



# Buffalo Medical Group

## Treating people well.

### **PHM 843: Ambulatory Patient Care**

Advanced Pharmacy Practice Experience

Site Preceptor: Nicole Paolini Albanese, PharmD, CDE, BCACP  
E-mail: [npaolini@buffalo.edu](mailto:npaolini@buffalo.edu) or [npaolini@buffalomedicalgroup.com](mailto:npaolini@buffalomedicalgroup.com)  
Phone: 716.857.8771

### **OVERVIEW**

Expose students to patient care in a Patient Centered Medical Home (PCMH) environment working closely with physicians, mid-levels and case managers.

### **GOALS**

1. Provide an environment for students to learn about the management of chronic disease states like diabetes, hyperlipidemia and hypertension that are frequently encountered in an ambulatory care setting.
2. Design drug therapy regimens and monitor for safety and efficacy.
3. Develop clinical and pharmaceutical care skills needed to manage and monitor patients and to make appropriate recommendations or changes to drug therapy
4. Develop Drug Information skills in a practical fast-paced environment

### **OBJECTIVES**

Upon completion of this experience, the student should be able to:

1. List signs/symptoms of, explain diagnostic and monitory parameters for, and develop an appropriate treatment regimen for the following disease states/medical conditions (*this list is not all inclusive*)

Hypertension	Hyperlipidemia
Diabetes	CAD
2. Evaluate, develop, implement and monitor therapeutic outcomes associated with a treatment plan for patients
  - a. Understand how and why to individualized treatment goals
  - b. Understand how to interpret laboratory and patient data
  - c. Develop advanced patient assessment skills
  - d. Conduct Medication Therapy Management
  - e. Conduct Medication Reconciliation
  - f. Develop a drug management plan for patients
3. Identify and use drug information resources to facilitate providing timely information to other healthcare professionals and patients
  - a. Know the available sources for clinical useful drug information
  - b. Apply the drug information to obtain positive outcomes for patients/healthcare staff
  - c. Use communication skills to appropriately tease out the exact drug information question
4. Use verbal communication skills and presentation skills to present patients to preceptor daily
5. Conduct patient education sessions
  - a. Provide education to patients surrounding carbohydrate counting/diet/exercise

- b. Provide education to patients surrounding device technique
- c. Provide education to patients surrounding medications

### **DAILY PRIORITIES**

- Patient follow-up via the “call log”
- Patient Care
  - Present patients to preceptor *prior* to their scheduled appointment
  - Conduct patient visits
    - Device training
    - Diet/exercise counseling
    - Medication counseling
- Drug Information
- Quality Improvement Projects
- Medication Reconciliation post-Hospital Discharge
  - Buffalo Medical Group patients who were recently discharged from the hospital get a phone call from a Pharmacy Team Member to answer any drug related questions and ensure appropriate drug therapy.
- Medication Therapy Management

### **EXPERIENCE**

- Students with previous experience in retail tend to have an easier time multi-tasking in this high-paced environment.



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### **Advanced Pharmacy Practice Experience**

PHM 847: Elective 1 Direct Patient Care (6 credits)

OR

PHM 848: Elective 2 Direct or Non-Direct Patient Care (6 credits)  
Elective Ambulatory Care PCMH

Site Preceptor: Nicole P. Albanese, PharmD, CDE, BCACP

Email: [npaolini@buffalo.edu](mailto:npaolini@buffalo.edu) or [npaolini@buffalomedicalgroup.com](mailto:npaolini@buffalomedicalgroup.com)

Phone: 716.857.8771

### **OVERVIEW**

Students will be exposed to the Pharmacists role in population management in a Patient Centered Medical Home (PCMH).

### **GOALS**

1. Examine the role of population management on chronic disease outcomes like hyperlipidemia, diabetes, and hypertension.
2. Examine the role of formulary management and the economic impact on day-to-day drug therapy decisions.
3. Act as the conduit between patients and physicians to promote safe, effective and cost-beneficial drug therapy.
4. Improve drug information skills in a fast paced environment.

### **DESCRIPTION OF PROJECTS**

During this rotation, you will be working on the following longitudinal projects:

1. Medication Reconciliation post-Hospital Discharge
  - a. Buffalo Medical Group patients who were recently discharged from the hospital get a phone call from a Pharmacy Team Member to answer any drug related questions and ensure appropriate drug therapy.
2. Medication Therapy Management
  - a. As a member of the Primary Connections team, BMG works closely with Independent Health to promote Medication Therapy Management in a clinically safe and effective, as well as cost-effective manner.
  - b. Quality Improvement Projects aimed at improving HEDIS measures as well as STAR ratings.
3. Program Metrics
4. PCMH Research
  - a. The student may have the opportunity to work on an on-going research project

# BUFFALO MEDICAL GROUP, P.C. LONGITUDINAL EXPERIENCE

Nicole P. Albanese, PharmD, CDCES, BCACP  
Michael Burns, PharmD



Why spend 12  
weeks at BMG?



Mondays...



Tuesdays...



Wednesdays...



Thursdays...



Fridays...



Every day you have...Buffal♥ve



If that wasn't enough to win you over...



Seriously...

- 12 weeks
  - Satisfies your CORE Ambulatory Patient Care requirements and 1 elective (patient care)
- GREAT preparation for [residency](#)
- GREAT if you want to learn more about [diabetes](#)
- GREAT if you want to work in an [outpatient setting](#)
- GREAT if you want to make an [impact with patients](#)

### What will you do for 12 weeks?

- Patient Care
  - One-on-one counseling/education (in person)
  - Telephone follow-up
  - Design drug therapy regimens
  - Monitor and manage insulin therapy
  - CMRs
  - Adherence/Motivational Interviewing
  - Outcomes tracking
  - MTM

### What will you do for 12 weeks?

- Practical Drug Information
- Journal Club
- Disease topic discussions
- Quality Improvement Projects
  - PCMH - High Cost High Utilization patients
  - CPC+ and MIPS
  - HEDIS
  - Independent Health
    - Adherence
    - Diabetics not on a statin
    - CMRs

# BUFFALO MEDICAL GROUP, P.C. LONGITUDINAL EXPERIENCE

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