



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Pharmacy Package Informatics

Announcement and Agenda

July 21-23, 2015

Office of Information Technology
Albuquerque, New Mexico

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1.0 General Information

1.1 Purpose of Training

Participants will:

- Learn how to manage, optimize, and maintain the Resource and Patient Management System (RPMS) pharmacy package.
- There will not be an emphasis on training new pharmacists on how to use the package to process prescriptions and other daily activities.

Hands-on practice includes, but is not limited to:

- Entering a new drug in the drug file.
- Building and fixing medication quick orders and menus.
- Editing dosages, schedules, and routes.

The focus is on outpatient pharmacy, but many of the topics apply to inpatient pharmacy as well

The training consists of lecture with PowerPoint presentations, demonstration of the tool, and hands-on exercises using individual computer terminals and a simulated training database.

1.2 Prerequisites

None

1.3 Intended Audience

Pharmacy Automated Data Processing Application Coordinator (ADPAC), defined as pharmacists who have been tasked with managing, optimizing, and maintaining the pharmacy package. Including:

- Pharmacists at small sites who need to know all aspects of the package.
- Dedicated/traditional ADPACs.
- Assistant or “backup” Pharmacy ADPACs.
- Sites looking to build depth in pharmacy package knowledge.

1.4 Course Material and References

The following materials may be downloaded from the RPMS Training FTP site at <ftp://ftp.ihs.gov/pubs/RPMS-Training/PharmacyInformatics2015/>:

- Course Agenda (this document)
- Miscellaneous instructor handouts

2.0 Learning Objectives

At the end of this course, participants should be able to:

1. Properly enter a new drug in the drug file.
2. Properly optimize and maintain the pharmacy drug file.
3. Run a series of VA FileMan reports in order to be able to fully optimize the drug file.
4. Optimize and troubleshoot medication quick orders.
5. Demonstrate basic FileMan skills.
6. Explain where to find resources, help, and information regarding RPMS Pharmacy package.
7. Explain basics of Pharmacy Point of Sale application usage.
8. Explain basics of Multi Divisional drug file set up and use.
9. Explain the importance of accurate information technology setup and configuration and the need to respond quickly to errors.
10. Examine the risk of medication and other errors and consequences in patient safety for improperly configured systems.
11. Delineate the process of provider order entry and order completion by pharmacy and explain the pharmacist's role.
12. Compare and contrast both the risks and benefits of using health information technology in managing pharmacy inventory.
13. Discuss need to have a properly configured Information Management system to assure medication accuracy, timely access to patient information and patient safety.
14. Explain the need to maintain currency of a computer program and to have updates and bug fixes to assure proper function.
15. Examine the need for patient safety-related improvements in the process for tracking adverse reactions in many health-system pharmacy departments.

3.0 Detailed Agenda

All Times are Mountain Daylight Time

3.1 Day 1

Start	Topic	Presenters
8:00 am	Introductions	
8:15 am	Course Overview: Pharmacy Data Management Introduction	John Shumack
8:30 am	Drug Enter/Edit: <ul style="list-style-type: none"> Demonstrate and discuss the entry of a drug in the drug file, including explanation of each field. Hands on – students to enter sample drug and discuss with local proctor. 	John Shumack Carla Stearle Katie Johnson Ron Won
10:30 am	BREAK	
10:45 am	FileMan Basics: <ul style="list-style-type: none"> Overview and basic skills Helpful pharmacy related reports 	Phil Siebigteroth
11:45 am	LUNCH	
1:00 pm	Drug File Optimization: Discussion, recommendations, and reports on: <ul style="list-style-type: none"> GENERIC NAME field LONG NAME field DEA SPECIAL HANDLING field ORDER UNIT field DISPENSE UNIT field DISPENSE UNIT/ORDER UNIT field NCPDP CODE field NDC field AVAILABLE TO E-RX field VA PRODUCT NAME Field VA DRUG CLASS Field DOSAGES File DOSAGE FORM File ORDERABLE ITEM Report DOSAGES Report RxNorm Schedules 	John Lester Ron Won Kendall Van Tyle Katie Johnson Carla Stearle
3:00 pm	BREAK	
3:15 pm	Drug File Optimization (continued)	
5:15 pm	ADJOURN	

3.2 Day 2

Start	Topic	Presenters
8:00 am	Review of Day 1	
8:15 am	Quick Orders and Menus: <ul style="list-style-type: none"> • Build Medication Quick Orders. • Build Medication Menus. • Hang Quick Order on Menus. • Discuss Medication Menu Organization. • Discuss Quick Order Maintenance and Troubleshooting. • Hands on time for students to practice. 	John Lester Nick Laughton Josh Valgardson Kendall Van Tyle
10:30 am	BREAK	
10:45 am	Completing Pharmacy Patches, Background Jobs, Menus and Keys, and IHS Parameters: Updates and patches – process and importance: <ul style="list-style-type: none"> – National Drug File and Benchmark Price Update <ul style="list-style-type: none"> • Background jobs for pharmacy • Recommendation on pharmacy security keys and menus 	Bradley Bishop
11:45 am	LUNCH	
1:00 pm	Autofinish and RX Print Formats: <ul style="list-style-type: none"> • Reasons for setting up Autofinish • Autofinish Parameters • Queue Print Button • RX Print Formats • Printing defaults • Hands on editing print templates 	Katie Johnson Carla Stearle
1:45 pm	Adverse Reaction Tracking Package: <ul style="list-style-type: none"> • Pharmacists Role • Optimization • Maintenance • Tips and Tricks 	Carla Stearle
2:45 pm	BREAK	
3:00 pm	Pharmacy Point of Sale Package: <ul style="list-style-type: none"> • Overview • Helpful tips 	Nick Sparrow
4:00 pm	ADJOURN	

3.3 Day 3

Start	Topic	Presenters
8:00 am	Review of Day 2	
8:15 am	Electronic Health Record (EHR) Medication Management – Provider perspective: <ul style="list-style-type: none"> • Discuss and demonstrate medication management through EHR. • Compare and contrast with pharmacy package in RPMS. • Hands on time acting as provider in EHR. • Discuss pharmacy role in provider EHR training/education. 	Ross Green Josh Valgardson
9:00 am	Finding information in EHR and RPMS: <ul style="list-style-type: none"> • Ad hoc Health Summary • Reports Tab – medications • Other frequently sought out information • Helpful tips on EHR settings (Meds tab, personal note lists, customized views, lab worksheets, etc.) 	Neill Dial Nick Laughton
9:30 am	BREAK	
9:45 am	FAQs and Common Troubleshooting Scenarios: <ul style="list-style-type: none"> • Hands on time to work through scenarios provided and questions brought to class by students 	Katie Johnson John Shumack (room proctors)
11:45 am	LUNCH	
1:00 pm	Resources: <ul style="list-style-type: none"> • Where to find documentation and help • LISTSERV and Archives • Indian Health Service ftp site • PSG Best Practices Document • Other 	Katie Johnson
1:30 pm	Text Integration Utility (TIU) note templates for pharmacy: <ul style="list-style-type: none"> • Building/adjusting templates • Share examples from other sites • TIU Patient Data objects – medications – options • Hands on build test template and explore different medication objects 	Kendall Van Tyle Josh Valgardson
2:30 pm	Multi-Divisional Drug File	Latona Austin
3:00 pm	BREAK	
3:15 pm	Pharmacy Processes Discussion: <ul style="list-style-type: none"> • Best practice recommendations • Workflow processes • Nature of Order • ScriptPro/prepack menu 	John Lester Nick Sparrow

Start	Topic	Presenters
4:15 pm	Wrap up: <ul style="list-style-type: none">• Address questions• Training evaluation and feedback	All
5:00 pm	ADJOURN	

Acronym List

Acronym	Meaning
ADPAC	Automated Data Processing Application Coordinator
EHR	Electronic Health Record
RPMS	Resource and Patient Management System
TIU	Text Integration Utility