

Business Outcomes and Capabilities

GFD 2.0 Phase 2

Project Introduction

GFD 2.0 Phase 2 will continue to enhance the GFD 2.0 foundation that was built in MVP by increasing full GFD functionality in the prescription fulfillment process. GFD data must be stored in EDW in order to be compliant with the DEA and prescription retention regulations. The MVP data retention goal of GFD data stored in Data Guard will be updated to EDW. The Audit Board of Pharmacy report must include the GFD Review task in order to document the full audit trail of the prescription. System automation of pieces of the GFD Review worksheet will assist the pharmacist in fulfilling his or her corresponding responsibility.

Business Outcomes (Value)

(This is the expected value to be delivered, this can be business or financial improvements)

Outcome	Description
Data Retention	EDW will allow for GFD reporting chain wide with transparency into all store level GFD data resulting in better identification of trends
Increased Patient Safety	Prevents dispensing of dangerous drug combinations and allows team members to make efficient clinical determinations
Compliance	Walgreens compliance to DEA requirements and subpoenas for data

Prioritized Capabilities (Epics)

(This is a list of features the project is expected to enable, listed in business priority. If there is an MVP, flag the capabilities that are part of MVP. Add Columns for System and Process as required)

Required Priority#	Capability
1	All GFD Data and records in IC+ must be housed/stored in EDW by 12/31/2020 to prevent GFD Data from being purged.
2	The Audit Board of Pharmacy Report (ABOP) must display the user name, date/time, and location (Store Number) of each GFD Review Worksheet.
3	Target Drugs must be able to be excluded from a required TD-GFD worksheet if the quantity or days supply is lower than a configurable threshold.

	As an example – if Hydrocodone is a TD-GFD required drug, the worksheet would not be required if the Days supply is less than 8 days or if the total quantity dispensed is less than 30 tablets.
4	Enhancements/fixes that were deferred from pilot
5	The MME Value for each GFD Prescription must be calculated, and displayed automatically by IC+ on the GFD Worksheet.
6	The prescription information section of the GFD Review worksheet must display and populate the Prescriber Specialty Field.
7	A rules engine that turns on/off red flags and CRDs must automatically populate for the Pharmacy user on the GFD Review worksheet, eg. geographic distance
8	High Risk medications (eg. cocktails) are automatically identified from patient dispensing history and displayed within the GFD Info tab of patient profile in IC+. The High Risk medications must be configurable and maintained in CorpEd.
9	A Total MME Value trend displayed from the patient's history and populated within the GFD Info tab of the patient profile.
10	A Controlled Substance Dispense History button within GFD Info tab of patient profile must display a curated list of all Walgreens dispensed controlled substance medications for the patient (not just GFD target drugs)
11	The GFD Info tab of patient profile must include a Refusal Only filter that displays and populates only refused GFD worksheets in a list view.
12	The Pharmacy Team Member has the ability to create new annotations on the prescription image within the GFD Review Worksheet, and the annotations are saved and retained with the prescription.
13	The GFD Review worksheet must contain a Consultation button which places a CAP Block exception on the GFD prescription without having to close GFD worksheet during Product Review.
14	The GFD Review worksheet must contain a Create exception button which places a MSC exception on the GFD prescription without having to close GFD worksheet during Product Review.
15	The GFD Review Worksheet must auto trigger at data entry and product review for all compound prescriptions with a target gfd drug included in the prescription compound recipe.
16	Integrate NarxCare data on GFD Review Worksheet to provide patient-specific information so the Pharmacist can make efficient clinical determinations.
17	The GFD Review worksheet must display the saved Patient ID image from the GFD Info tab.

The enclosed material is proprietary to Walgreens.

Success Metrics

(This is list of success metrics defined by business to which project is measured and % of success is determined)

Metrics	Measure
EDW Stores GFD Data & Records for 10+1 years	100%

Current Customer/Team member Experience:

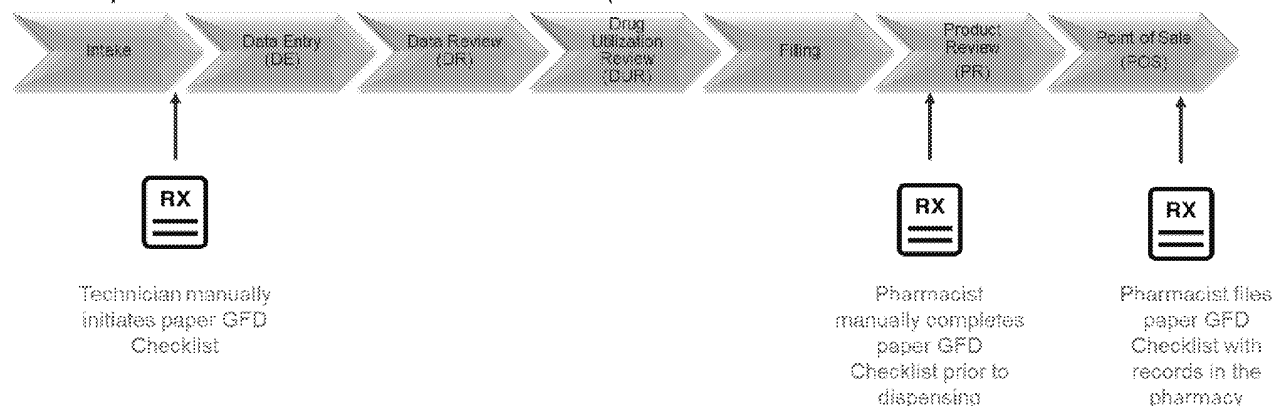
Customer Experience

Patient drops off prescription at pharmacy or prescription is received via another intake channel. Patient waits for the prescription to be filled and proceeds to check out/ point of sales process.

*There is no change in the current customer journey

Team Member Experience

Prescription Fulfillment Process with Manual Paper GFD Checklist

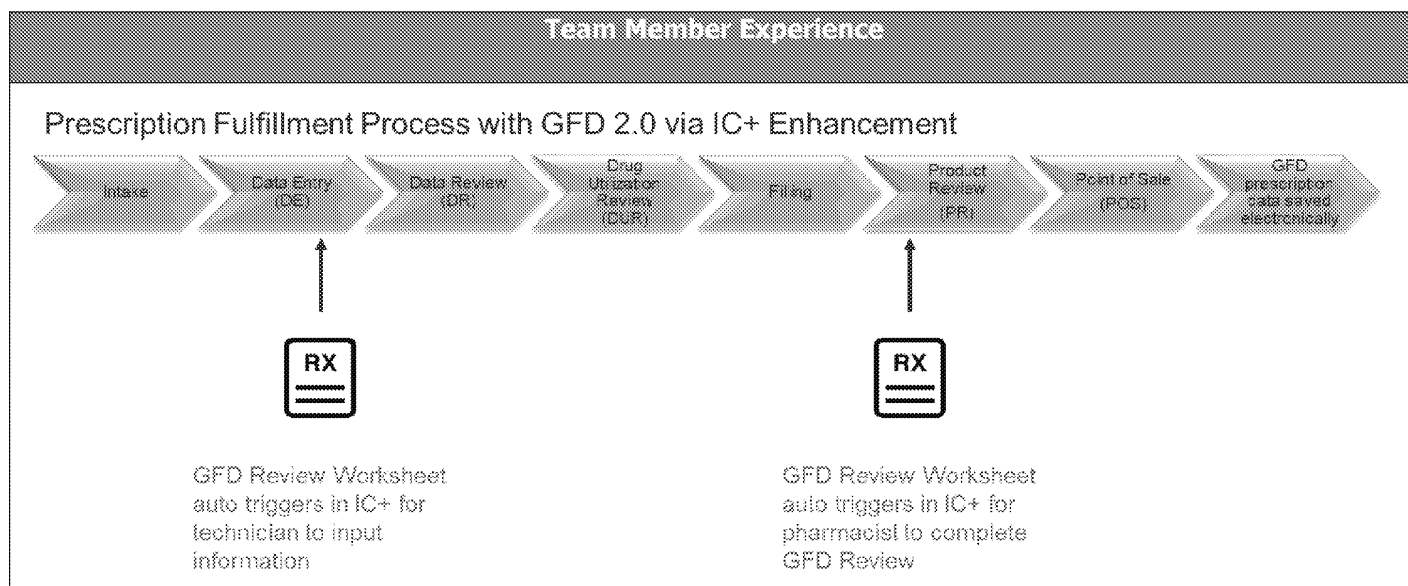


Future Customer/Team member Experience:

Customer Experience

Patient drops off prescription at pharmacy or prescription is received via another intake channel. Patient waits for the prescription to be filled and proceeds to check out/ point of sales process.

*There is no change in the current customer journey



Key Stakeholders

Core team members must be dedicated to work with the Scrum team daily at least 50% of their time and are empowered to make decisions on behalf of the project.

Leadership team members are part of a weekly or biweekly project update.

Roles and Responsibilities include SMEs and Approvers from all areas including Legal, Pharmacy Ops, Clinical, Quality, Adherence, Regulatory, etc.

Team Member	Team Core or Leader	Role	Responsibility (Approver/SME)
Cheryl Creek	Leader	Pharmacy Systems Director	Approver
Jon Arends	Leader	Business Owner	Approver/SME
Patricia Daughtery	Core	Pharmacy Integrity Manager	Approver/SME
Lacie Murphy	Core	Pharmacy Integrity Sr. BA	SME
Patty Zagami	Core	Legal	Approver/SME
Edward Bratton	Core	Pharmacy Integrity Manager	Approver/SME
Morayma Puent	Core	Pharmacy Systems Sr. BA	SME
Ericka Salisbury	Core	Pharmacy Systems BA	SME



GFD 2.0

Clinical GFD DUR

Jon Arends

April 2019

Member of Walgreens Boots Alliance

A new button will take team members directly to *Good Faith Dispensing Information* housed in the *Patient Profile*

Nice to Have

- Allows efficient viewing of GFD determination prior to data entry of prescriptions
 - Enables denial logging tied to a specific patient even if an Rx number is not created

TeamRx - [Patient Entry]

Application Patient Scan Utilities Window

Search By

☒ Phone Birthdate:

Name:

☐ Rx #: Refill Rx Register...

Store

Search Expand Srch

Central

Search Expand Srch

Selected Patient

Name: PATIENT, TEST Sex: M Information

Phone: Birthdate: 12/10/1979 Profile

Address: City: State: Start Scanning

Zip: Allergies: ON FILE Health Conditions: ON FILE Email: N **GFD Info**

Primary Plan: Rec#: Grp#:

Scanned Image(s): Promise Time: View Call Log

Scanning

Scanning for: Scan Count: Add Instructions Stop Scanning

Close

MPS MPS OK 9:16 AM

Walgreens Trusted since 1901™

The *GFD Info* tab displays a patient-centric summary of controlled substance dispensing history and information

TeamRx - [Patient Information - G Heman]

Application Patient Utilities Window

Greyskull X Heman Jr 02/02/1999 15 77798 Heman Rd (847) 420-9122

Gen Info Phone/Contact Info 3rd Pty Plans Sr Div Allergies Health Cond Addl Info Cmts **GFD Info**

California DRIVER LICENSE
DL 1234568 CLASS C
EXP 08/31/2014
LIC CARDHOLDER
ANYTOWN, CA 95818
DOB 08/31/1977
SEX F HT 5'05" WT 125 lb
EYES BRN
08/31/2009

NarxCare
Narcotic 845
Sedative 582
Stimulant 000
Overdose Risk Score 710 (range 0-800)

High Risk Medications 2
☐ Benzodiazepine
☒ Muscle Relaxants
☐ Methadone
☒ Oxycodone
☐ Hydromorphone
☒ Buprenorphine
☐ Other Opioid
☐ Amphetamines
 Total MME: 90

4 Previous GFD Worksheets ☒ Denials Only

Prescriber	Pbr Phone	Px Nbr	Drug	Date	View	Store	Comments
UGADI, UGADI R	(847) 527-4668	447800	ALPRAZOLAM 1MG TABLETS	4/4/19	View	12715	
UGADI, UGADI R	(847) 527-4668	447799	CHERATUSSIN AC SYRUP	3/12/19	View	15277	
UGADI, UGADI R	(847) 527-4668	447782	VICODIN ES 7.5-750MG TABLETS	1/15/19	View	15277	
UGADI, UGADI R	(847) 527-4668	447762	HYDROCODONE/ACETAMINOPH	12/8/18	View	10020	
TESTTIME, TESTTIME	(847) 527-5555	447760	LORABID 100MG/5ML SUSP 100	7/22/18	View	10020	

5 CS Disp History 6 GFD Denial View PDMP Save Cancel

JON NSJ CENT 7:43 AM

- 1 ID section enables team members to scan and view patient ID
- 2 High Risk medications are automatically identified from patient dispensing history
 - Help prevent dispensing of dangerous combinations

MVP

A patient-level landing page:

- Aggregates relevant information needed for Good Faith Dispensing evaluation
- Must always be available to all users of IC+/POWER
- High Risk Medications
 - Automatically displays previously dispensed medications for quick identification of potentially dangerous combinations
 - Displays Morphine Milligram Equivalents (MME) based on entire patient profile
 - List of target medications is configurable
- PDMP
 - Link or pathway to PDMP
 - In non-Appriss states, link directly to State-specific log-in page
- Log of previous GFD worksheets
 - Ability to filter and display only denials
 - Ability to view fill-level GFD worksheet from this window
- Medication History that is filtered to show only CS and other drugs of interest
 - Displayed drugs configurable
- Ability to create a GFD denial directly from this screen – without needing to go through Data Entry workflow
 - GFD denial must enable scanning of prescription image

Nice to Have

- Patient ID image Section
 - Allows scanning/capture of patient ID
- NarxCare integration Section

Walgreens Trusted since 1901™

3

WAGMDL01064505

HIGHLY CONFIDENTIAL

P-25753_00007

During Data Entry, Technicians have the ability to add information to the GFD Worksheet

TeamRx - [Prescription Entry - J Arends]

Application Patient Options Scan Details Utilities Window

Jon J Arends

Image

Annotations

Enlarge Image

Page 1 of 1

Rotate

Zoom

Save

Create New Rx... Ctrl+C

Third Party Authorization... Ctrl+T

Fill Preferences... Ctrl+F

Reprint Last Label

Register Prescriber... Shift+F11

Controlled Substance Info/Rx Serial #...

Rx Transfer Comments...

Close / Copy to Comp...

Open/Copy from Comp...

GFD Worksheet Ctrl+W

View Original Rx

Delete Rx

Image

Send To Alternate Location

Clinical Values

Change Manufacturer

Unit 1 (224) 226-6194

1 Pat 2 Pat 3 Pat 4 Pat 5 Pat 6 Pat

Information

Last Refill: 03/09/2012

METFORMIN 1000MG TABLETS

Manufacturer: MYLAN Orange Book: AB

Dir: 03/09/2013 DAW: N Substitute: ☐

Qty Disp: Qty Rem: 0

Is: TAKE 1 TABLET BY MOUTH TWICE DAILY

Apply: Refills: Refills Before: 03/09/2013

Phone: (847) 360-3000 Pbr ID: 1124073838 State: IL

er: THOMAS NEMICKAS

Payment Information

Type: CRW Fee: Copay:

Pay Code: 0 - No Product Selection Indicated

Cash Price:

Smart Script

Entering Ready Ready

Rx 1 Rx 2 Rx 3

Rx Comments History... Patient Cmts Fill Cancel

Patient prefers 90 day supply

Default Prescriber: ARTHUR TALLANT; DEA #: BT7456103; Phone: (512) 573-3517

JON NSJ CENT 7:46 AM

The new *GFD Review Worksheet* automatically summarizes and documents indisputable clinical justification for dispensing

GFD Review Worksheet

Jon Testing

12/10/1979

34 M

(847) 315-2501

200 Wilnot Road, Chicago, IL 606

Rx #:

633745

59393

Select

Walgreens

Name

Jon Testing

Address

300 Wilnot Road

Phone #

(847) 315-2501

Lyrica 50mg

i QD

#30 PRF

Dr. Jonah Hill

DEA/WSIP

CC4455110

Drug:

LYRICA 50MG CAPSULES

Generic For:

Directions:

TAKE ONE CAPSULE BY MOUTH EVERY DAY

Quantity:

30

Refills:

0

Qty Dispensed:

30

Refills Before:

10/09/2014

Name:

JONAH HILL

PBR DEA:

CC4455110

PBR NPI:

2526666666

Phone:

(847) 205-1625

State:

IL

California DRIVER LICENSE

DL 11234568

EXP 08/31/2014

CLASS C

END NONE

LN CARDHOLDER

FNIMA

250 24TH STREET

ANYTOWN, CA 9088

DOB 08/31/1977

RSTR NONE

08311977

VETERAN

SEX F

HGT 5'05"

WGT 135 LB

EYES BRN

DOB 08/31/1977

NarxCare

Narx Scores

Overdose Risk Score

Narcotic

845

Sedative

582

Stimulant

000

710

(range 0-999)

Prescription MME:

50

View PDMP

History...

Red Flags

Proximity/Location

Medical referral to specialist

High Risk Combination

Poly Pharmacy

Medical referral to specialist

Outside of Pbr Scope

NarxCare over 500

Increasing severity of cancer

Cash/Discount

Poly-Prescriber

Pat appears intoxicated

Clinical Justification

Naloxone Rx

Diagnosis: Cancer

Hospice

No Previous Denials

Pbr Clarification

3rd Party Insurance

ID on File

Notes:

Spoke with prescriber - patient is far from home due to specialty referral for metastatic cancer progression. Patient history shows naloxone counseling and dispensing within past 3 months

Update Rx...

Create Exception

Accept

Reject

Consult Req

MVP

A fill-level worksheet:

- Aggregates relevant information needed for Good Faith Dispensing evaluation
- Must always be presented to local pharmacist no matter where other portions of the workflow are completed
- Available for all CS prescriptions
 - Required for select prescriptions
 - Triggering must be configurable
 - For example: Drug, State, Patient, Prescriber, store pharmacy
- Triggered for all prescription fills (New and Refills)
 - For refills, previously entered information must be prepopulated
- Displayed with timing similar to current DUR
- Rx Information Section
 - Displays relevant information about the current prescription
 - Image, Data Entry info, Do Not Dispense Before Date, Rx MME
- PDMP
 - Link or pathway to PDMP
 - In non-Appriss states, link directly to State-specific log-in page
 - Tracking that the PDMP was accessed via the link
- Red Flags Section
 - Ability for Business to create ad-hoc red flags
 - MVP: Text entries that end users will manually select and resolve Must be resolved/dispositioned before continuing workflow
 - Some Red Flags must be a hard block and not resolvable
- Clinical Justification
 - Similar to Red flags – but positive indicators
 - Free text responses available for certain ones, but not all
 - Free text documentation for pharmacist comments
- Ability to create CAP block
- Ability to create exception (DUR) and resolve later

Nice to Have

- Patient ID image Section
- NarxCare integration Section
 - Different workflows driven by returned NarxCare scores
- Red Flags Section
 - New Red flags created by business rules or queries that automatically populate into the GFD worksheet if triggered
 - For example: If payment type is cash, then automatically select “Cash Prescription” Red Flag.
 - Automated identification and population of appropriate information
 - Rules triggered by information returned by NarxCare

Potential Rules

Red Flags:

- Previous GFD refusal
- First Refill
- Multiple Prescribers of Controlled Substances
- Multiple pharmacies dispensing CS
- Use of Cash or Discount Card payment method
- Patient address not able to be USPS standardized (probably due to bad data in Address field)
 - Distance calculations – between pharmacy, prescriber and patient
- Morphine Milligram Equivalent (MME) over threshold
- Length of time on therapy
 - Long term use of immediate release products
- Drug Combinations or Cocktails
 - Benzodiazepine + opioid + Muscle relaxant or Gabapentin
 - Amphetamines and opioids
 - Immediate release and Extended Release
- Prescriber scope of practice
- Early Refill
- Patient appears intoxicated

Clinical Justification:

- Patient ID on file
- No previous GFD refusal
- Indicator that PDMP viewed by RPh
- Use of Third Party Insurance
- Opioid Naïve or low MME
- Short duration of therapy
- Previously dispensed Naloxone
- Diagnosis/Health Conditions on inclusion list
- Appropriate Place of Service (Hospice)

Nice to Have

An optional
double
confirmation
step would
reinforce the
change in
mind-set with
pharmacists

Application Patient Utilities Window				WAIT 94Min 11:35 AM	E	F1 0	F4 5	CMD 12	TPR 0	PFL 4	MSC 0
				PAT 0 Calls		FILL 12	REV 0	WCB 16	DUR 1	OOS 1	STATS
				PER 0 Calls							
Greyskull X Heman Jr	02/02/1999	15	77798 Heman Rd	(847) 420-9122							
					LPst	2Pst	3Pst	4PA	5Paz	6Stor	

Good Faith Dispensing Review Worksheet Confirmation

Based on a clinical evaluation using my professional judgment, I feel there is sufficient documented justification to dispense this medication

PDMP Site Accessed: 04/10/2014

Pharmacist Initials:

JON	NSJ	CENT	7:43 AM
-----	-----	------	---------

Walgreens Trusted since 1901™

7

Nice to Have

An optional
workflow
would
streamline and
standardize
patient
counseling,
ensuring
essential
information is
conveyed

Application Patient Utilities Window				WAIT 94Min 11:35 AM	F1 0	F4 5	CMD 12	TPR 0	PFL 4	MSC 0
				PAT 0 Calls	FILL 12	REV 0	WCB 16	DUR 1	QOS 1	STATS
				PBR 0 Calls						
Greyskull X Heman Jr	02/02/1999	15	77798 Heman Rd	(847) 420-9122						
					1 Pat	2 Pat	3 Pat	4 Pat	5 Pat	6 Pat

Good Faith Dispensing Counseling Worksheet

☐ Patient ID Not on File; Scan ID before dispensing
☒ Offer Naloxone
☐ Opioid Naïve – Safe Medication Use Counseling
☐ Opioid Assessment – Chronic Use

Save

Cancel

JON	NSJ	CENT	7:43 AM
-----	-----	------	---------

Walgreens Trusted since 1901™

8

Appendix

GFD Review Worksheet				WAIT 450Min 6:23 PM	VM	F1 0	F4 5	CMD 29	TPR 0	PFL 4	MSC 7	
				PAT 0 Calls		FILL 215	REV 0	WCB 72	DUR 4	QOS 4	STATS	
				PBR 0 Calls								
Jon Testing				12/10/1979	34	M	(847) 315-2501	200 Wilmot Road, Chicago, IL 606				
Rx #: 633745 59393				Select								
				Drug: LYRICA 50MG CAPSULES								
				Generic For:								
				Directions: TAKE ONE CAPSULE BY MOUTH EVERY DAY								
				Quantity: 30		Refills: 0						
				Qty Dispensed: 30		Refills Before: 10/09/2014						
				Name: JONAH HILL								
				PBR DEA: CC4455110		PBR NPI: 2526666666						
				Phone: (847) 205-1625		State: IL						
				Prescription MME: 50								
						View PDMP		History...				
<div>Red Flags</div> <div><div><input checked="" type="checkbox"/> Proximity/Location</div><div><input type="checkbox"/> High Risk Combination</div><div><input checked="" type="checkbox"/> Poly Pharmacy</div><div><input type="checkbox"/> Outside of Pbr Scope</div><div><input checked="" type="checkbox"/> NarxCare over 500</div><div><input type="checkbox"/> Cash/Discount</div><div><input type="checkbox"/> Poly-Prescriber</div><div><input type="checkbox"/> Pat appears intoxicated</div></div> <div><div>Medical referral to specialist</div><div></div><div>Medical referral to specialist</div><div></div><div>Increasing severity of cancer</div><div></div><div></div><div></div><div></div></div>												

Clinical Justification

☒ Naloxone Rx

☒ Diagnosis: Cancer

☐ Hospice

☒ No Previous Denials

☒ Pbr Clarification

☒ 3rd Party Insurance

☒ ID on File

Notes:

Spoke with prescriber - patient is far from home due to specialty referral for metastatic cancer progression. Patient history shows naloxone counseling and dispensing within past 3 months

Update Rx...

Create Exception

Accept

Reject

Consult Req

Original
mockup

Greyskull X Heman Jr

02/02/1999

15

77798 Heman Rd

(847) 420-9122

71

47



Gen Info

Phone/Contact Info

3rd Pty Plans

Sr Div

Allergies

Health Cond

Addl Info

Cmts

GFD Info



NarxCare

Narx Scores		Overdose Risk Score
Narcotic	845	710 (range 0-999)
Sedative	582	
Stimulant	000	

[Explain these scores](#)

[Explain the overdose risk score](#)

Patient Comments

Last Updated:

11

Add Comment

Scan ID

High Risk Medications

- | | |
|--|---|
| <input type="checkbox"/> Benzodiazepine | <input type="checkbox"/> Hydromorphone |
| <input checked="" type="checkbox"/> Muscle Relaxants | <input checked="" type="checkbox"/> Buprenorphine |
| <input type="checkbox"/> Methadone | <input type="checkbox"/> Other Opioid |
| <input type="checkbox"/> Oxycodone | <input type="checkbox"/> Amphetamines |

Total MME:

90

Prescriber	Pbr Phone	Rx Nbr	Drug	Date	View	Store	Comments
UGADI , UGADI R	(847) 527-4668	447800	ALPRAZOLAM 1MG TABLETS	4/4/19	View	12715	
UGADI , UGADI R	(847) 527-4668	447799	CHERATUSSIN AC SYRUP	3/12/19	View	15277	
UGADI , UGADI R	(847) 527-4668	447782	VICODIN ES 7.5-750MG TABLETS	1/15/19	View	15277	
UGADI , UGADI R	(847) 527-4668	447762	HYDROCODONE/ACETAMINOPH	12/8/18	View	10020	
TESTTIME , TESTTIME	(847) 527-5555	447760	LORABID 100MG/5ML SUSP 100	7/22/18	View	10020	

CS Disp History

GFD Denial

[View PDMP](#)

Save

Cancel

JON

NSJ

CENT

7:43 AM

Application Patient Utilities Window				WAIT 94Min 11:35 AM		F1 0 F4 5		CMD 12 TPR 0 PFL 4 MSC 0	
		PAT 0 Calls		FILL 12		REV 0		WCB 16 DUR 1 OOS 1 STATS	
FBR 0 Calls									
Greyskull X Heman Jr		02/02/1999		15		77798 Heman Rd		(847) 420-9122	
LPat		2Pat		3Pat		4Pat		5Pat 6Pat	

Good Faith Dispensing Review Worksheet Confirmation

.

Based on a clinical evaluation using my professional judgment, I feel there is sufficient documented justification to dispense this medication

PDMP Site Accessed: 04/10/2014

Pharmacist Initials:

Save Cancel

				JON		NSJ		CENT		7:43 AM	
--	--	--	--	-----	--	-----	--	------	--	---------	--

Original
mockup

Application Patient Utilities Window				WAIT 94Min 11:35 AM		F1 0 F4 5		CMD 12 TPR 0 PFL 4 MSC 0	
PAT 0 Calls		FILL 12		REV 0		WCB 16		DUR 1 OOS 1 STATS	
PBR 0 Calls									
Greyskull X Heman Jr				02/02/1999		15		77798 Heman Rd	
								(847) 420-9122	
LPat		2Pat		3Pat		4Pat		5Pat	
6Pat		7Pat		8Pat		9Pat		10Pat	

Good Faith Dispensing Counseling Worksheet

☐ Patient ID Not on File; Scan ID before dispensing

☒ Offer Naloxone

☐ Opioid Naïve – Safe Medication Use Counseling

☐ Opioid Assessment – Chronic Use

Save

Cancel

				JON		NSJ		CENT		7:43 AM	
--	--	--	--	-----	--	-----	--	------	--	---------	--

Original
mockup

RED FLAG VERIFICATION - RX# 888199

1 QUESTIONNAIRE

Verification:	Yes	No
Are warning signs present with patient or prescription?	<input type="checkbox"/>	<input type="checkbox"/>
Is the patient known?	<input type="checkbox"/>	<input type="checkbox"/>
Was the identification recorded?	<input type="checkbox"/>	<input type="checkbox"/>
Does the prescription validate?	<input type="checkbox"/>	<input type="checkbox"/>
Was the prescriber contacted?	<input type="checkbox"/>	<input type="checkbox"/>
Was the patient/prescriber relationship validated?	<input type="checkbox"/>	<input type="checkbox"/>
Was the patient's med history reviewed?	<input type="checkbox"/>	<input type="checkbox"/>
Was PMP reviewed if applicable?	<input type="checkbox"/>	<input type="checkbox"/>
comment:		

Example of system-enforced documentation