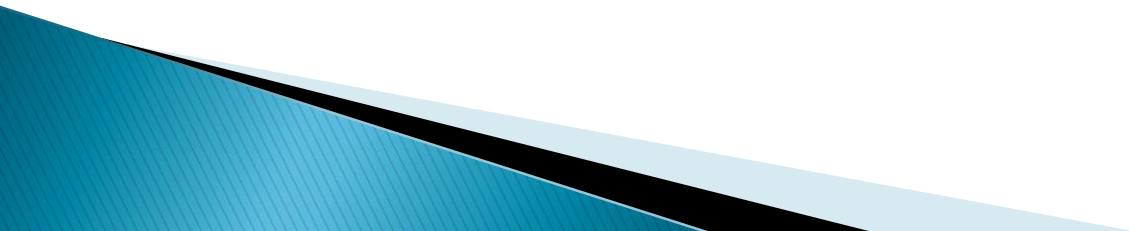
# Assessments

- The pharmacy technician shortage is negatively impacting pharmacy department services and advancement
- Strategies for recruitment and retention of pharmacy technicians are in high demand
- HR professionals and health-system administrators are key audiences to engage to support workforce planning for pharmacy technicians
- Efforts should be undertaken to recruit pharmacy technicians into the pharmacy profession and to retain them **as a career choice** (image and value)
- Pharmacy technician workforce development (basic and advanced education and training, ongoing education) should be standardized

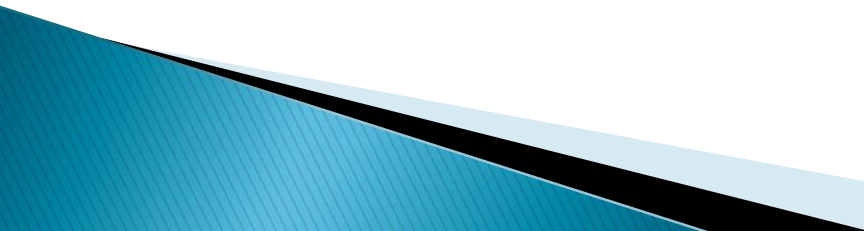
# To Do:

- ▶ Challenge every chapter to go to local high schools and talk about pharmacy technician roles as a career choice
  - ▶ Work with occupational centers/BOCES to develop technician programs
- 

# Building Workforce Capacity



# School Enrollment Trends

- In 2019–20, there were 40,392 applications submitted to first professional degree programs at schools and colleges of pharmacy, compared to 50,842 the previous year
  - Total first professional degree enrollment was 57,375 for 2020, down from 60,594 in fall 2019.
  - Of the total number of students enrolled in first professional degree programs for fall 2020, 64.6 percent were women and 18.4 percent were underrepresented minority students.
  - First professional student pharmacist enrollments (in all professional years) were down 5.1 percent compared to fall 2019.
  - Attrition estimates over the past five years have averaged 12.3 percent per class.
- 



# Building Workforce Capability

● VERY UNLIKELY ● SOMEWHAT UNLIKELY ● SOMEWHAT LIKELY ● VERY LIKELY

2 Pharmacists providing direct patient care will interface more frequently with patients via remote technology applications than face-to-face with patients.



5 25% of routine pharmacy tasks linked to technology will be replaced by digital health solutions or artificial intelligence.



# Building Workforce Capability

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Innovative scheduling and remote work solutions will be required to recruit and retain pharmacists and pharmacy technicians.

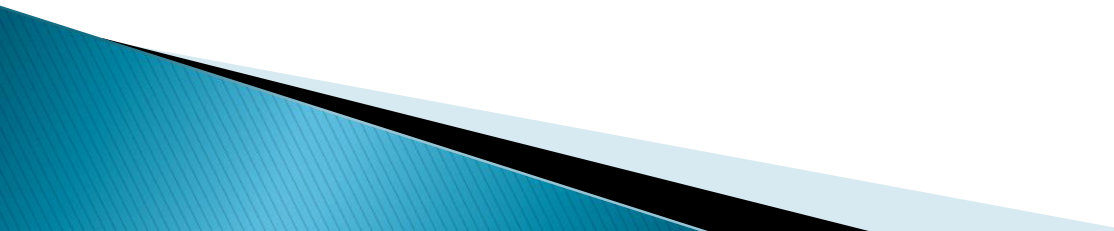


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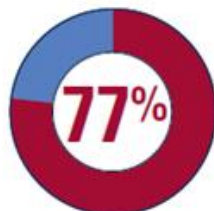
30% of the health-system pharmacy workforce will work remotely.



# Rural Health Care

- ▶ 1 in 5 Americans live in Rural Areas
  - ▶ 1 in 3 Rural adults are enrolled in Medicare
  - ▶ 1 in 6 rural adults ages 19–64 are uninsured
  
  - ▶ 25% rural individuals younger than 65 are covered by Medicaid
  - ▶ 22% of rural adults are dually enrolled in Medicaid and Medicare
- 

## U.S. ADULTS' HOME BROADBAND ACCESS



All



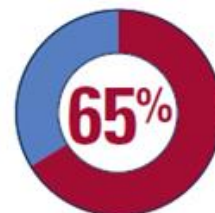
Rural



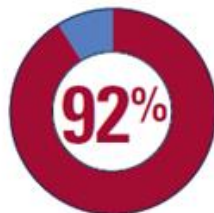
White



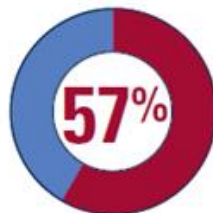
Black



Hispanic



Income > \$75,000



Income < \$30,000

"Internet/Broadband Fact Sheet," Pew Research Center, Washington, D.C., April 7, 2021, [pewresearch.org/internet/fact-sheet/internet-broadband](https://www.pewresearch.org/internet/fact-sheet/internet-broadband).

# Top 5 Most Expensive Chronic Diseases

- ▶ **HEART DISEASES AND STROKE** - Heart disease and stroke costs in the US total \$363 billion per year, split between \$216 billion in direct medical costs and \$147 billion in lost productivity.
- ▶ **DIABETES** - As one of the most prevalent chronic conditions in healthcare, diabetes care cost \$327 billion in 2017. Seventy-two percent of diabetes treatment costs (\$237 billion) were related to direct healthcare expenses.
- ▶ **ARTHRITIS** - In the US, the total cost of arthritis was an estimated \$304 billion, split between \$140 billion in direct medical expenses and \$164 billion in related productivity and care management losses.
- ▶ **ALCOHOL-RELATED HEALTH ISSUES** - In 2010, excessive alcohol use cost the US economy \$249 billion, or roughly \$2.05 per drink. Alcohol-related deaths totaled 95,000 people per year and shortened the lives of working adults by an average of 30 years.
- ▶ **CANCER** - According to the latest estimates from the CDC and the National Cancer Institute, cancer care is estimated to cost \$240 billion by 2030 due to healthcare inflation over previous decades.
- ▶ **OBESITY, ALZHEIMER'S DISEASE, SMOKING-RELATED HEALTH ISSUES, TOOTH DECAY, EPILEPSY**

<https://healthpayerintelligence.com/news/top-10-most-expensive-chronic-diseases-for-healthcare-payers>

# NYS Pharmacy Law

## 6800. Introduction.

This article applies to the profession of pharmacy. The general provisions for all professions contained in article one hundred thirty of this title apply to this article.

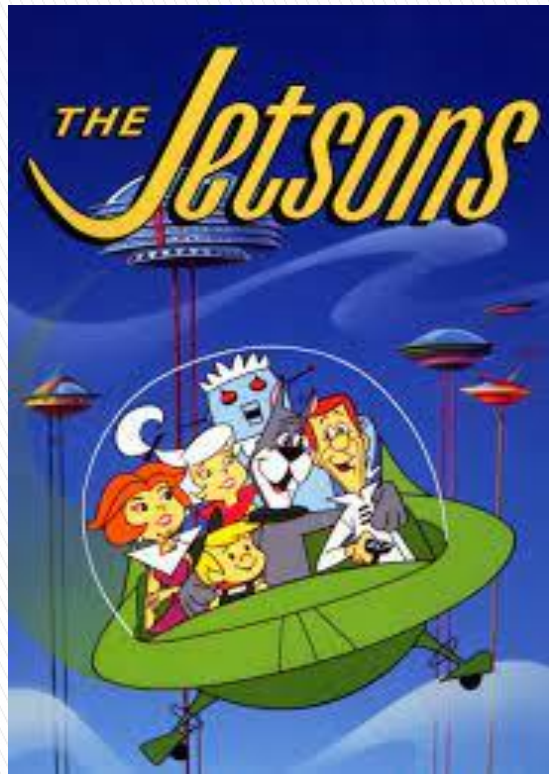
“Hospital”

16 times

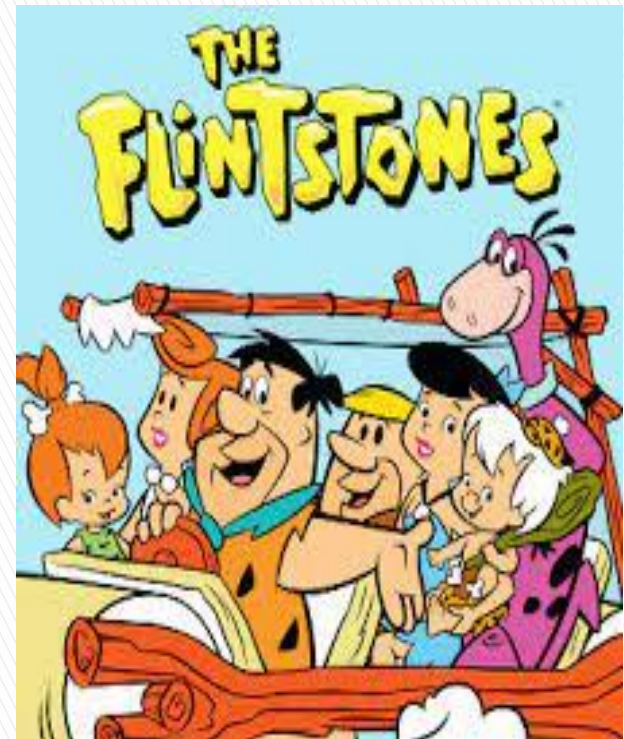
“Health system”

0 times

# Pharmacy Practice Feels Like



They want this

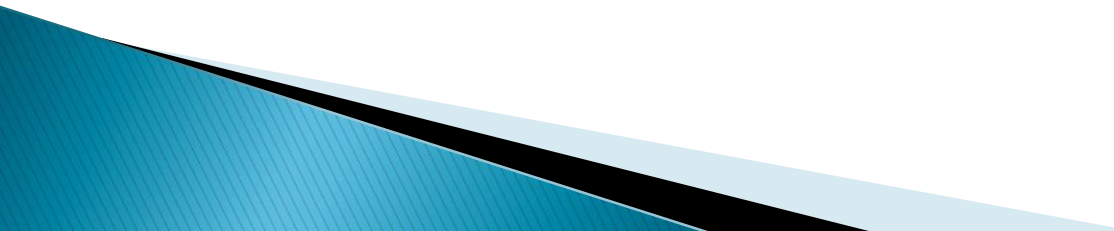


But give us the tools to do this



# §6810. Prescriptions.

No drug for *which a prescription is required* by the provisions of the Federal Food, Drug and Cosmetic Act or by the commissioner of health *shall be distributed or dispensed to any person* except upon a prescription written by a person legally authorized to issue such prescription.





## 29.7 Special provisions for the professions of pharmacy and registered pharmacy technicians.

- ▶ No drug which is dispensed with the assistance of an unlicensed person, as provided in subparagraph (i) of this paragraph, shall be dispensed *without the review and approval of the pharmacist.*

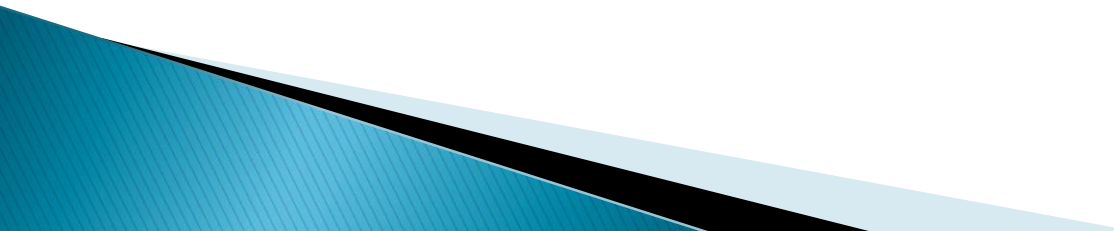
## 29.7 Special provisions for the professions of pharmacy and registered pharmacy technicians.

- ▶ Subject to the limitations set forth in subparagraph (ii) of this paragraph, an unlicensed person may assist a pharmacist in the dispensing of drugs by:
  - d. getting drugs from stock and returning them to stock;

# Telepharmacy

- ▶ No current regulations exist

# Looking ahead

- ▶ Shortage in Primary Care Providers
    - Increase in NPs and PAs exacerbates the problem
  - ▶ Pharmacist workforce
    - Great retirement
    - Decrease in pharmacy school graduates
  - ▶ Behavioral health
  - ▶ Addiction Medicine
    - Standing orders for naloxone
- 

A voice is a powerful thing.

It can shine a light on something that is hiding in the dark

It can change the way people think which can change the way people act.

But it can't do anything if you keep your mouth shut