

Pharmacist Primary Care Certificate Training Program **University of Tennessee Health Science Center College of Pharmacy**

Program Overview:

The University of Tennessee Health Science Center College of Pharmacy (UTHSC COP) Office of Continuing Professional Development is excited to offer the ninth cohort of the Pharmacist Primary Care Certificate Training Program, beginning August 18, 2025. As the role of the pharmacist continues to expand and evolve, this program aims to prepare pharmacists to engage in direct patient care and develop the skills and expertise necessary to succeed in the outpatient primary care setting and be more competitive in the job market.

This ACPE-accredited program includes 30 hours of didactic and experiential training over the course of 12 weeks, which will count for 30 hours of continuing pharmacy education (CPE). Of those 30 hours, 20 hours will be dedicated to didactic learning and will be offered via web-based home study modules. The remaining 10 hours will consist of experiential learning that will be gained through hands-on, practical skills application and simulation. A critical component of the program is our clinical care coaches, who are pharmacists practicing in a primary care setting and will serve as program mentors. Scheduled mentorship meetings will be determined based on days/hours that work best for the learner and coach.

Upon completion of the program in full, including all online modules and live simulation activities, participants will receive a certificate and badge of completion. No partial credit will be awarded.

Certificate Expectations:

The following guidelines are intended to create a comfortable and productive learning environment throughout the program.

The learner can expect the program directors and clinical coaches to:

- Provide prompt access to program materials
- Be accessible throughout the learner's enrollment in the program
- Answer questions and provide guidance, when possible

The program directors and clinical coaches can expect the learner to:

- Complete program modules in a timely fashion
- Spend an adequate amount of time on the program each week, making an effort to learn and complete modules and cases
- Seek help when appropriate

Clinical Faculty Support Team:

Drew Armstrong, Pharm.D., BCACP, AAHIVP
Ambulatory Care Clinical Pharmacist
Regional One Health

Hamilton Borden, Pharm.D., MBA
Blount Discount Pharmacy

Jennifer Campbell, Pharm.D., CDCES
Ambulatory Care Clinical Pharmacist
Regional One Health

Ashley Ellis, Pharm.D., MBA, CDECS
Assistant Dean for Strategic Partnerships and Innovation, UTHSC College of Pharmacy
Director for Practice Innovation, Tennessee Population Health Consortium

Sarah Eudaley, Pharm.D., BCPS
Education Coordinator
Society of Infectious Diseases Pharmacists

Shannon Finks, Pharm.D., FCCP, BCPS, BCCP, ASHCP-CHC
President, Owner, Director of Clinical Pharmacy Services, ZüpMed
Professor, UTHSC College of Pharmacy

Christa George, Pharm.D., BCACP, CDCES
Ambulatory Care Clinical Pharmacist, Methodist University Hospital Specialty Clinic
Associate Professor, UTHSC College of Pharmacy

Jonathan Hughes, Pharm.D., BCACP
Ambulatory Care Pharmacy Manager, Ascension Medical Group
Ambulatory Care Clinical Pharmacist Specialist, Saint Louis Family Medicine Center

Kajal Jain, Pharm.D., BCACP
Ambulatory Care Specialty Pharmacist
Yale New Haven Health System

Joel Marrs, Pharm.D., M.P.H., BCACP, BCCP, BCPS, FAHA, FASHP, FCCP, FNLA
Professor and Coordinator of Clinical Outreach
UTHSC College of Pharmacy

Tara Moore, Pharm.D.
Owner, Moore Wellness, LLC

Kelly Walls, Pharm.D.
Ambulatory Care Clinical Pharmacist
Primary Care Specialists, Regional One Health

James Wheeler, Pharm.D., BCPS
Associate Dean, Knoxville Campus
UTHSC College of Pharmacy

Kelsea Woolfolk, Pharm.D., BCPS, BCACP
Ambulatory Care Clinical Pharmacy Specialist
Yale New Haven Health System

Certificate Learning Experiences:

The UTHSC COP Pharmacist Primary Care Certificate Training Program consists of both didactic and experiential learning over the course of 12 weeks.

Didactic Home Study:

- 20 hours total (2 hours of learning per weekly module)
- Module topics:
 - Collaborative Practice Agreement
 - Billing and Reimbursement
 - Medication Management
 - Communication and Teamwork
 - Hypertension
 - Dyslipidemia
 - Diabetes
 - Anticoagulation
 - Chronic Lung Disease
 - Acute Outpatient Care
- The 10 asynchronous home-study modules each contain the following which were developed by designated pharmacist content experts:
 - Lecture recording (1 hour)
 - Supplemental learning materials (1 hour)
 - 4-6 case studies

Experiential Learning/Simulation:

- 10 hours total integrated across the 12-week program

Course Materials:

Upon enrollment in the program, the program directors will provide you access to the Canvas online Pharmacist Primary Care Certificate Training Program modules. You will receive your own Canvas username and login to be able to access program materials.

Course Schedule:

<u>Week</u>	<u>Learning Activities</u>	<u>Learning Objectives</u>
Week 1 (Aug 18-22)	Home study module: COLLABORATIVE PRACTICE AGREEMENT	<ol style="list-style-type: none">1. Outline the elements of a collaborative practice agreement.2. Discuss the role of collaborative practice agreements in the outpatient primary care setting.3. Identify and utilize resources available to pharmacists considering creating a collaborative practice agreement.

		<ol style="list-style-type: none"> 4. Devise how to incorporate one lesson on collaboration in health care into your clinical practice when developing, or providing services via, a collaborative practice agreement. 5. Formulate communication (email, face-to-face, or telephone) to a health care provider, citing primary literature, proposing a partnership via a collaborative practice agreement. 6. Develop a formulary of the categories of drugs and/or services authorized within a collaborative practice agreement for use within an outpatient primary care setting.
Week 2 (Aug 25-29)	Home study module: BILLING AND REIMBURSEMENT	<ol style="list-style-type: none"> 1. Define general terms associated with medical coding and billing. 2. Explain the relationship between coding, billing and reimbursement. 3. Identify opportunities to code healthcare actions/interventions for billing and reimbursement. 4. Execute a “coding mindset” for efficient billing and maximum reimbursement.
Week 3 (Sept 1-5)	Home study module: MEDICATION MANAGEMENT	<ol style="list-style-type: none"> 1. Name workflow processes that allow pharmacists to be more efficient in dispensing. 2. Identify the financial impact of quality initiatives. 3. Describe how pharmacist provided patient care can be used to improve quality initiatives through medication management. 4. Cite the functions of eCare plans. 5. Compare and contrast Comprehensive Medication Management (CMM) and Medication Therapy Management (MTM). 6. Demonstrate the pharmacist’s role in CMM. 7. Review and manage patients’ medication/health profiles and provide evidence-based recommendations and counseling as needed. 8. Document CMM encounters appropriately. 9. Propose billing/reimbursement strategies for medication management services.
Week 4 (Sept 8-12)	Home study module: COMMUNICATION AND TEAMWORK	<ol style="list-style-type: none"> 1. Define the pharmacist’s role in the outpatient primary care setting within a multi-disciplinary team. 2. Identify key stakeholders from management and the primary care team to establish pharmacist services. 3. Describe and implement current best practices for documenting pharmacist visits and interventions in the patient electronic medical record. 4. Outline and implement essential communication strategies for working with healthcare members of the multi-disciplinary team. 5. List and defend justifications for the addition of pharmacist ambulatory care services within an established outpatient primary care office. 6. Employ patient-centered communication skills (e.g., motivational interviewing) when interacting with patients.
Week 5 (Sept 15-19)	<p>Simulation activity: MEDICATION MANAGEMENT</p> <p>*Date offered: 30-minute time slot on Sept 18 between 1-5pm CST</p> <p><i>Week 1-4 modules must be completed prior to participating</i></p>	<ol style="list-style-type: none"> 1. Review/manage a patient’s medication profile and assess for medication-related problems. 2. Provide evidence-based therapeutic recommendations/interventions as needed during a comprehensive medication review (CMR). 3. Use appropriate patient-centered communication skills when performing a CMR with a patient. 4. Appropriately document and bill for a CMR encounter.

Week 6 (Sept 22-26)	Home study module: HYPERTENSION	<ol style="list-style-type: none"> 5. Define the significance of uncontrolled hypertension. 6. Recommend lifestyle strategies for hypertension control. 7. Recommend evidenced-based drug selection for hypertension control. 8. Demonstrate opportunities for hypertension management by pharmacists in outpatient settings.
Week 7 (Sept 29- Oct 3)	Home study module: DYSLIPIDEMIA	<ol style="list-style-type: none"> 1. Outline recent evidence-based updates in atherosclerotic cardiovascular disease (ASCVD) risk reduction and cholesterol management. 2. Describe recommendations for appropriate use of non-statin therapies based on recommendations from authoritative national organizations. 3. Compare and contrast the safety and efficacy of lipid-lowering agents. 4. Propose appropriate lipid-lowering therapy based on a patient case. 5. Describe quality measures that impact primary care reimbursement related to dyslipidemia management.
Week 8 (Oct 6-10)	Home study module: DIABETES	<ol style="list-style-type: none"> 1. Describe the pathophysiology and diagnosis of type 1 and type 2 diabetes mellitus. 2. Describe the treatment of diabetes mellitus. 3. Create an evidence-based care and education plan for patients with diabetes mellitus. 4. Demonstrate the role of the pharmacist in the provision diabetes care and education to patients in the primary care environment.
Week 9 (Oct 13-17)	Home study module: ANTICOAGULATION	<ol style="list-style-type: none"> 1. Comply with evidence-based guidelines and other available resources for safe and effective use of anticoagulants in the ambulatory care setting. 2. Detect differences in pharmacology, pharmacokinetics, and indications for oral (warfarin, rivaroxaban, apixaban, dabigatran, edoxaban) and parenteral (enoxaparin, fondaparinux, unfractionated heparin) anticoagulants used in the ambulatory setting. 3. Formulate a safe and effective medication plan for a patient receiving warfarin when the INR is sub- or supra-therapeutic. 4. Design a safe and effective anticoagulant regimen (including drug, dose, route, frequency, duration) when considering patient-specific factors. 5. Manage advantages and disadvantages of warfarin, direct-acting oral anticoagulants (DOACs), and parenteral anticoagulants when treating patients in the ambulatory setting.
	<p>Simulation activity: TRIAGE AND TREAT</p> <p>*Date offered: 30-minute time slot on Oct 16 between 1-5pm CST</p> <p><i>Week 5-8 modules must be completed prior to participating</i></p>	<ol style="list-style-type: none"> 1. Triage a primary care patient and use effective problem-solving skills to prioritize the patient's health-related problems and needs. 2. Recommend an evidence-based therapeutic plan following triage in the primary care setting. 3. Provide appropriate and patient-centered pharmacologic and non-pharmacologic counseling when communicating therapeutic recommendations to a patient. 4. Accurately and efficiently document and bill for primary care services provided.

<p>Week 10 (Oct 20-24)</p>	<p>Home study module: CHRONIC LUNG DISEASE</p>	<ol style="list-style-type: none"> 1. Describe the pharmacist’s role in managing patients with chronic pulmonary diseases in the ambulatory setting. 2. Compare and contrast medications utilized to treat common pulmonary diseases in the ambulatory setting and characteristics of these medications that may make them ideal for an individual patient. 3. Identify common challenges in managing patients with chronic pulmonary diseases in the ambulatory care setting and devise a plan to overcome these challenges. 4. Formulate a pharmacotherapy care plan for a patient with chronic pulmonary diseases including treatment, education, and documentation. 5. Develop a database of resources utilized to manage patients with chronic pulmonary diseases. 6. Prepare a plan for integrating into a healthcare team managing patients with chronic pulmonary diseases.
<p>Week 11 (Oct 27-31)</p>	<p>Home study module: ACUTE OUTPATIENT CARE</p>	<ol style="list-style-type: none"> 1. Demonstrate how pharmacists can create a viable primary care business model. 2. Identify point-of-care testing (POCT) requirements including what training is needed prior to establishing these services (CLIA, OSHA) 3. Identify what tests are most often utilized in primary care for influenza, strep, and COVID-19 (setting up POC system) 4. Formulate appropriate clinical recommendations based on POCT results (including labs, counseling, pharmacologic and non-pharmacologic, quarantine, etc.). 5. Apply critical thinking skills and provide evidence-based patient counseling using appropriate communication skills (including debunking misinformation patients may have received).
<p>Week 12 (Nov 3-7)</p>	<p>Simulation activity: TRIAGE AND TREAT</p> <p>*Date offered: 30-minute time slot on Nov 3 between 1-5pm CST</p> <p><i>Week 9-11 modules must be completed prior to participating</i></p>	<ol style="list-style-type: none"> 1. Triage a primary care patient and use effective problem-solving skills to prioritize the patient’s health-related problems and needs. 2. Recommend an evidence-based therapeutic plan following triage in the primary care setting. 3. Provide appropriate and patient-centered pharmacologic and non-pharmacologic counseling when communicating therapeutic recommendations to a patient. 4. Accurately and efficiently document and bill for primary care services provided.
	<p>Simulation activity: CPA PITCH TO PROVIDER PANEL</p> <p>*Date offered: 30-minute time slot on Nov 5 between 6-8pm CST</p>	<ol style="list-style-type: none"> 1. Design a collaborative practice agreement (CPA) for use within an outpatient primary care setting. 2. Develop a formulary of the categories of drugs and/or services authorized within your CPA. 3. Cite primary literature when proposing a partnership via a CPA. 4. Pitch/present a CPA to a provider panel using effective communication skills.

*The simulation component of this certificate program is required. Please ensure you are available during one of the time slots offered per simulation activity prior to committing to the program.

Learner Assessment:

Learners will be assessed based on their completion of all 10 home study modules (including each module's learning assessment) and passing of all 4 simulation activities, which will be assessed via the simulation scoring rubric.

Program Tuition: \$2,000

There are no refunds for the Pharmacist Primary Care Certificate Training Program. If you are interested in a payment plan, please email the program directors. The payment plan will consist of 2 installments of \$1,000: the first due at time of enrollment, and the second due at the start of Week 6. If timely payment is not received, the program directors reserve the right to suspend access to the Pharmacist Primary Care Certificate Training Program.

Questions/Contact:

For questions about enrollment, CE credit, or other logistics, please reach out to the Program Administrative Assistant:

Nikki Bozarth, BS, CAP

Senior Conference Specialist
Office of Continuing Professional Development
University of Tennessee Health Science Center College of Pharmacy
1924 Alcoa Hwy, Box 117
Knoxville, TN 37920
865-974-6605
sbozarth@uthsc.edu

For other questions about the certificate program please contact the Program Director:

Kelsey D. Frederick, Pharm.D.

Office of Continuing Professional Development
Assistant Professor, Department of Clinical Pharmacy and Translational Science
University of Tennessee Health Science Center College of Pharmacy
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You may expect a response within 48 business hours. Do not expect a reply during weekends or University closing dates.

Program Dishonesty:

Receiving help from another learner or any other person to complete module assessments or any other program work is prohibited. Learners found in violation of this policy may not be eligible for the program certificate of completion.

Program Evaluations:

Evaluations measure achievement of the program objectives and faculty performance. The data collected are used to ensure the integrity of the program and improve educational experiences in the program. Learners will receive an online evaluation of program directors, program materials, and experience in the program overall upon completion of program.

Continuing Education Information:



The University of Tennessee Health Science Center (UTHSC) College of Pharmacy is accredited by the Accreditation Council for Pharmacy Education (ACPE) as a provider of continuing pharmacy education. Successful completion of these certificate-based activities will provide 30 hours of CPE credit. Successfully completing the activity and receiving credit includes: 1) reading the learning objectives and faculty disclosures; 2) participating in the educational activity in full, including reviewing content of each of the 10 modules and learning assessments as described above; 3) evaluating the activity; and 4) completing all self-assessment instruments and CE credit submission form. CE credit will be submitted to the NABP CPE Monitor within 30 days. It is recommended that you check your NABP CPE Monitor e-profile database 30 days after the completion of any CE activity to ensure that your credits are posted.

NABP e-Profile ID Number:

Pharmacists with questions regarding their NABP e-Profile or CPE Monitor should refer to the FAQ section on the NABP website: <https://nabp.pharmacy/cpe-monitor-service/cpe-monitor-faqs/>. To receive credit for your participation in this activity, all pharmacists must include their correct NABP e-Profile ID number, along with their month and date of birth. If incorrect information is provided, this will result in “rejected” status from the CPE Monitor. It is the responsibility of the participant to notify UTHSC College of Pharmacy (within the 60-day submission timeframe) of their corrected information. Otherwise, the completed CE will not be accepted by the CPE Monitor. Please allow up to 30 days for your credit to appear on CPE Monitor.

- Type of Activity: Certificate
- Universal Activity Number (UAN): 0064-0000-24-240-B01-P

Full Disclosure Policy Affecting CPE Activities:

As an accredited provider by the ACPE, it is the policy of UTHSC College of Pharmacy to require the disclosure of the existence of any significant financial interest or any other relationship a faculty member or a sponsor has with the manufacturer(s) of any commercial product(s) discussed in an educational presentation. The Course Director and Participating Faculty reported the following:

- Tara Moore owns stock in Abbott Laboratories and her husband is a Senior Sales Representative for Takeda Pharmaceuticals.

How to Earn Credit:

Participants must complete the activity as described above in the Credit Designation Statement.

In accordance with ACPE Criteria for Quality, participants are advised that authors in this CPE activity may include reference(s) to unlabeled, unapproved, or investigational uses of therapeutic agents or biomedical devices. The presenters will inform the learner when they discuss or reference an unapproved, unlabeled, or investigational use of a therapeutic agent or biomedical device.

Disclaimer Statement:

The opinions and recommendations expressed by faculty and other experts whose input is included in this activity are their own. This activity is produced for educational purposes only. Use of the UTHSC College of Pharmacy name implies review of educational format, design, and approach. Please review the complete prescribing information of specific drugs or combinations of drugs, including indications, contraindications, warnings, and adverse effects, before administering pharmacologic therapy to patients.

How to Enroll:

Interested learners may enroll in the program via our online portal by August 18, 2025:
www.uthsc.edu/pharmacy/ce

Grievance Policy:

A participant, sponsor, faculty member or other individual wanting to file a grievance with respect to any aspect of an activity provided or co-provided by the UTHSC College of Pharmacy may contact the Associate Dean and Director of Continuing Professional Development, James Wheeler, by email jwheele4@uthsc.edu or by phone 865-974-6605. The grievance will be reviewed, and a response will be returned within 45 days of receiving the written statement. If not satisfied, you may appeal your grievance to the Dean of the College of Pharmacy for a second level of review.

Required Computer Hardware/Software:

Please ensure the computer you plan to use meets the following requirements:

- Operating System: Windows or Macintosh
- Supported Browsers: Microsoft Internet Explorer, Firefox, Google Chrome, Safari and Opera
- Most importantly, an Internet connection