



Building a Successful Ambulatory Care Practice: A Complete Guide for Pharmacists

From American Society of Health-System Pharmacists

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Let ASHP's new book be your blueprint to a thriving ambulatory care practice, whether it's health-system, physician, or community based. Get comprehensive, practical guidance on all your questions.

Topics include:

- How do I write a business plan?
- What do I need to do to manage risk and liability?
- Why do we need a marketing strategy?
- Who handles reimbursements?
- What credentials do we need?

Plus: A companion web toolkit gives you all the help and templates you need to get going.

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Editorial Review

Review

Building a Successful Ambulatory Care Practice: A Complete Guide for Pharmacists.

By: Kliethermes, Mary Ann, BS, PharmD; Brown, Tim R., PharmD

MedInfoNow: Doody's Review Services. March 5, 2012

[REVIEWER'S EXPERT OPINION]

Michael C Barros, Pharm.D.(Temple University School of Pharmacy)

****Description****

This "how-to" book is organized systematically to depict the progression of the ambulatory clinic from its inception to its establishment in various clinical settings. This guide incorporates many unique and helpful elements, such as components of a business plan and how to appropriately document interventions by using various patient documentation techniques.

****Purpose****

The authors set out to create a comprehensive guide for pharmacy practitioners who wish to establish ambulatory care services. Given the advent of expanded pharmacy services, this book comes at a most opportune time. The role of the pharmacist has expanded drastically to include direct patient care by way of medication therapy management (MTM) and other forms of collaborative practice agreements with physicians. Evidence supporting the benefits of pharmacist involvement in direct patient care is plentiful, and this book does an excellent job of explaining how to build, manage, and advertise a pharmacist-led ambulatory care clinic.

****Audience****

Pharmacy professionals who are interested in establishing ambulatory care services will benefit from this book. Although it is designed with practitioners in mind, the book will be helpful for postgraduate pharmacy residents with an interest in ambulatory care as well. It is multifunctional, in that it may be used by practitioners as well as pharmacy residents who wish to establish MTM services during or after their residency training.

****Features****

The book begins with an overview of the ambulatory patient care model followed by helpful chapters discussing business plans, marketing, documentation, and reimbursement. It is well referenced and includes chapter summaries as well as highlighted key points throughout to reinforce important concepts. Within each chapter, web icons denote additional web resources with supplementary material. There is also an extensive section of web resources for patient education material for a variety of chronic disease states.

****Assessment****

Given the expansion of pharmacy services through innovative programs such as MTM and the patient-centered medical home model (PCMHM), this book is a very useful resource for those who wish to either build or expand their ambulatory care services. The key points highlighted throughout the book and the additional information provided through websites truly makes this a complete and thorough guide for those who wish to build a successful and thriving ambulatory care service.

Weighted Numerical Score: 87 - 3 Stars

(Michael C Barros, Pharm.D.(Temple University School of Pharmacy) *MedInfoNow: Doody's Review Services* 2012-03-05)

About the Author

Mary Ann Kliethermes, Pharm.D.

Mary Ann Kliethermes graduated from University of Michigan in 1977 with a Bachelor of Science in Pharmacy and from the Philadelphia College of Pharmacy and Science (now the University of Science in Philadelphia) with a Doctor of Pharmacy in 1981. She currently is Vice-Chair - Ambulatory Care and Associate Professor at the Chicago College of Pharmacy, Midwestern University where her primary responsibilities are to further develop clinical pharmacy services with the ambulatory care faculty through advancement of clinical services, mentoring and scholarship. Current initiatives include expanding ambulatory clinical service research, and expanding clinical pharmacy services using the Patient Centered Medical Home/Accountable Care Organizations and Medication Therapy Management models. Mary Ann maintains a practice two days a week within a large internal medicine physician owned ambulatory clinic.

She has served as Chair of the Section of Home, Ambulatory and Chronic Care for the American Society of Health-System Pharmacists (ASHP) and represented ASHP at the Joint Commission Ambulatory Professional and Technical Advisory Group and The Care Transitions Work Group spearheaded by the Physician Consortium for Performance Improvement. She is a member of the SAG on Clinical Business Development. Mary Ann has been involved with the Pharmacy Quality Alliance (PQA) since its inception and is currently the co-chair of the MTM and Care Transitions Workgroup for PQA. Mary Ann has been awarded Pharmacist of the Year from the Illinois Council of Health System Pharmacists and has received the Distinguished Service Award from ASHP.

Tim R Brown, Pharm.D., BCACP

Dr. Brown is employed by Akron General Medical Center's Department of Pharmacy and acts as a Pharmacotherapy Specialist in the Family Medicine Residency Program. He received his doctorate from Campbell University School of Pharmacy with residency training at the Medical College of Virginia. His current practice is based within a residency program where he also acts as a preceptor for pharmacy and medical students from across the country and was just promoted to Professor at the Northeastern Ohio Universities Colleges of Medicine and Pharmacy. He received the Golden Apple Teacher of the Year Award multiple times from the Department of Family Medicine and was awarded the William C Kelly Safety Leadership Award by the Ohio Hospital Association. He also serves on the boards of the Ohio Patient Safety Institute and is currently the President of the BOD for Project Learn of Summit County. He has been active with the creation of the PPMI by attending the inaugural session and subsequent planning sessions for

implementation of the model into Ambulatory Care Practice. He is a past president of the Ohio Society of Health-System Pharmacists and is currently the Vice Chair of the Membership and Marketing SAG of the Section for Ambulatory Care Practitioners for American Society of Health-System Pharmacists.

Users Review

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