The Role of PBMCI Education and Communication Groups

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Program Objectives

• Describe the methodology utilized to provide communication and education to the Field.
• Discuss improvements in Pharmacy Education and Training concerning informatic Topics to reach all VA Pharmacy Staff.
• Describe future methodologies for training and education in Pharmacy Informatics
Polling Question 1

What is the most effective way for you to learn new information?

- Reading information
- Hands-On Information
- Virtual webinars
- Face to Face Conferences
- Other methods
Outline

• Pharmacy CI Workgroups
• PBM CI Showcase Communication
  – Webinars
  – Newsletter
• SharePoint
  – Rx Rapid Briefings
• Education
  – Informatics Course
  – Medication Information Management
  – Hands On
  – Partnering with EES
    • Faux simulations
Pharmacy Workgroups

- 411 Tips & Tricks
- Procurement
- Pharmacy Technician VistA training
- Search and Rescue
- Informatics/Automation Friday
- Pharmacy Education & Training
- Event Planning
Pharmacy Informatics 411- Tips and Tricks

• Coordinate/biweekly tips and tricks or videobyte announcements
  – Tips vary from general software changes to answers for complex problems encountered

• Tips and Tricks/Videobytes save VA Pharmacy Informaticists’ time on redundant and repetitive tasks
  – Facilitate sharing of knowledge based on best practice recommendations which elevates Veteran care
Pharmacy Informatics 411

- Reviewed and updated workgroup Charter
- Created and published 26 Tips & Tricks per year.
- Created and published 10 VideoBytes, and working on 5 more to be published.
- Reorganized Moodle site. The new site looks more professional, flows better and easier to find information.
- Created the workgroup SharePoint site to publish Tips and Tricks as well as VideoBytes within VA network
- Worked on internal SharePoint site using InfoPath 'workflow' to streamline processes for new tips/tip submission. This would help publishing tips and tricks to the external site.
January 2018 PPV Workgroup recruited pilot reviewers to review and offer feedback on upcoming enduring and interactive Procurement training modules. Twenty-eight individuals responded with interests to be pilot testers. This is something new and innovative our group is doing to really ensure our educational materials meet the needs of the end-user.

Published Modules:

1358 Procurement Training- TMS and Moodle
Procurement/Prime Vendor cont.

- Modules in EES pending release:
  - *New Procurement Staff Checklist updated with most recent e-Cert Ordering Officer delegation processes- due to extent of changes must go through review/approval process before release again
  - Creating and Submitting an Order-in review and last stages with EES
  - Delivery Orders final product in EES
- Working Modules in EES:
  - *B09 scripting in progress with EES
  - *Receiving an Order ready for EES
- Modules in Progress, pre-EES status:
  - *2237 most of scripting complete, pending completion/workgroup approval then will be sent to EES
Pharmacy Informatics Education and Training Workgroup

- Workgroup created in 2014 to create training modules for new Informaticists
- First topic: Vista Drug Enter/Edit: Entering a new drug into the local file
- Current active members: Co-Leads Sally Bink & Purvi Patel, Colleen Flynn, John Hawk, Lina Hughes, Dance Smith, and Daphen Shum
- Past 2 years, the group has been working diligently with EES eLearning Producer, Patty Turski and Program Manager, Kelley Avelar, to get these modules live in TMS for ACPE and ACPE-T credit
- Patty created the first ever faux training simulation environment
- Group actively meets for 1 hour 2 times a week
LIVE in TMS!! Woohoo!!
Drug Enter Edit

They are set up in a “Track” curriculum style. There is a curriculum for Pharmacist and one for Pharmacy Technicians. Need to complete in order.

• Here are the direct links to both curriculums:
  EES-117 - Drug Enter Edit Training – Pharmacist
  EES-118 - Drug Enter Edit Training – Pharmacy Technician

The courses can also be accessed directly, here are the individual course links:

• TMS ID    Title
  • 35182    Entering a New Drug Into the Local Drug File - Pharmacist
  • 35183    Entering a New Drug Into the Local Drug File - Pharmacy Technician
  • 35186    Marking a New Drug for Pharmacy Packages - Pharmacist
  • 35187    Marking a New Drug for Pharmacy Packages - Pharmacy Technicians
  • 35188    Pharmacy Orderable Item - Pharmacist
  • 35189    Pharmacy Orderable Item - Pharmacy Technician
Pharmacy Technician VistA Training

- Outpatient Menu Options
- Choice Module for Technicians
- Inpatient VistA Options
- BCMA
- Controlled Substances
- CPRS
Search and Rescue

- Group hopes to gather SQL and FileMan routines and post on SharePoint

Work in progress
Informatics/Automation Friday

- Once a month feature an Automation or Informatic Vendor.

Goal is to provide information to field on automation to take the place of Non-VA Conferences where vendors meet.

https://vapharmacytraining.remote-learner.net/course/view.php?id=360&section=2

Recordings from Vendors from 2017 include:
ScriptPro, Omnicell IV Robot, TCGRx, Swisslog, Clever Cap, Cactus Dry Sink, Pickpoint, Omnicel Performance Center, Kirby-Lester (Capsa)
PBM CI associated workgroups

- Pharmacy Technician
  - [https://vaww.pbmnat.va.gov/sites/PBM/PharmacyTechnicianWorkgroup/SitePages/Home.aspx](https://vaww.pbmnat.va.gov/sites/PBM/PharmacyTechnicianWorkgroup/SitePages/Home.aspx)

- Test Site Community
  - Works on improving the Testing of Pharmacy Patch experiences
Event Planning

• Monthly webinars
  – Find Subject, write needs assessment for Accreditation, work with team on ensuring VANTS, Adobe and recordings are available. (EES Brochure, TMS links)

• National Face to Face Events (9th Annual)
  – Venue
    • AV equipment, rooms, schedule
  – Accreditation
  – Organization of speakers, bios, registration
  – Message to field

Thank you for participating this year!
### Webinars 2017

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PBM CI Showcase Communication- cont.

PBM CI Newsletters

https://vaww.pbmnat.va.gov/sites/PBM/SiteCollectionDocuments/Forms/PBM%20CI%20Newsletter.aspx

Quarterly Newsletters on Informatic Topics.

Ideas from the participants- Topics
SharePoint 2013

- https://vaww.pbmnat.va.gov/sites/PBM/Pages/Home.aspx

Goal was to have all program offices transferred to new site in 2017.
Set backs included: national server issues permissions
Microsoft security

New goal finish Antimicrobial Stewardship and the Pharmacy Residency Page

Currently Archiving information so won’t be lost.
SharePoint 2013

PBM Clinical Informatics and Re-Engineering

https://vaww.pbmnat.va.gov/sites/PBM/PBMCI/SitePages/Pharmacy%20Re-Engineering%20and%20Clinical%20Informatics1.aspx

Highlight new features- RxRapid Briefings

https://vaww.pbmnat.va.gov/sites/PBM/RxAPID%20Briefings/Forms/AllItems.aspx
Education Future Work

- Informatics Certificate Course
- Hands On materials
- Partnering with EES with learning materials that are more visual
- Medication Information Management- Technician Interviewing
- Look at Advanced Practice Pharmacy Technician Program
Medication Information Management

Module Mentor: Hi my name is Kabina Alade and I am a Clinical Pharmacy Technician (CPhT), today I’ll be showing you what to do to help you in your training.
Medication Information Management, cont.

Module Mentor Kabina: Before seeing the Veteran, the Pharmacy Technician should open the chart and look at the following items to familiarize themselves with the patient's medical history.
Polling Question #2

• How do you like to receive updates on new and updated Pharmacy Software packages?
  • Newsletter
  • Emails
  • SharePoint
  • Other
How we try to Get the Word out

- Pharmacy Chief
- Clin 1- No longer using calls
- Webinars
- Newsletter
- SharePoint
- Enduring materials
Talk about ways to get information to the Field

• Pharmacy Technicians

• Pharmacist Staff

• Pharmacy Leadership