Use of a pharmacy technician to streamline post-fracture care provided by clinical pharmacy specialists in a primary care setting

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Abstract:

Background:
In the current economic climate, advancing clinical pharmacy practice requires employing strategies that maximize efficiency. One potential strategy is utilizing pharmacy technicians to offload activities that do not require clinical judgment from pharmacists.

Kaiser Permanente Colorado (KPCO) currently uses a Clinical Pharmacy Osteoporosis Management Service (CPOMS) to provide post-fracture care to women aged 65 or older. The workflow for this service is well-established and clinical outcomes previously researched. Therefore, this service provides an excellent platform for evaluating the role of a pharmacy technician in enhancing clinical pharmacy services.

Purpose:
To assess the ability of a pharmacy technician to collect and organize patient-specific clinical information as a means of streamlining post-fracture care provided by clinical pharmacy specialists in a primary care setting.

Methods:
This is an eight month prospective pilot study of women aged 65 or older who suffer a fracture and receive care at a Kaiser Permanente medical office building in the Denver/Boulder area between May 1, 2012 and December 31, 2012. Clinics included in the pilot will receive assistance from a pharmacy technician in collecting and organizing patient-specific clinical information related to each fracture.

This study will be conducted in two phases with each phase lasting four months. Phase I is an observation period designed to establish competency of a pharmacy technician in collecting and organizing clinical information. Phase II is the cohort study that seeks to determine if technician involvement results in a reduction in pharmacist time spent on post-fracture care. Primary study endpoints are (1) pharmacy technician accuracy and (2) pharmacist time saved.