

Medication Therapy Management  
Advanced Pharmacy Practice Experience in

Community Pharmacy Practice



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Improving medication use. Advancing patient care.

**APhA**

# Medication Therapy Management Advanced Pharmacy Practice Experience in Community Pharmacy Practice

(5- to 6-Week Rotation)

## Description

The medication therapy management Advanced Pharmacy Practice Experience (APPE) in Community Pharmacy Practice provides the student pharmacist with broad-based exposure to medication therapy management patient care activities in the community pharmacy setting. Activities focus on engagement and active participation for the student pharmacist in direct patient care to enhance care to patients and improve medication-related outcomes. The student pharmacist will learn to employ strategies for interprofessional collaboration and cooperation, demonstrate effective communication techniques, collect and analyze data, develop and implement treatment plans, provide education, provide instruction on patient self-management, and conduct appropriate follow-up. The student pharmacist will also gain insight into and actively use patient care data in the patient's medical record to provide effective and efficient care to patients.

**Note:** *The learning activities provided within this publication are designed to provide a comprehensive and well-rounded student pharmacist experience to accomplish the APPE goals in medication therapy management. Given variability in APPE design from institution to institution and variability of individual practice sites, activities can be modified, included, or excluded as deemed appropriate.*

## Goals<sup>1</sup>

Goal	Description
1	Observe collaborative professional relationships with other pharmacists, other health care professionals, technicians, and supportive personnel involved in the care of patients.
2	Establish collaborative professional pharmacist–patient relationships.
3	Collect, analyze, and assess patient information to identify medication or non–medication-related problems.
4	Design evidence-based medication or non-medication, health improvement, wellness, and/or disease prevention treatment and monitoring plans for patients.
5	Deliver patient education and provide instruction on patient self-management.
6	Recommend and/or communicate treatment and monitoring plans to patients and to other health care professionals.
7	Implement treatment plans and monitoring plans and make referrals when necessary.
8	Evaluate patients' progress and redesign treatment and monitoring plans.
9	Document patient care activities appropriately, concisely, and thoroughly.

## Learning Activities

### Throughout Rotation

- Engage in therapeutic discussions with the preceptor about specific medications or classes of medications (e.g., mechanism of action, pharmacokinetics, pharmacodynamics, usual dose, contraindications, interactions, adverse reactions, requirements for renal function dosage adjustment).
- Engage in discussions with the preceptor on prevention, signs, symptoms, epidemiology risk factors, pathogenesis, clinical course, and etiology of common diseases in the practice.
- Conduct a literature evaluation of current research findings published in primary literature and participate in one journal club with presentation of one article discussing the clinical practice implications with other APPE students pharmacists (if applicable), other staff (if applicable), and the preceptor.
- Answer drug information questions as they arise from providers, patients, and pharmacists, accessing appropriate references when needed.
- Proactively participate in the prescription dispensing process, including counseling patients on new medications and refills, as appropriate.
- When processing new/refill medications orders, proactively review medication/medical history to identify and resolve medication-related problems.
- Identify patients with potential medication adherence problems and identify and implement appropriate interventions.

### Weeks 1–2

- Develop a one-page report that includes a definition of collaborative practice, a definition of a collaborative practice agreement, and a description of regulatory requirements for collaborative practice agreements in the practice setting state/jurisdiction (e.g., setting, requirements).
- Participate actively in a discussion with the preceptor on collaborative practice (see Appendix A for requirements).
- Participate actively in a discussion with the preceptor on patient-centered care (see Appendix A for requirements).
- Participate actively in a discussion with the preceptor on health and wellness (e.g., immunization, tobacco cessation) and medication safety and the role of the community pharmacist in these areas.
- Read the publication *Medication Therapy Management in Pharmacy Practice: Core Elements of an MTM Service Model Version 2.0, including Appendix A: Definition of Medication Therapy Management*.
- Complete required reading of two preceptor-assigned health literacy articles.
- Identify and discuss with the preceptor the routine physical assessment skills necessary to conduct in the practice setting for typical patients and observe the preceptor performing physical assessments.
- Identify and become familiar with practice site patient record forms for collecting and documenting patient-specific information or, if necessary, develop new forms that the practice can use to collect specific information such as demographics, social history, family history, and past medical history and use.
- Identify and become familiar with an existing form at the practice site or, if necessary, develop a patient-friendly personal medication record to collect specific information on all medications (prescription, OTC, herbals/vitamins) and a summary of key details (e.g., directions for use, indications).
- Identify and become familiar with an existing form at the practice site or, if necessary, develop a new form for screening and documenting medication-related problems and interventions identified during the dispensing process.
- Observe the preceptor taking a minimum of four medication histories from patients, documenting information, and interpreting and organizing in the form of a personal medication record.
- Under the supervision of the preceptor, conduct a minimum of five medication histories (see Appendix B for requirements).

- ❑ Participate in a patient-centered communication simulation practice session with the preceptor, designed to enhance communication skills with patients.
- ❑ Observe the preceptor performing and documenting a minimum of four comprehensive medication therapy reviews, including developing a problem list, developing a treatment and monitoring plan, providing patient education, providing instruction on patient self-management, documenting care, and providing follow-up care if appropriate (see Appendix C for requirements).
- ❑ Observe the preceptor performing and documenting a minimum of two targeted medication therapy reviews, including developing a treatment and monitoring plan (if necessary), providing patient education, providing instruction on patient self-management, and documenting care (see Appendix C for requirements).
- ❑ Observe how the pharmacy integrates medication therapy management into the workflow of its operation.
- ❑ Participate actively in a discussion with the preceptor on appropriate nonprescription medication use, patient triage, appropriate recommendations, and follow-up care.
- ❑ Participate actively in a discussion with the preceptor on the publication *Medication Therapy Management in Pharmacy Practice: Core Elements of an MTM Service Model Version 2.0* and *The Definition of Medication Therapy Management* (see Appendix A for requirements).

### Weeks 3–5/6

- ❑ Discuss the importance of the medication-related action plan (MAP) and complete a hypothetical patient case, including two role plays with the preceptor regarding the MAP and appropriate actions to take with the patient and with other health care providers.
- ❑ Participate actively in a discussion with the preceptor on patient-focused care, cultural competence, and the needs of the patient (see Appendix A for requirements).
- ❑ Participate actively in a discussion with the preceptor, articulating an understanding of how medication therapy management fits into the practice business model.
- ❑ Speak with at least three physicians or other health care providers (in person if possible) to explain what medication therapy management is and how it can benefit their patients (request referrals, if possible).
- ❑ Identify a specific area of the practice in which to enhance or improve collaborative relationships with other members of the health care team and develop a strategy to potentially implement.
- ❑ Speak with at least six patients to explain what medication therapy management is and explain how they may benefit (recruit for participation in a comprehensive medication therapy review, if possible).
- ❑ Under the supervision of the preceptor, perform and document a minimum of five comprehensive medication therapy reviews, including developing a problem list, developing a treatment and monitoring plan, providing patient education, providing instruction on patient self management, documenting care, and providing follow-up care if appropriate. (see Appendix C for requirements).
- ❑ Under the supervision of the preceptor, perform and document a minimum of 10 targeted medication therapy reviews, including developing a treatment and monitoring plan (if necessary), providing patient education, providing instruction on patient self-management, and documenting care (see Appendix C for requirements).
- ❑ Present to the preceptor a planned strategy for enhancing collaborative relationships and engage in an interactive discussion including area identified, needs/benefits assessment, implementation strategy plan, outcomes assessment plan, and plan for continuous quality improvement.
- ❑ Provide a clinical pearl presentation to the pharmacy staff on a timely topic regarding effective use of medications.
- ❑ Participate in a job shadowing experience at an ambulatory care clinic with at least two health care team members to enhance understanding of roles and responsibilities in the multidisciplinary team.
- ❑ Participate in a discussion with the preceptor about how the practice site measures the effectiveness of patient care services and the overall impact on patient care quality and outcomes.

# Medication Therapy Management Learning Experience Student Self-Reflection

At the conclusion of the rotational experience, write a one-page personal reflection of your learning experience and submit to your preceptor before your final rotation assessment. Please cover the following points:

- 1. What surprised you the most about this experience?
- 2. What was the most important learning point you took away from this experience?
- 3. How do you plan to implement the strategies for patient care experienced on this rotation during your career as a pharmacist?

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Site Name: \_\_\_\_\_

Student Pharmacist: \_\_\_\_\_

Preceptor: \_\_\_\_\_

Midpoint Evaluation Date: \_\_\_\_\_

Final Evaluation Date: \_\_\_\_\_

### Preceptor Comments/Feedback:

*Please note adjacent to comments/feedback whether pertains to midpoint or final evaluation.*

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### Student Pharmacist Comments/Feedback:

*Please note adjacent to comments/feedback whether pertains to midpoint or final evaluation.*

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**Student Pharmacist's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Preceptor's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Appendix A: Discussion Topics and Requirements

### ***Collaborative Practice and Collaborative Working Relationship Discussion***

Participate actively in a discussion with the preceptor, covering at minimum the following:

- Observations made by the student pharmacist of how the practice environment at the practice facilitates collaboration with physicians and other providers to optimize medication use by patients
- The importance of establishing collaborative working relationships with members of the interdisciplinary health care team
- Components of an effective collaborative working arrangement
- Identification by the student pharmacist of specific collaborative agreements between pharmacists and physician providers within the existing practice and specific examples of how this benefits patient care (e.g., anticoagulation monitoring)

### ***Patient-Centered Care Discussion***

Participate actively in a discussion with the preceptor covering, at minimum the following:

- The meaning of patient-centered care and the rationale for use
- The importance of shared responsibility and power among the patient, caregivers, and health care providers
- The importance of communication in a patient-centered manner

### ***Medication Therapy Management Core Elements Service Model Discussion***

Participate actively in a discussion with the preceptor to review the publication *Medication Therapy Management in Pharmacy Practice: Core Elements of an MTM Service Model Version 2.0*, covering at minimum the following:

- Definition of medication therapy management
- Background/relevance to practice setting and patient care
- Medication therapy review process
- Types of medication-related problems
- Identification and prioritization of medication-related problems
- Intervention and/or referral process
- Development of a personal medication record
- Development of a medication-related action plan
- Appropriate documentation and patient follow-up

### ***Patient-Centered Care Discussion***

Participate actively in a discussion with the preceptor on patient-centered care, cultural competence, and the needs of the patient, covering at minimum the following:

- The role of demonstrating respect for patients' individuality, emotional needs, values, and life issues in developing a patient-centered relationship
- The role of cultural competence and health literacy in achieving a pharmacist–patient-centered relationship

## Appendix B: Medication History Requirements

### *Collect and Organize Medication History Information*

Complete medication histories for patients by completing, at minimum, the following:

- Gather medication information through patient interviews and other data sources
- Organize information
- Document in the form of personal medication record
- Review personal medication record for the following:
  - Indication
  - Effectiveness
  - Safety
  - Adherence
  - Risk factors for medication-related problems
  - Actual or potential medication-related problems
- Develop a prioritized list of actual/potential medication-related problems
- Create a final reconciled personal medication record

## Appendix C: Medication Therapy Review Requirements

Medication therapy reviews, comprehensive and targeted as outlined in the publication *MTM in Pharmacy Practice: Core Elements of an MTM Service Model Version 2.0*, include but are not limited to the following:

- Interacting actively with the patient via phone or in person before the visit, providing instructions for the patient regarding the review
- Interviewing the patient and creating a database of information
- Reviewing all of the patient's medications for indication, effectiveness, safety, and adherence
- Identifying specific medication-related problems
- Developing a prioritized list of health care needs and being capable of justifying the priority based on the patient's needs, desires, beliefs, and acuity of problems
- Determining appropriate interventions with the patient and/or other health care providers to get the patient to goal for his or her disease state
- Developing communication points that can be discussed with physicians to get the patient to goal and resolve medication-related problems
- Identifying appropriate ongoing monitoring for all disease states and medications that are identified during the medication therapy review
- Interacting with other health care providers to make interventions and resolve medication-related problems for the benefit of the patient
- Developing a treatment and monitoring plan for the individual patient
- Determining appropriate referrals, if necessary
- Developing a finalized, reconciled personal medication record
- Communicating finalized personal medication record with the patient and other health care providers
- Developing a medication-related action plan to be given to the patient
- Communicating with other health care providers the medication-related action plan given to the patient
- Conducting appropriate follow-up visits to assess the patient's understanding of his or her disease, its treatment, and any new symptoms the patient is having

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<sup>1</sup>Adapted from the ASHP Required and Elective Educational Outcomes, Goals, Objectives and Instructional Objectives for Postgraduate Year One (PGY1) Community Pharmacy Residency Programs. Available at [www.ashp.org/menu/Accreditation/ResidencyAccreditation.aspx](http://www.ashp.org/menu/Accreditation/ResidencyAccreditation.aspx).



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