



Engaging Community Pharmacists in Performance Improvement through the AIMM Collaborative

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Objectives

The goal of this project was to create a focused cohort of community pharmacy-based teams that adopt, model and spread comprehensive medication management (CMM) services within their practices supported by AIMM’s performance improvement model. Community Pharmacies face unique challenges for introducing comprehensive medication management services to their practice. Through application of the tools and resources of the AIMM Collaborative (AIMMc), cohort teams will help identify the unique challenges and solutions to bring CMM to their patient populations. This information will be incorporated into a *Community Pharmacy Change Package* that supports other community pharmacies in bringing CMM to high-risk patients.

Objectives for this project include:

- Expanding the engagement of community pharmacists in organized care delivery systems;
- Supporting community pharmacists in adopting the principles of performance improvement to expand integrated comprehensive medication management services into the care of patients with complex health care needs;
- Preparing community pharmacists to define the “value proposition” of integrated comprehensive medication management for each community pharmacy;
- Evaluating the power of a defined learning cohort embedded within the existing AIMMc model, better serving practitioners from settings and organizations with common interests.

Methods

Design	<ul style="list-style-type: none"> • Created a cohort of 10 community pharmacist-led teams to adopt, model and spread comprehensive medication management services within their practices through the performance improvement model supported by the Alliance for Integrated Medication Management (AIMM). • Teams are partnered with a Quality Improvement Learning Coach who provides assistance and encouragement during action periods. • Monthly calls were held and facilitated by AIMM management and the Learning Coach to to continue momentum from the learning sessions and tailor learning topics to community pharmacy participants.
Study Endpoints	<ul style="list-style-type: none"> • This project was designed to demonstrate the influence of the AIMMc on the practice development work of a cohort of community pharmacy practitioners and not as a research initiative to scientifically prove the impact of medication management services.

Results

- Development of *Community Pharmacy Change Package* that builds upon the AIMM change package for introducing Comprehensive Medication Management to a practice.
- An example of a community pharmacy using a composite measure to monitor the health improvement of a high-risk group of patients receiving comprehensive medication management services.

Conclusions

- Community Pharmacies are playing a leadership role in developing new delivery systems in their communities.
- Community Pharmacies are developing innovative practices to create relationships with payers and providers in their neighborhoods and communities.
- Community Pharmacies face unique challenges in getting a “seat at the delivery system table.” The *Community Pharmacy Change Package* can help organizations overcome these challenges.