

PHARMACY INCENTIVE PROGRAM

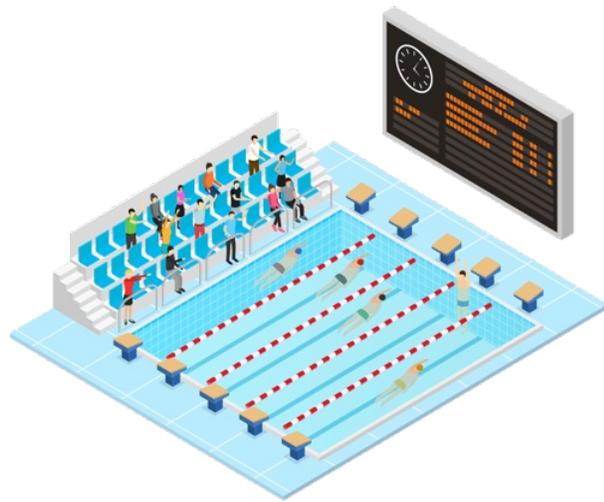
Don't Count the Laps

Every once in a while, it happens. Every once in a while, you get it. It may be a word or a phrase, written or verbal, but you get it. There is a lesson that you pick up on that you didn't quite get before.

That happened to me recently. I received an email from my mentor. In this email, he said **“Don't count the laps.”**

Now I am pretty sure that he wasn't meaning this to be about pharmacy, but rather swimming or racing. Yet, the lesson remains the same.

The lesson is a challenge to not just put in the time, but to do something more.



And that is where my mentor's message continued. **“Make the laps count.”**

It's a challenge. Not to just put in the time. Not just to do another repetition. But to do it again and get better.

When I saw this phrase, I was with my daughter at swim practice. But it didn't take long to see how it applied to pharmacy. Don't just count the prescriptions, make the prescriptions count.

For years, that is how we identified ourselves as pharmacies and pharmacists. I fill 200 prescriptions a week, or a day, or an hour. It was the standard by which we evaluated and compared ourselves to one another.

Now we are in the midst of this transition in healthcare from volume to value. Not just to deliver a prescription to the patient, but to have that prescription make an impact on the patient. It only makes sense to start with medication adherence around some very prevalent conditions.

So now, the challenge is to make the prescriptions count.

The challenge is to help patients take their medications every day, and we monitor that through on-time refills.

Many stores are promoting these refills through automatic refills or refill synchronization programs. These services go a long way to help the patient.

But there are also patients that either are not using or have un-enrolled from these services. These patients need extra help.

Your performance scores were recently updated. Have you taken a moment to login to EQuIPP™, click the MY PROGRAMS tab and take a look at your updated OUTLIERS? As you look at them, take note of the patients that are close to 80%, these are the patients that need their next refill to be filled on time. Now also take a look at those patients that are far from 80%. We will talk more about them in our next message.

Until next time –

Jesse McCullough, PharmD
Director, Quality Programs at PQS

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