



Pharmacy Workgroup Listening Sessions

Report of Findings

November 2024

Background

- The Sequoia Project, in preparation to launch a new Interoperability Matters Workgroup focused on pharmacy, held a series of listening sessions in October 2024.
- The listening sessions were facilitated by the Pharmacy Workgroup Steering Committee to inform the development of the workgroup's charter and ensure alignment with pharmacy community priorities.
- The listening sessions were open to anyone that registered on [Sequoia's website](#) to receive communications about the Pharmacy Workgroup.



New initiative briefing

Pharmacy Interoperability Workgroup

Be part of a nationwide community of practice that fosters and broadens clinical interoperability for pharmacies across the healthcare ecosystem, identifies practical solutions to shared challenges for pharmacy clinical data exchange, closes gaps in pharmacy interoperability readiness and adoption, co-creates priorities and requirements for data usability in the pharmacy context, and shares learnings and best practices. **Together, we can develop practical guidance to remove barriers to providing clinical services at scale.**

Collective action solves shared pain points.	Participants learn alongside and from each other.	Guidance promotes consistency in approach.	Forum for education and regulatory updates.
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Are you ready to start an evolution?

New Workgroup Co-Sponsored By 

Evolving Care Team

Our nation faces a primary care shortage, and patients are diagnosed with chronic conditions more than ever before. Pharmacists are trained to provide patient services as members of integrated care teams, however broader interoperability is needed to help this valuable resource fill the care gap.

Hear about eliminating barriers to interoperability from this panel of pharmacy experts:
Watch now at <https://bit.ly/4bRMQNn>



Reserve Your Seat at the Table!

The Pharmacy Workgroup is now open for registration. Once registered, you will have an opportunity to become a Sequoia Project member. Membership will be effective December 1, 2024 – just in time for the launch of this new initiative.



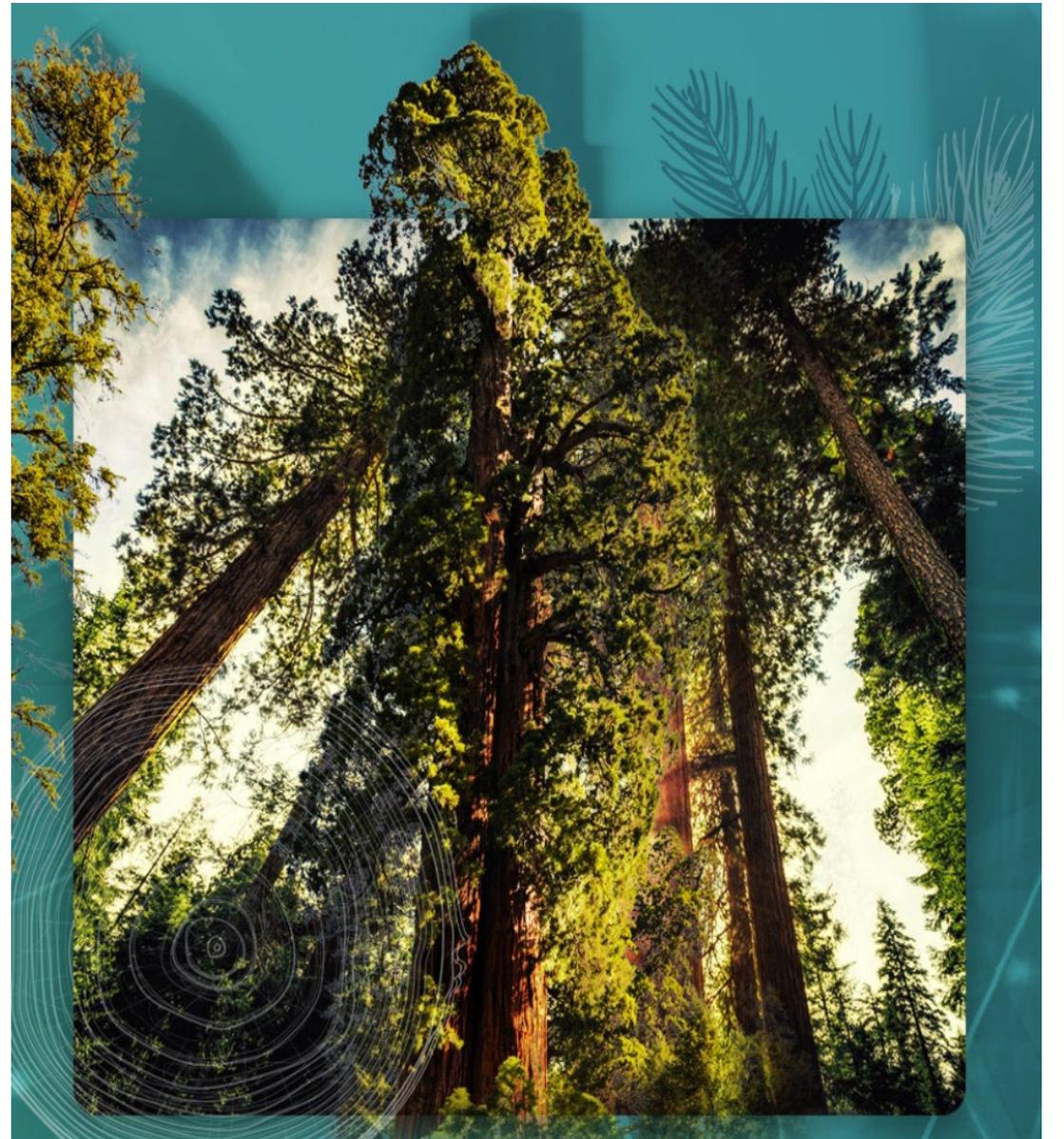
Reach out to learn more.
InteropMatters@sequoiaproject.org

Enabled by

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Virtual Convenings
- +
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Community of Practice
- +
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Subject Matter Experts

The Sequoia Project

The Sequoia Project is the independent, trusted advocate for nationwide health information exchange. In the public interest we steward current programs, incubate new initiatives and educate our community.



Pharmacy Workgroup Steering Committee



Melanie Marcus
CO-CHAIR

SURESCRIPTS



Pooja Babbrah
CO-CHAIR

NCPDP
National Council for
Prescription Drug
Programs



Kevin Nicholson
STEERING COMMITTEE

NACDS
National Association of
Chain Drugstores



Lisa Schwartz
STEERING COMMITTEE

NCPA
National Community
Pharmacists Association



Meg Murphy
WORKGROUP LEAD

SURESCRIPTS

Pharmacy Workgroup

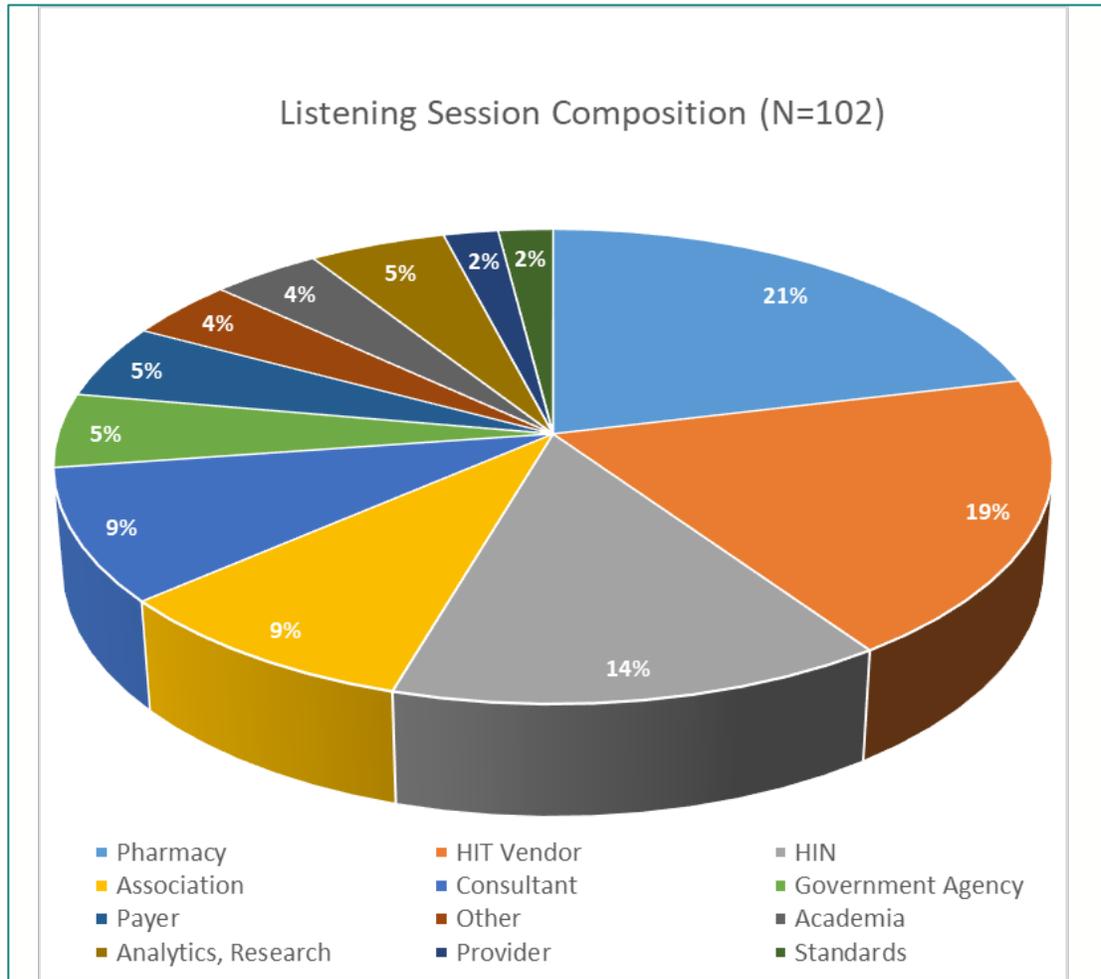
- Pharmacists are increasingly providing clinical services
- Growing interest across the healthcare industry in solving pharmacy interoperability challenges
- ASTP/ONC HITAC Pharmacy Interoperability & Emerging Therapeutics Task Force

Objectives

- Foster and broaden pharmacy interoperability across the healthcare ecosystem
- Identify practical solutions to shared challenges for pharmacy clinical data exchange
- Close gaps in pharmacy interoperability readiness and adoption
- Develop practical guidance to remove barriers to providing clinical services at scale

Findings

Listening Session Composition



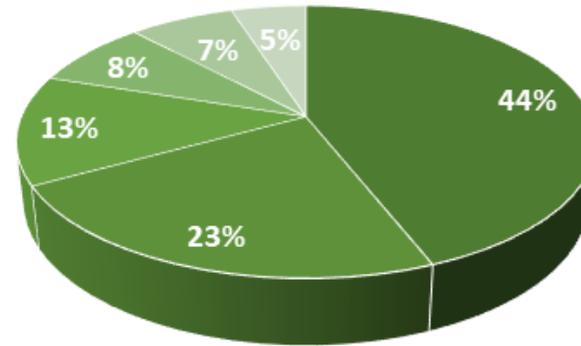
We appreciate your engagement!

Like our Interoperability Matters workgroups, we strive for balanced composition of stakeholders at listening sessions.

Thank you for bringing your voice to the table.

Why is pharmacy interoperability important to you?

Why is Pharmacy Interoperability Important? (N=102)



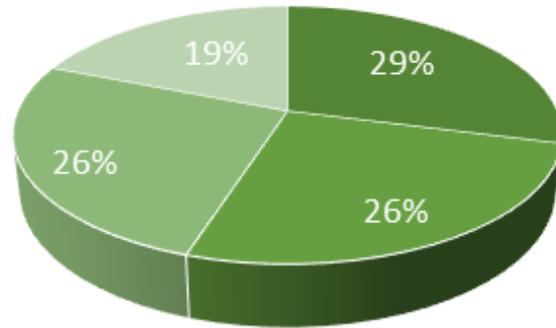
TOP 3



- Ensures information is shared across the care team
- Unlocks new opportunities for pharmacist-provided patient care, scalability
- Reduces administrative burdens
- Fuels public health efforts
- Facilitates reimbursement for care provided
- Increases patient safety; improves patient experience, health outcomes, access to care

Why did attendees join the listening sessions?

Participant Reason for Joining Listening Session



- To inform workgroup direction & provide feedback
- To learn more about pharmacy interoperability
- To hear what others view as priorities
- To learn more about participation in a nationwide community of practice

**We appreciate
your engagement!**

Your perspectives
will inform the
creation of the
**Pharmacy
Workgroup charter.**

Focus Areas

What are the **challenges** attendees want to overcome by advancing pharmacy interoperability?

- Access to **clinical information** to inform pharmacist patient care services
- Differences between the **technical environment** pharmacies operate within compared to the rest of the care team
- Need for multiple **integrations** to secure data and connect to all partners
- **Perception** amongst other providers that pharmacists don't need access to patient information.
- **Quality measure reporting** limitations pharmacists face when participating in value-based arrangements.

What are the specific **barriers** to including pharmacists in clinical information sharing today?

- The **financial investment** needed for new technology is a major barrier, fueled by lack of **reimbursement** for patient care services.
- Existing **pharmacy management system capabilities** and workflow.
- Inconsistent adoption of **standards** – not all pharmacy systems have the same capabilities for receiving and sending data.
- Lack of **EHR integration** – other providers have limited ability to access, use, and store data from pharmacists.
- **Slow uptake** of existing solutions amongst pharmacists, potentially due to lack of awareness or perceived benefit.

Top Issues this Workgroup could Address

1

Overcoming technical challenges for pharmacists to engage in clinical interoperability with other care team members

2

Identifying and operationalizing the information pharmacists need to access and share with other providers and payers

3

Characterizing the benefits of pharmacy interoperability for all stakeholders – especially the economic benefits

Potential Workgroup Deliverables

Top Ideas for Workgroup Deliverables



Roadmap / Implementation Guide
for pharmacy interoperability that depicts the current ecosystem and key steps to close gaps in readiness and adoption



Pharmacy Use Case
that supports pharmacy interoperability, aligns with pharmacy patient care services, and defines what data pharmacies need from others and what data others need from them



Education
of industry stakeholders and policymakers about the role pharmacists play on patient care teams and the importance of pharmacy interoperability



Economic Analysis
that captures the cost/benefit of pharmacy interoperability for all stakeholders



Inventory
of existing legislative and regulatory policy for pharmacy patient care services and identify potential pathways for advancing pharmacy interoperability

NOTE: The Steering Committee will evaluate these ideas and propose deliverable/s at the Workgroup kickoff. Importantly, some of these ideas may present opportunities for parallel initiatives.

Potential Workgroup Inputs

What inputs are needed for the workgroup to be successful?

- Consumer groups, system vendors, pharmacy end users, health plans, ASTP, and CMS.
- The physician perspective on how exchanging information with a pharmacist would make a difference for them.
- Workflow analysis which outlines how data is accessed in a medical environment vs. pharmacy workflow.

Next Steps

- The Steering Committee will use findings from listening sessions to develop a Workgroup charter.
- Listening session participants are invited to become a Sequoia Project Member and join the Pharmacy Workgroup.
- The Pharmacy Workgroup is scheduled to launch in **December 2024** and will meet **monthly in 2025**.

Help us advance pharmacy interoperability through this nationwide community of practice!

Thank you to our listening session participants for your feedback and insights!

Co-sponsored by 

Pharmacy Workgroup

Thank You for your interest

The Sequoia Project is a non-profit 501(c)3 advancing interoperability for the public good. Our work is made possible through membership dues and the generosity of sponsors.

Contact Us

to find out how you can support this work.

InteropMatters@SequoiaProject.org