

## PHARMACY INCENTIVE PROGRAM

### Closing the Gap

Can you believe that we will be in December at the end of this week?

It is true, we are rapidly closing in on the end of the year, and there is a tremendous emphasis on closing gaps.

In general terms, a gap exists because some difference exists - a difference between actual and expected.

We see these gaps with adherence measures. We also see them in comprehensive medication review completions. But you can see all sorts of other gaps. If you follow the stock market, companies are often talking about closing the gap between what is expected and what is actually happening within their organizations.

There are also gaps with behavior. Those of you that are parents or around young people know that there is an expectation of behavior and actual behavior. When they are aligned, things are great. When they are not aligned, well, we will leave it as things are not great.



**Closing the gap requires two things:  
knowledge and action.**

Knowing there is a gap is not enough, you must take action. Otherwise, nothing will be accomplished.

**“To know and not do is still not to know.” – Steven Covey**

Yet like a coin in your pocket, there is the other side. If you are taking action and you don't know what you are doing, you may not get where you want to be or worse – you may make things worse!

**“It is not enough to do your best; you must know what to do, and then do your best.” – W. Edwards Deming**

As you look to close gaps with your patients, take a moment and look to see if there are any gaps that you need to close with yourself and your team as well. When you align the appropriate knowledge with purposeful action, you are a force to be reckoned with.

You can improve your knowledge of who needs your help by logging into EQuIPP™, clicking the MY PROGRAMS tab and reviewing your OUTLIERS. Then you can take purposeful action to engage the patient and schedule their next refill. As a result of these two elements, you will move forward with closing gaps and leading your patients to better health.

Until next time –

Jesse McCullough, PharmD  
Director, Quality Programs at PQS

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