

# ACT (Academia-CPESN Transformation) Pharmacy Collaborative



## 50 Stories from 50 States Challenge – Example Story

**Practice site:**

Your Neighborhood Pharmacy, NuMine, PA

**Topic area:**

chronic disease management/Comprehensive Medication Reviews, asthma/COPD

**Faculty Lead Contact:**

First Last Name

Email

Phone

**Pharmacist Lead Contact:**

First Last Name

Email

Phone

**Student Pharmacist(s):**

First Last Name

Email

Phone

**Narrative Description:**

**Patient story including reason for patient presentation and services provided:**

**Initial Presentation:**

A 25-year-old male patient [Stephen] came to Your Neighborhood Pharmacy to pick up medication refills. While filling the asthma medications, the pharmacist administered an Asthma Control Test (ACT) Questionnaire to the patient while he was waiting. The patient filled out the ACT questionnaire with a score of 9, indicating very poorly controlled asthma.

**Background:****Stephen's doctor had prescribed:**

1. AirDuo inhaler to be used daily for maintenance control of his asthma
2. Ventolin inhaler to be used as needed for asthma symptoms

**Patient Report:**

The patient reported:

- missing doses of AirDuo and using the Ventolin inhaler multiple times per day to help with his symptoms.
- complains of wheezing, coughing, chest tightness, shortness of breath, and rapid breathing, which was worsened by activity.
- shared that his asthma was interfering with his daily activities and causing him difficulty sleeping, admitting that he was unable to play soccer with friends and was less effective at work due to lack of sleep.

**Physical Observation:**

1. Upon observation of the patient's inhaler technique, it was identified that poor technique was likely contributing to the patient's symptoms, as well.

**Intervention:****1. Education:**

The pharmacist educated Stephen on the importance of taking the AirDuo inhaler every day to control his asthma. Took the following actions:

- Corrected the patient's inhaler technique to ensure the patient was receiving the full dose of the medication.
- Educated on the time to utilize the rescue inhaler (albuterol) vs. controller inhaler (AirDuo)
- Discussed techniques to remember controller inhaler such as: keeping the inhaler in plain sight near where he brushes his teeth every morning to help incorporate this into his daily routine.

2. **Planned follow-up for next month** to review inhaler technique and tips to remember controller inhaler each day.

**Outcomes of Care Provided:****Outcome 1: Compliance - AirDuo**

The next month, the pharmacist filled the AirDuo inhaler for Stephen again and followed up with him on his asthma control.

- Stephen reported significantly improved AirDuo adherence and symptoms stating, "Such a simple change in where I keep my inhaler and how I use it has gone a long way. I'm sleeping better and doing better at work and home as a result!"
- The patient's only remaining complaint was that playing soccer was still causing him some chest tightness and shortness of breath, so the pharmacist recommended using Ventolin prior to soccer games to help prevent symptoms.

**Outcome 2: Compliance - Albuterol**

One more month passed and the pharmacist followed up with Stephen again. This time Stephen couldn't hide his big smile as he came into the pharmacy. He said to the pharmacist, "Thank you. I can't believe how much better I feel. You're the only one who's gone out of their way to really care for me."

**Outcome 3: Additional Medication/Service – Flu Vaccine**

Due to the trust built between Stephen and the pharmacist, he also decided to get a flu vaccine at this follow-up at the pharmacist's recommendation, despite not having gotten one for the past few years.

**Outcome to the Pharmacy:**

- The pharmacist documented each of these encounters with Stephen in the Pharmacist eCare Plan so that each pharmacist on the team could view the patient's progress and continue his care.
- This documentation also allowed for the pharmacy team to be reimbursed through the patient's insurance for the meaningful care provided to help improve this patient's life.

**Description of the Pharmacy Practice:**

Your Neighborhood Pharmacies include five family-owned, independent pharmacies serving the outer metropolitan areas Northeast of Pittsburgh, Pennsylvania. The interaction described above took place at the NuMine location, which serves predominantly low-income households. This pharmacy is located in a designated Primary Care Health Professional Shortage Area (HPSA) for low-income individuals by the United States Health Resources and Services Administration. Services offered at this site include medication synchronization, vaccines, needle disposal, diabetes care, free children's vitamins, asthma and COPD management services, and more.

**Link to pharmacy website:** (provide link)

**State/Federal Connections/Advocacy/Impact:**

The care provided to Stephen was made possible through Your Neighborhood Pharmacy's participation in the Pennsylvania Pharmacists Care Network (PPCN), Pennsylvania's CPESN USA network. Negotiation of payment for patient care services through CPESN allows Your Neighborhood Pharmacy to not only dispense necessary medication to patients, but also to provide chronic care management, as evidenced by Stephen's story. Pharmacies are key health care access points for many patients like Stephen, but in order to make providing this level of care financially feasible at pharmacies, we need to be recognized as health care providers to be able to ensure this level of care is available to people in all communities through their local pharmacy.