



## **LINKING WITH COMMUNITY PHARMACISTS TO IMPROVE HYPERTENSION MANAGEMENT**

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The role of the pharmacist has expanded beyond just dispensing medications and is evolving into active participation in chronic disease management as part of team-based care. The evidence is strong that when pharmacists are members of the health-care team, outcomes related to preventing or managing chronic disease (e.g., blood pressure, blood glucose, cholesterol, obesity, smoking cessation) and medication adherence improve. Community pharmacists can extend the health-care team to the local community, providing patients with the resources and care they need. Be There San Diego recommends health systems and organizations explore opportunities to link with community pharmacists to improve hypertension control based on the following framework.

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### **Recommendations for Linking with Community Pharmacists to Improve Hypertension Management**

Patients have regular interactions with community-based pharmacists who may be trained to provide patient self-management (PSM) and/or medication therapy management (MTM) services. Patients with hypertension, who regularly fill prescriptions at their community pharmacy, can greatly improve their hypertension control with the support of a community pharmacist.

#### **Health Systems and Organizations Looking to Partner with Community Pharmacies to Provide PSM Services Should:**

- Identify one or more community pharmacies or pharmacists to provide PSM services for hypertension;
- PSM services could include medication counseling, adherence counseling, education on drug interactions and assessment of medication side effects;
- When possible, encourage pharmacists to communicate to the primary care provider any difficulties the patient is having with medication side effects or poor medication adherence
  - Ideally, documentation of the patient's visit should be sent from the pharmacist to the primary care provider electronically and securely, such as through a health information exchange; and
- When possible, encourage pharmacists to use available informatics tools to identify patients and evaluate outcomes.

#### **Health Systems and Organizations Looking to Partner with Community Pharmacies to Provide Medication Therapy Management (MTM) Should:**

- Identify community pharmacists trained to provide MTM services for hypertension
- Use the LINKAGE framework outlined by the CDC for initiating collaboration between community based pharmacists and physicians (<https://www.cdc.gov/dhdsp/pubs/docs/cclpharmacy-guide.pdf>)
- Develop a plan for collaborative action between the pharmacy and primary care provider, including provisions for bidirectional communication and delineation of roles and responsibilities
- Enter into a collaborative practice agreement between the physician and pharmacist (<https://www.cdc.gov/dhdsp/pubs/docs/CPA-Team-Based-Care.pdf>)
- Use available informatics tools to identify patients and evaluate outcomes