

Ambulatory Care Self-Assessment Questions

This self-assessment can be taken from two different perspectives: the System track contains questions that would be useful for someone in an administrative or supervisory role who might want to assess operations beyond one single ambulatory practice setting. The Practitioner track contains questions more relevant for a practitioner assessing a single practice setting. This PDF contains both tracks. Selecting the System or Practitioner link below will take you to the track you wish to review.

Section 1: Demographics

Assessment Name (This will appear on your dashboard) _____

Institution Name _____

What groups does practice belong to?

- UHC
- VA
- CHI
- Lifepoint

Question 1.1 In which state does your practice reside? _____

Question 1.2 In which city does the practice reside? _____

Question 1.3 What is the zip code for your practice location? _____

Question 1.4 What term best describes your practice setting?

- Hospital/Health system
- Retail/Community pharmacy
- Physician's office
- Health plan
- Specialty pharmacy
- Non-health system clinic
- VA or Federal facility
- Home care
- Other _____

Question 1.5 Is there a dispensing pharmacy within or adjacent to this location that serves some or all of your patients?

- Yes
- No

Question 1.5i Does this assessment include both primary care and specialty clinics?

- Primary care clinics only
- Specialty clinics only
- Both primary care and specialty clinics.

Question 1.6 How long have your ambulatory pharmacy patient care services been in existence?

- Less than 1 year
- 1-5 years
- Over five years
- In planning stage

Question 1.7 What is your level of experience with planning and implementing pharmacist patient-care services in ambulatory care settings?

- Very experienced; have planned and implemented multiple services
- Some experience; have planned and implemented at least one service
- Little experience; have not yet implemented an ambulatory care pharmacy service

Question 1.8 What is your role within your organization?

- Director of Pharmacy/Pharmacy Executive
- Associate or Assistant Director of Pharmacy
- Clinical Coordinator/Director of Clinical Services
- Other supervisory position
- Pharmacist/Clinical Pharmacist
- Clinical Pharmacist - Specialist
- Resident
- Other primary position (describe) _____

Question 1.9 Please indicate if this assessment is for practice purposes only or if the assessment is “official” and the data should be included in reports.

- Practice (personal) Assessment
- Official Assessment

Question 1.9.1 This tool is designed so that you can answer the assessment questions from two (2) distinct perspectives. Please select the perspective from which you plan to answer the assessment questions.

PRACTITIONER TRACK

SYSTEM TRACK

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PRACTITIONER TRACK

Section 1: Program Development and Sustainable Business Models

Question 2.1P (relates to Recommendation 1.2)

Which of the following are included within your broad-based scope of practice? (Check all that apply)

- Perform patient assessments
- Have prescribing authority to manage disease through medication use and provide collaborative drug therapy management
- Order, interpret, and monitor medication therapy related tests
- Monitor responses to drug therapy, adverse medication-related effects, and adherence
- Assess patients' health literacy and self-sufficiency
- Provide information about the patient's diseases and related medication therapy and offer strategies to optimize the outcomes of therapy
- Determine if patients are appropriate candidates for self-care and identify any exclusions for self-care
- Provide preventative care and wellness programs
- Provide immunizations
- Include family caregivers in decision-making and communications
- Document care processes in the medical record
- Appropriately refer patients to other providers
- Other (please specify) _____

Question 2.4P (related to Guidelines)

Is there a written document that defines the scope of services of the pharmacist patient-care services in your setting?

- Yes
- No
- Don't Know

Question 2.7P (related to Recommendation 1.3)

Do you have criteria to define which ambulatory care patients should receive pharmacist patient-care services?

- Yes

- No

Questions 2.9P (related to Recommendation 3.5)

What are the primary drivers in your practice setting for establishing pharmacists in ambulatory care? (Please check the top three)

- Re-hospitalization
- Quality improvement
- Sentinel event
- Pay-for-performance measures
- ROI
- Reduction in errors
- Adherence
- Chronic disease(s) associated with significant morbidity and mortality
- High resource utilization
- Other: _____

Question 2.10P (related to Recommendation 3.4)

Have revenue opportunities been maximized for each pharmacy service provided or under consideration?

- Yes
- No
- Do not know

Question 2.11P (related to Recommendation 3.4)

Have financial opportunities other than revenue been identified to justify pharmacy services provided under consideration?

- Yes
- No
- Do not know

Question 2.12P (related to Recommendation 3.2)

Have you utilized clinical and administrative leaders outside of pharmacy to promote and support your program?

- Yes
- No

Question 2.13P (related to Recommendation 3.5)

Have you developed a comprehensive business plan for any new service?

- Yes
- No
- No new services developed within the past five years

- Not within my area of responsibility

Section 2: Pharmacist Training and Credentials

Question 3.1P (related to Recommendation 1.4)

Does your organization have an ASHP-accredited ambulatory care residency training program (PGY1 or PGY2)?

- Yes
- No

Question 3.2P (related to Recommendation 1.1)

Is there a requirement that pharmacists who provide patient care services in ambulatory settings have attained and maintain appropriate competencies and credentials?

- Yes
- No

Question 3.3P (related to Recommendation 1.1)

Are pharmacists who provide patient-care services in ambulatory settings included in organization-based credentialing and privileging processes?

- Yes
- No

Question 3.4P (related to Recommendation 1.1)

Do you have initial and ongoing professional practice evaluation?

- Yes
- No

Section 3: Program Planning

Question 4.2P (related to Recommendation 2.4)

In your practice setting, do you utilize collaborative drug therapy management (CDTM)/scope of practice agreements?

- Yes
- No
- Not permissible in my state

Question 4.3P (related to Recommendation 2.2)

Are pharmacists who provide patient-care services in your setting involved, as part of the interprofessional team, in the development and implementation of evidence-based clinical pathways / care plans?

- Yes
- No

Question 4.4P (related to Recommendation 1.2 and Guidelines)

Have policies and procedures governing the scope of the pharmacist patient-care services provided in your setting (e.g., administrative, operational, and clinical) been developed?

- Yes
- No

Question 4.5P (related to Guidelines)

Do you participate in initiatives aimed at medication safety, quality, and cost evaluation?

- Yes
- No

Question 4.6P (related to Guidelines)

Do you assist patients in accessing their medications, such as navigating formulary options, accessing patient assistance programs, and/or managing prior-authorization requirements?

- Yes
- No

Section 4: Patient-Care Delivery and Integration

Question 5.1P (related to Recommendation 2.4)

Are you an integral member of the health care team where you share responsibility and accountability for the care of patients?

- Yes
- No

Question 5.2P (related to Guidelines)

Have processes been developed for patient recruitment, referral, and scheduling?

- Yes
- No

Question 5.3P (related to Recommendation 1.5)

Do you follow a standardized patient care process?

- Yes
- No

Question 5.4P (related to Guidelines)

Are adequate space and equipment available for all professional, administrative, and direct patient-care functions?

- Yes
- No

Question 5.5P (related to Recommendation 2.3, 4.3)

Is technology leveraged to allow you to efficiently provide care to patients?

- Yes

- No

Question 5.7P (related to Recommendation 3.5)

For which of the following pharmacist patient-care services in ambulatory settings does your organization currently use billing codes?

- Incident-to-physician in a hospital-based clinic (facility fee billing)
- Annual wellness visits
- Transitional care management
- Chronic care management
- Diabetes self-management training/evaluation
- Tobacco cessation
- Immunization
- Medication therapy management
- Other
-

Question 5.7Pi (related to Recommendation 3.5)

Are there any barriers that prevent you from using available billing codes for pharmacist patient-care services?

- Yes
- No

Question 5.7Pii (related to Recommendation 3.5)

What barriers prevent you from using available billing codes for pharmacist patient-care services? (Check all that apply)

- Lack of information or understanding of how to bill correctly
- Lack of support to bill for services from organization/billing department
- Lack of resources to accurately bill for services
- Billing for services does not apply in my setting (ex: VA clinic)
- Billing/revenue is not a primary goal for my service
- Other: _____

Question 5.8P (related to Recommendation 2.1)

Are adequate resources in place to enable you to provide accurate, comprehensive, and patient-specific drug information to providers, patients, and caregivers?

- Yes
- No

Question 5.9P (related to Guidelines)

Are pharmacist patient-care areas in your setting designed to ensure proper patient confidentiality and promote safe and efficient patient care?

- Yes

- No

Question 5.10P (related to Recommendation 2.2)

Are you involved when one of your patients makes any of the following transitions? (Check all that apply)

- Admission to the hospital
- Discharge from the hospital
- Post-discharge follow-up
- Other _____

Section 6: Health Information Technology

Question 6.1P (related to Recommendation 2.1)

Do you have access to patients' medical records and patient health information (including health services resource utilization) that support the provision and documentation of comprehensive, integrated, and coordinated clinical pharmacist services?

- Yes
- No

Question 6.1Pi (related to Recommendation 2.1)

Is pharmacist documentation accessible by all members of the healthcare team?

- Yes
- No

Question 6.2P (related to Recommendation 4.3)

Does existing health information technology available to you support: (Check all that apply)

- Electronic prescribing
- Provision of clinical decision support
- Provision of drug information
- Pharmacist patient care billing
- Communication with patients
- Ability to collect and report outcomes

Question 6.3P (related to Recommendation 4.3)

Has interoperable health information technology been established to optimize pharmacist patient-care services provided in your practice setting?

- Yes
- Yes, but needs improvement
- No

Question 6.4P (related to Recommendation 2.3)

Do you leverage health information technologies to efficiently identify populations of patients for whom evidence-based, comprehensive medication management or wellness services are indicated?

- Yes
- Yes, but needs improvement

- No

Question 6.5P (related to Recommendation 3.3)

Are technology systems available to document pharmacists' impact on patient-specific and population-based outcomes in the ambulatory care setting?

- Yes
- Yes, but needs improvement
- No

Section 7: Pharmacy Technicians/ Support Personnel

Question 7.1P (related to Recommendation 2.7)

Do you utilize pharmacy technicians or other supportive personnel to support pharmacist patient-care services provided in your setting?

- Yes
- No

Question 7.2P (related to Recommendation 2.7)

How have you utilized pharmacy technicians or other supportive personnel to promote efficiency, improve access to patient care, and optimize healthcare delivery in your setting?

- Work with third-party payers
- Support of pharmacists' patient-care activities
- Preparation of a prescription order for a pharmacist's review
- Point-of-care testing
- Triageing phone calls
- Pill box fills
- Patient assistance program enrollment
- Other: _____

Section 8: Outcomes Evaluation

Question 8.1P (related to Recommendation 3.2, 4.1)

Have you or other pharmacists in your practice setting defined measures that correlate the value of pharmacists' contributions to patient outcomes?

- Yes
- No

Question 8.2P (related to Recommendation 4.3)

Do you use a standardized format/template for documentation that facilitates outcomes measurement?

- Yes
- No

Question 8.3P (related to Recommendation 4.5)

Does your organization utilize a process for assessing and improving quality for pharmacist patient-care services in the ambulatory care setting?

- Yes
- No

Question 8.4P (related to Recommendation 2.8, 4.2)

Do you provide services to encourage patients' participation in and accountability for their care (beyond adherence)?

- Yes
- No

Section 2: Program Development and Sustainable Business Models

Question 2.1S (related to Recommendation 1.2)

Which of the following are included within the scope of practice of pharmacists providing patient-care services in your ambulatory setting? (Check all that apply)

- Perform patient assessments
- Have prescribing authority to manage disease through medication use and provide collaborative drug therapy management
- Order, interpret, and monitor medication therapy related tests
- Monitor responses to drug therapy, adverse medication-related effects, and adherence
- Assess patients' health literacy and self-sufficiency
- Provide information about the patient's diseases and related medication therapy and offer strategies to optimize the outcomes of therapy
- Determine if patients are appropriate candidates for self-care and identify any exclusions for self-care
- Provide preventative care and wellness programs
- Provide immunizations
- Include family caregivers in decision-making and communications
- Document care processes in the medical record
- Appropriately refer patients to other providers
- Other (please specify) _____

Question 2.2S (related to Guideline)

Do you have a strategic plan that includes both ambulatory pharmacy patient care and scope-of-service responsibilities (for ex: hours of service)?

- Yes
- No

Question 2.3S (related to Recommendation 1.3)

Are the ambulatory care pharmacy services mission, goals, objectives, and work consistent with those of the parent healthcare organization?

- Yes
- No

Question 2.4S (related to Guidelines)

Is there a written document that defines the ambulatory care pharmacy patient care scope of services?

- Yes
- No
- I don't know

Question 2.5S (related to Recommendation 1.3)

What percentage of all your ambulatory patients receive pharmacist patient-care services?

- 0 - 25%
- 26 - 50%
- 51 - 75%
- 76 - 100%

Question 2.6S (related to Guidelines)

Do you have one or more ambulatory clinics?

- Yes
- No

Question 2.6Si (related to Guidelines)

How many ambulatory clinics do you have?

- Enter number: _____
- Don't know

Question 2.6Sii (related to Guidelines)

How many ambulatory clinics have a pharmacist present at least one day a week?

- Enter number: _____
- Don't know

Question 2.6Siii (related to Guidelines)

Number of Pharmacist FTEs at staffed clinics?

- Enter number: _____

Question 2.7S (related to Recommendation 1.3)

Do you have criteria to define which ambulatory care patients should receive pharmacist patient-care services?

- Yes
- No

Question 2.7Si (related to Recommendation 1.3)

What percentage of patients who meet your criteria receive pharmacist patient-care services?

- 0 - 25%
- 26 - 50%
- 51 - 75%
- 76 - 100%

Question 2.8S (related to Recommendation 3.5)

Have you completed a comprehensive planning process for ambulatory pharmacist patient-care services?

- Yes
- No

Question 2.9S (related to Recommendation 3.5)

What are the primary drivers in your practice setting for establishing pharmacists in ambulatory care? (Please check the top three)

- Reducing readmissions and/or ED visits
- Quality improvement
- Sentinel event
- Pay-for-performance measures
- Reducing drug cost
- Reduction in errors
- Adherence
- Chronic disease(s) associated with significant morbidity and mortality
- Improved use of physician time
- Teaching opportunities (students, residents)
- Revenue billing potential
- Other: _____

Question 2.10S (related to Recommendation 3.4)

Have revenue opportunities been maximized for each pharmacy service provided or under consideration?

- Yes
- No
- Do not know
- Have not evaluated

Question 2.11S (related to Recommendation 3.4)

Have financial opportunities other than revenue been identified to justify pharmacy services provided under consideration?

- Yes
- No
- Do not know
- Have not evaluated

Question 2.12S (related to Recommendation 3.2)

Have you utilized clinical and administrative leaders outside of pharmacy to promote and support your program?

- Yes
- No

Question 2.13S (related to Recommendation 3.5)

Have you developed a comprehensive business plan for any new service?

- Yes
- No
- No new services developed within the past five years

Section 3: Pharmacist Training and Credentials

Question 3.1S (related to Recommendation 1.4)

Does your organization have an ASHP-accredited ambulatory care residency training program (PGY1 or PGY2)?

- Yes
- No

Question 3.2S (related to Recommendation 1.1)

Is there a requirement that pharmacists who provide patient care services in ambulatory settings have attained and maintain appropriate competencies and credentials?

- Yes
- No

Question 3.3S (related to Recommendation 1.1)

Are pharmacists who provide patient-care services in ambulatory settings included in organization-based credentialing and privileging processes?

- Yes
- No

Question 3.4S (related to Recommendation 1.1)

Do you have initial and ongoing professional practice evaluation?

- Yes
- No

Section 4: Program Planning

Question 4.1S (related to Recommendation 2.2)

Do pharmacists who are involved with patient-care services in ambulatory settings actively participate, as appropriate, as members of committees responsible for any of the following? (Check all that apply)

- Establishing and implementing medication-related policies and procedures
- Provision of patient care
- Informatics
- Performance improvement
- Ambulatory care leadership

Question 4.2S (related to Recommendation 2.4)

Have the pharmacists who provide patient-care services in ambulatory settings entered into collaborative drug therapy management (CDTM)/scope of practice agreements)?

- Yes
- No
- Not permissible in my state

Question 4.3S (related to Recommendation 2.2)

Are pharmacists who provide patient-care services in ambulatory settings involved, as part of the interprofessional team, in the development and implementation of evidence-based clinical pathways / care plans?

- Yes
- No

Question 4.4S (related to Recommendation 1.2)

Have policies and procedures governing the scope of the pharmacist patient-care services provided in ambulatory settings (e.g., administrative, operational, and clinical) been developed?

- Yes
- No

Question 4.5S (related to Guidelines)

Do pharmacists providing patient-care services in ambulatory settings participate in initiatives aimed at medication safety, quality, and cost evaluation?

- Yes
- No

Question 4.6S (related to Guidelines)

Have programs been developed to assist patients in accessing their medications, such as navigating formulary options, accessing patient assistance programs, and/or managing prior-authorization requirements?

- Yes
- No

Section 5: Patient-Care Delivery and Integration

Question 5.1S (related to Recommendation 2.4)

Are pharmacists who provide patient-care services in ambulatory settings included as integral members of the health care team where they share responsibility and accountability for the care of patients?

- Yes
- No

Question 5.2S (related to Guidelines)

Have processes been developed for patient recruitment, referral, and scheduling?

- Yes
- No

Question 5.3S (related to Recommendation 1.5)

Do pharmacists who provide patient-care services in ambulatory settings follow a standardized patient care process?

- Yes
- No

Question 5.4S (related to Guidelines)

Are adequate space and equipment available for all professional, administrative, and direct patient-care functions?

- Yes
- No

Question 5.5S (related to Recommendation 2.3, 4.3)

Is technology leveraged to allow pharmacists to efficiently provide care to patients?

- Yes
- No

Question 5.6S (related to Guidelines)

Do you have a system for capturing workload?

- Yes
- No

Question 5.7S (related to Recommendation 3.5)

For which of the following pharmacist patient-care services in ambulatory settings does your organization currently use billing code?

- Incident-to-physician in a hospital-based clinic (facility fee billing)
- Annual wellness visits
- Transitional care management
- Chronic care management
- Diabetes self-management training/evaluation
- Tobacco cessation
- Immunization
- Medication therapy management
- Other _____

Question 5.7Si (related to Recommendation 3.5)

Are there any barriers that prevent you from using available billing codes for pharmacist patient-care services?

- Yes
- No

Question 5.7Sii (related to Recommendation 3.5)

What barriers prevent you from using available billing codes for pharmacist patient-care services? (Check all that apply)

- Lack of information or understanding of how to bill correctly
- Lack of support to bill for services from organization/billing department
- Lack of resources to accurately bill for services
- Billing for services does not apply in my setting (ex: VA clinic)
- Billing/revenue is not a primary goal for my service
- Other: _____

Question 5.8S (related to Recommendation 2.1)

Are adequate resources in place to enable pharmacists to provide accurate, comprehensive, and patient-specific drug information to providers, patients, and caregivers?

- Yes
- No

Question 5.9S (related to Guidelines)

Are pharmacist patient-care areas in ambulatory settings designed to ensure proper patient confidentiality and promote safe and efficient patient care?

- Yes
- No

Question 5.10S (related to Recommendation 2.2)

Are pharmacists who provide patient-care services in ambulatory settings involved when patients make any of the following transitions? (Check all that apply)

- Admission to the hospital
- Discharge from the hospital
- Post-discharge follow-up
- Other _____

Section 6: Health Information Technology

Question 6.1S (related to Recommendation 2.1)

Do pharmacists who provide patient-care services in ambulatory settings have access to patients' medical records and patient health information (including health services resource utilization) that supports the provision and documentation of comprehensive, integrated, and coordinated clinical pharmacist services?

- Yes
- No

Question 6.1Si (related to Recommendation 2.1)

Is pharmacist documentation accessible by all members of the healthcare team?

- Yes
- No

Question 6.2S (related to Recommendation 4.3)

Does existing health information technology available to pharmacists who provide patient-care services in ambulatory settings support: (Check all that apply)

- Provision of clinical decision support
- Provision of drug information
- Pharmacist patient care billing
- Communication with patients
- Ability to collect and report outcomes

Question 6.3S (related to Recommendation 4.3)

Has interoperable health information technology been established to optimize pharmacist patient-care services provided in an ambulatory setting?

- Yes
- Yes, but needs improvement
- No

Question 6.4S (related to Recommendation 2.3)

Do pharmacists who provide patient-care services in ambulatory settings leverage health information technologies to efficiently identify populations of patients for whom evidence-based, comprehensive medication management or wellness services are indicated?

- Yes
- Yes, but needs improvement
- No

Question 6.5S (related to Recommendation 3.3)

Are technology systems available to document pharmacists' impact on patient-specific and population-based outcomes in the ambulatory care setting?

- Yes
- Yes, but needs improvement
- No

Section 7: Pharmacy Technicians/ Support Personnel

Question 7.1S (related to Recommendation 2.7)

Do you utilize pharmacy technicians or other supportive personnel to support pharmacist patient-care services provided in your setting?

- Yes
- No

Question 7.2S (related to Recommendation 2.7)

How have you utilized pharmacy technicians or other supportive personnel to promote efficiency, improve access to patient care, and optimize healthcare delivery in the ambulatory care setting?

- Work with third-party payers
- Support of pharmacists' patient-care activities
- Preparation of a prescription order for a pharmacist's review
- Point-of-care testing
- Triageing phone calls
- Pill box fills
- Patient assistance program enrollment
- Other: _____

Question 7.3S (related to Guidelines)

What percentage of your pharmacy technicians working in ambulatory care settings completed an ASHP-accredited pharmacy technician training program?

- 0 - 25%
- 26 - 50%
- 51 - 75%
- 76 - 100%

Question 7.4S (related to Guidelines)

What percentage of your pharmacy technicians working in ambulatory care settings are certified by the Pharmacy Technician Certification Board?

- 0 - 25%
- 26 - 50%
- 51 - 75%
- 76 - 100%

Section 8: Outcomes Evaluation

Question 8.1S (related to Recommendation 3.2, 4.1, 4.4)

Has your organization, with pharmacist involvement, defined measures that correlate the value of pharmacists' contributions to patient outcomes?

- Yes
- No

Question 8.2S (related to Recommendation 4.3)

Have pharmacists who provide patient-care services in ambulatory settings adopted a standardized format/template for documentation that facilitates outcomes measurement?

- Yes
- No

Question 8.3S (related to Recommendation 4.5)

Does your organization utilize a process for assessing and improving quality for pharmacist patient-care services in the ambulatory care setting?

- Yes
- No

Question 8.3Si (related to Recommendation 4.4)

Are the performance improvement activities for pharmacist patient-care services in ambulatory settings integrated with those of the health system or healthcare organization?

- Yes
- No

Question 8.4S (related to Recommendation 2.8, 4.2)

Are pharmacist patient-care services in ambulatory settings integrated into the healthcare organization's efforts to encourage patients' participation in and accountability for their care (beyond medication adherence)?

- Yes
- No

Question 8.5S (related to Recommendation 4.2)

Is there an ongoing program for prospective and retrospective monitoring of drug utilization for optimal quality, safety, and costs?

- Yes
- No

Question 8.6S (related to Recommendation 4.7)

Do pharmacists who provide patient-care services in ambulatory settings participate in research or other methods of evaluating their contributions to improving health outcomes?

- Yes
- No

Question 8.7S (related to Recommendation 4.1, 4.4)

Is an ongoing process in place for reporting to medical staff, healthcare executives, and others regarding patient outcomes and pharmacist patient-care services provided in ambulatory settings?

- Yes
- No