



COMPLETED GRANT SYNOPSIS

Forming Consensus on Metrics that Demonstrate the Value of Community Pharmacy Practice

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Objectives

1. Identify and prioritize community pharmacy practice measure concepts that may be suitable for use in value-based payment (VBP) programs
2. Evaluate and summarize the feasibility of implementing prioritized measure concepts in terms of data collection, reporting, and interoperability
3. Create a communications and dissemination strategy to share project findings with the broader healthcare community

Methods

Design

Objective 1

PQA convened over 50 thought leaders—including those from the pharmacy, other provider, payer, employer, technology vendor and patient communities—to identify and prioritize measure concepts aligned with innovative pharmacy services. Our approach included a multi-meeting virtual summit spanning 10 months (September 2020-June 2021) and incorporated the following:

- Pre- and post-meeting surveys to seek stakeholder input and to inform meeting discussions
- Five web meetings to discuss key concepts and to build consensus
- Small-group breakout discussions, full-group report outs, and polling

Objective 2

The PQA team created a feasibility evaluation tool, adapted from the National Quality Forum’s feasibility scorecard, to provide a structured method for payer, pharmacy, and technology vendor stakeholders to assess the availability, standardization, and interoperability of data elements required to calculate prioritized measure concepts. PQA also conducted an accompanying series of key informant interviews to gain additional insights on the measure concepts’ feasibility and the data environment.

Objective 3

PQA, in collaboration with CPF, drafted a communications and dissemination plan. PQA then sought input from summit participants on the plan and distributed a survey to participants with a request for conference respondents would recommend CPF consider for disseminating project findings.

To communicate project highlights, status, and findings, PQA posted two blogs, published an opinion piece, hosted an open forum at the PQA Annual Meeting, and coordinated a PQA Quality Forum.

Results

- Prioritized, consensus list of 10 pharmacy measure concepts suitable for use in payer-pharmacy VBP arrangements
- Categorization (short-, mid-, longer-term) of the concepts’ readiness for measure development, based on current feasibility
- Summary of best practices and lessons learned by payers, pharmacies, and technology vendors to support stakeholders engaging in VBP arrangements
- Dissemination toolkit (blogs, opinion piece, webinar recording, PowerPoint slides) to communicate project findings with the broader healthcare community

Conclusion

For further information and/or materials on this grant, please visit

www.CommunityPharmacyFoundation.org and submit your inquiry through [Contact Us](#).

Pharmacists and their pharmacy teams bring immense value to patients, and now more than ever, are a critical part of the healthcare delivery system. Quality measures are important tools to monitor and drive improvement while quantifying the impact pharmacy services have on patients' health. However, there currently is a dearth of standard pharmacy quality measures.

The work completed within this project has been pivotal to advance pharmacy quality measurement. Project deliverables will empower community pharmacists to engage in VBP arrangements and support community pharmacy transformation. Priorities established by this initiative will serve as the foundation for the next stage of PQA's pharmacy measure development efforts and will provide crucial tools to demonstrate the value of innovative pharmacy practice.