

## Service Descriptions

Residents will have the opportunity to participate in the following clinical services:

**Advanced Clinical Services (ACS) with Prescriptive Authority:** The resident will be directly involved in advanced clinical services with prescriptive authority in which they will be able to evaluate a patient and prescribe medications if warranted. These include our collaborative drug therapy agreements (CDTAs) in Washington and various statewide protocols in Oregon to initiate, modify, or continue therapy. Patients are thoroughly screened by the pharmacist using the patient's medical and prescription histories and lifestyle factors to ensure medication safety and appropriateness of therapy. The pharmacists also follow up with patients after the initial prescribing at a defined interval to determine if changes to therapy or referral to additional health care professional are appropriate. Minor ailments such as allergies, burns, human & animal bites, shingles, stinging insects, swimmer's ear, urinary tract infections, and vaginal yeast infections can be treated with pharmacist prescribed medications after patient assessment, consultation, and prescribing guidelines have been met. In addition, one-time refills of epinephrine, rescue inhalers, migraine medications, and insulin can be provided. Hormonal contraceptives, oral fluoride, diabetic testing supplies, and naloxone can also be prescribed by the pharmacist. Statin therapy initiation for patients with diabetes, tuberculosis testing, local and international travel consultations, and tobacco cessation support also allow the pharmacist to provide education, prescribe medications, and provide vaccinations to the patient. The patient's provider is notified of any visit with the pharmacist including information regarding recommendations and prescriptions provided.

**Diabetes Prevention Program (DPP):** Residents who have completed a lifestyle coach training (approved by the CDC) are able to lead the Diabetes Prevention Program. The purpose of the program is to work with patients who have prediabetes or are at risk of developing diabetes to help them make modifications to their lifestyles through diet and exercise. The program consists primarily of in-person classes (telehealth option also available). During those classes, the resident will provide education and lead group discussions to engage participants and foster support. In addition, the resident will monitor participants' progress on program goals, promote self-monitoring and goal setting, and identify/address barriers to physical activity and healthy eating.

**Disease & Lifestyle Management (Coaching):** Diabetes, heart health, fitness/nutrition/weight management, and tobacco cessation coaching programs are provided to patients and associates of Fred Meyer. Programs are based on initial assessment and patient interview, and educational information is tailored to meet the needs of the patient. Recommendations by the pharmacist are outcomes driven and based on national guidelines and standards of best practice and include a high level of collaboration with other healthcare professionals. Programs take a long-term view of health while building rapport and patient self-confidence, and utilize behavioral change models, motivational interviewing, and goal setting to help patients achieve desired outcomes.

**Health and Wellness Screenings:** Cholesterol, blood pressure, blood glucose, HbA1c, and BMI screenings are available for patients, Fred Meyer associates, and employer groups.

**Immunizations:** Fred Meyer is committed to improve the health of the community by ensuring all FDA-approved vaccines are readily available at our pharmacies and by promoting immunization during every patient encounter. Our pharmacists can immunize patients 7 years of age or older (per protocol in

Oregon, and per CDTA in Washington) which can be very convenient for families as parents and children can all get immunized at our pharmacies on a walk-in basis. Additionally, our pharmacists also provide immunizations for patients who are traveling outside of the United States to prevent the development of certain infections (i.e cholera, typhoid, yellow fever) during their stay abroad.

**Medication Therapy Management (MTM):** MTM is provided to patients and associates via integration into our pharmacy dispensing software as well as provided through the OutcomesMTM® platform. Services include targeted interventions and comprehensive medication reviews. In addition, patients are enrolled in Kroger's adherence monitoring program with a focus on STAR Ratings where additional needs for future follow up are identified.

**Medication Synchronization:** Medication synchronization services are provided to patients and associates. This program is designed to synchronize medication refills, thereby driving patient medication adherence and patient engagement with the pharmacy team. Prior to first synchronization date, patient will have an appointment with a pharmacist, which will be similar to a comprehensive medication review during which time, the pharmacist documents the visit and any interventions. As with MTM, the pharmacist will communicate with providers and suggest any changes to drug therapy or refer as necessary for a follow-up appointment. By combining both medication synchronization and MTM services, we not only increase patient adherence but improve patient outcomes and improve their relationship with their pharmacist.

**Public Disease State Education (Health Fairs/Off-site Events):** Throughout the year, pharmacists provide education regarding multiple disease states to the public at events ranging from employer on-site events to health fairs and large expos.

**Transitions of Care at Fred Meyer:** Transitions of care services are provided by pharmacists to reduce readmission rates for high-risk patients and ensure medication safety. During the visit, the pharmacist will reconcile the patient's medications and update their pharmacy profile. Additionally, pharmacists will provide counseling by assessing adherence to medications, tolerance to changes in therapy, changes in health since discharge, and ensure patients are on appropriate therapies. Thorough medication reconciliation and in-depth review of the patient's medications and health conditions allow the pharmacist to work closely with the patient to ensure they are safely cared for.

**Transitions of Care at The Vancouver Clinic:** Transitions of care services are provided by the pharmacist with an interdisciplinary team including physicians, a nurses/case manager, social worker and dietitian to reduce readmission rates for high risk patients. During the visit, pharmacists will provide medication-related interventions by assessing adherence to medications, tolerance to changes in therapy, and changes in health since discharge to ensure patients are on appropriate therapies. Additionally, the pharmacist will actively collaborate with the team to ensure well-rounded care while considering the patient's social, financial, and emotional support needs.

**Travel Consultations:** International and local travel needs are provided to the general public. The need for travel immunizations and prophylactic treatment of malaria, acute mountain sickness, motion sickness, travelers' diarrhea, and any other acute needs is assessed using patient specific information and disease state knowledge in accordance with the recommendations provided by the United States Centers for Disease Control and Prevention's Health Information for International Travel. Pharmacists in Oregon prescribe under statewide protocol for prophylactic treatments while those in Washington can prescribe recommended medications per collaborative drug therapy agreements (CDTAs).