Outcomes Personal Pharmacist Training Program

To obtain ACPE credit, select the electronic Post-Test/Evaluation link from the training program Main Menu. Completion of this manual test does not award ACPE credit, but may be used to obtain an Outcomes Pharmacist ID number or for internal staff assessment. To obtain an Outcomes Pharmacist ID number without ACPE credit, complete and return this document to the Outcomes Pharmaceutical Health Care office.

Outcomes Pharmaceutical Health Care
Attn: Provider Services
601 E. Locust, Suite 200
Des Moines, IA 50309-1946

Fax: 515.237.0002
Email: info@getoutcomes.com

Provider Information Form:
Please select one:

☐ Pharmacist  ☐ Technician
☐ Certified Technician  ☐ Pharmacy Student

First Name:________________________________________________________
Last Name:________________________________________________________
License # (when applicable):________________________________________
License State (when applicable):_____________________________________
Email:___________________________________________________________

Primary Pharmacy Name:____________________________________________
NABP/NCPDP #:____________________________________________________
Pharmacy Address:__________________________________________________
City, State, ZIP:____________________________________________________
County:___________________________________________________________
Phone:________________________ Fax:_________________________
Pharmacy Email:___________________________________________________
Pharmacy Manager Name:____________________________________________

I certify that I have completed the Outcomes Personal Pharmacist Training Program and Post-Test.

Signature:_________________________________________________________
Date:___________________________________________________________
Post-Test

Circle the correct answer.

1) How do Outcomes Personal Pharmacists help patients and their health plans?
   A) Assist physicians to prescribe according to established guidelines
   B) Assist consumers to get the best possible results from their medications, at the lowest possible cost, with minimal complications
   C) Reduce health care and productivity costs related to medication waste and drug-related complications
   D) All of the above

2) What is Estimated Cost Avoidance (ECA)?
   A) The amount the pharmacist will be paid
   B) A means to place a value on or measurement of the quality of services provided
   C) The amount the patient will save
   D) None of the above

3) What medications can be included in a Comprehensive Medication Review?
   A) Prescription products
   B) Over-The-Counter products
   C) Herbals, supplements, and office samples
   D) All of the above

4) In order to be more cost-effective, a medication must be less expensive.
   A) True
   B) False

5) When is the Initial Prescription Info section used?
   A) To signify the original prescription during a change in drug therapy
   B) To signify one of the two medications involved in a drug-drug interaction
   C) To signify the medication the patient receives
   D) A & B

6) For a Cost Efficacy Management claim involving an antihistamine the patient uses only during the spring and fall, what would be the appropriate Frequency of Therapy?
   A) Acute
   B) Seasonal
   C) Chronic
   D) Intermittent
7) Which of the following may factor into the selection of an appropriate Estimated Cost Avoidance (ECA) Level?
   A) The patient’s history
   B) Clinical references
   C) What the patient may have done had the pharmacist not intervened
   D) All of the above

8) The Date of Encounter is always the date the Outcome of Service (Result) is completed.
   A) True
   B) False

9) Which prescription market factor(s) may lead to increased medication use?
   A) Direct-to-consumer advertising
   B) Increased utilization
   C) Aging population
   D) All of the above

10) Which Encounter requires monitoring to occur before the Result can be determined?
    A) OTC Therapy – Prescriber Consultation – CMR with Encounter
    B) Overuse – Patient Compliance Consultation – Altered Compliance
    C) Cost Efficacy Management – Patient Consultation – Patient Refusal
    D) Cost Efficacy Management – Prescriber Consultation – Initiation of a More Cost Effective Medication

11) What Encounter claim status should signify to the pharmacist that further action is required before a claim can be considered for approval?
    A) Confirmed
    B) Not Confirmed
    C) Review/Resubmit
    D) B & C

12) To be submitted, a Patient Education & Monitoring claim must be filed within 14 days of the date on which the pharmacist completes monitoring.
    A) True
    B) False
Case 1
A 35-year-old female presents a prescription for a ten-day course of an antibiotic to treat an infection. The medication is a preferred generic on the patient's formulary. The dose is appropriate to treat the infection. The patient is not taking any other medications. She has no known medication allergies. The pharmacist dispenses the medication, educates the patient, and schedules a monitoring call for four days later. During the call, the pharmacist notes the patient's symptoms are subsiding, she is not having any side effects and plans to continue the full ten days of therapy. At this time she has no additional questions.

13) What is the appropriate Reason – Action – Result path for the billable Encounter claim?
   A) New/Changed Prescription Therapy – Patient Education/ Monitoring – Therapeutic Success
   B) New/Changed Prescription Therapy – Patient Consultation – Therapeutic Failure
   C) New/Changed Prescription Therapy – Patient Compliance Consultation – Therapeutic Success
   D) New/Changed Prescription Therapy – Prescriber Consultation – Therapeutic Success

14) What is the ECA for the Encounter claim in Question 13?
   A) Level 1: Improved Quality of Care
   B) Level 3: Additional Physician Visit
   C) Level 5: Emergency Room Visit
   D) See Previous Claim
Case 2

A 42-year-old male presents a prescription for a cholesterol-lowering agent. The prescribed medication is a non-preferred brand on the patient’s formulary. There is a lower-cost, equally-effective, cholesterol-lowering drug that is in the preferred brand formulary category. The pharmacist informs the patient of this alternative and the patient authorizes the pharmacist to contact his doctor about changing the prescription. The pharmacist calls the physician and recommends the change, including the new drug and appropriate dose. The physician agrees with the recommendation and the order is changed. The pharmacist dispenses the new prescription for the preferred brand product, educates the patient and schedules a monitoring call. Upon monitoring, the pharmacist determines the patient is experiencing no side effects and is taking the medication as directed. He has no additional questions.

15) What is the appropriate Reason – Action – Result path for the claim related to drug costs?

A) Cost Efficacy Management – Patient Consultation – Patient Refusal
B) Cost Efficacy Management – Patient Consultation – Initiation of Cost Effective Drug
C) Suboptimal Drug Selection – Prescriber Consultation – Changed Drug
D) Cost Efficacy Management – Prescriber Consultation – Initiation of Cost Effective Drug

16) What is the ECA for the Encounter claim in Question 15?

A) Level 1: Improved Quality of Care
B) Level 2: Drug Product Costs
C) Level 3: Additional Physician Visit
D) Level 4: Additional Prescription Order

17) There is a second claim that can be filed for Case 2. What is the Reason – Action – Result path for the second claim that can be filed for this situation?

A) New/Changed Prescription Therapy – Patient Compliance Consultation – Therapeutic Success
B) Suboptimal Drug Selection – Prescriber Consultation – Changed Drug
C) New/Changed Prescription Therapy – Patient Consultation – Therapeutic Success
D) New/Changed Prescription Therapy – Patient Education & Monitoring – Therapeutic Success
Case 3
A 55-year-old male enters the pharmacy with a runny nose, itchy, watery eyes, and sneezing. This patient brings an over-the-counter antihistamine and decongestant combination product to the cashier to purchase. This patient is a regular customer to the pharmacy, and he has high blood pressure and a history of two previous heart attacks. The patient asks the pharmacy clerk, “Is this what I ought to take?” The cashier refers the question to the pharmacist. The pharmacist consults with the patient and expresses concern about the combination product he has chosen considering his high blood pressure and medical history. The pharmacist identifies an appropriate solution, educates the patient and schedules a monitoring call. Upon follow-up, the pharmacist determines his runny nose, itchy, watery eyes, and sneezing are resolved. He has not had any side effects and his blood pressure has been maintained. He appreciated the assistance in helping him select a product and has no additional questions at this time.

18) What is the appropriate Reason – Action – Result Path for Case 3?
   A) Suboptimal Drug Selection – Prescriber Consultation – Initiated New Therapy
   B) New/Changed Prescription Therapy – Patient Education/ Monitoring – Therapeutic Success
   C) OTC Therapy – Patient Consultation – Therapeutic Success
   D) OTC Therapy – Patient Education/Monitoring – Therapeutic Success

19) The ECA Level for the Encounter claim in Question 18 is required to be Level 1 – Improved Quality of Care.
   A) True
   B) False

20) The Notes Section of the Encounter Claim from Question 18 should include:
   A) A description of the Encounter
   B) Justification for the ECA Level selected
   C) The name of the OTC medication recommended and used by the patient
   D) All of the above
Evaluation

21) Overall rating of program
   A) Excellent
   B) Above Average
   C) Average
   D) Below Average
   E) Poor

Did this program meet the following objectives:

22) Understand how medication therapy management services relate to community pharmacy practice.
   A) Excellent
   B) Above Average
   C) Average
   D) Below Average
   E) Poor

23) Realize the direct impact pharmacists have on the cost and effectiveness of pharmaceuticals in today’s health care system.
   A) Excellent
   B) Above Average
   C) Average
   D) Below Average
   E) Poor

24) Identify, resolve, document, and bill medication therapy management services delivered by pharmacists on behalf of patients.
   A) Excellent
   B) Above Average
   C) Average
   D) Below Average
   E) Poor

25) Estimate the costs avoided as a result of the delivery of medication therapy management services.
   A) Excellent
   B) Above Average
   C) Average
   D) Below Average
   E) Poor

26) Value of program to practice
   A) Excellent
   B) Above Average
   C) Average
   D) Below Average
   E) Poor
## Evaluation

### Presenter effectiveness

**Speaker:**

27) Knowledge of Topic
   - A) Excellent
   - B) Above Average
   - C) Average
   - D) Below Average
   - E) Poor

28) Organization & Content
   - A) Excellent
   - B) Above Average
   - C) Average
   - D) Below Average
   - E) Poor

29) Use of Audio/Video Aids
   - A) Excellent
   - B) Above Average
   - C) Average
   - D) Below Average
   - E) Poor

30) Clarity
   - A) Excellent
   - B) Above Average
   - C) Average
   - D) Below Average
   - E) Poor

31) Overall Quality
   - A) Excellent
   - B) Above Average
   - C) Average
   - D) Below Average
   - E) Poor

32) Would you recommend this program to your peers?
   - A) Yes
   - B) No

33) Did the program format enhance your learning experience?
   - A) Yes
   - B) No

34) What have you learned that will be useful in your professional practice?
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35) Additional comments:
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36) Suggestions for future educational topics:
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