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NCPDP Foundation Shares Insights From a Completed Study Focused on Pharmacy Interoperability

Key challenges to pharmacy interoperability are defined and action steps are proposed in this pharmacy interoperability assessment produced by Point-of-Care Partners (POCP). Based on interviews with industry stakeholders and market research, these findings are the cornerstone for moving the healthcare industry beyond discussion to constructive collaboration. The NCPDP Foundation funded this white paper with major contribution from the Surescripts Founders Gift Donor Fund and additional support from the GoodRx and First Databank, Inc. Founders Gift Donor Funds.

SCOTTSDALE, AZ, NOVEMBER 15, 2024 – The results from a study on the current state of pharmacy interoperability are providing guidance to industry leaders on actionable steps to ensure technology supports the evolving role of the pharmacist in improving patient care.

Researcher [Point-of-Care Partners \(POCP\)](#) based its takeaways and recommendations on interviews with leaders across the industry, including technology vendors, Health Information Exchanges (HIEs) and Qualified Health Information Networks (QHINs), pharmacies, and industry associations. The current landscape within community pharmacies, chain pharmacies, and specialty pharmacies was assessed.

One central finding was the criticality of pharmacy representation in interoperability initiatives happening throughout the healthcare industry—making sure this sector’s unique needs and contributions are addressed. The study defines:

- **Ten key factors impacting the future of pharmacy interoperability.** These included interest in newer technologies like Fast Healthcare Interoperability Resources (FHIR), as well as challenges such as the need for reimbursement models and financial incentives to support pharmacies providing clinical services.
- **Nine recommendations for the industry to consider, with action steps and expected outcomes.** Two of particular interest to the NCPDP Foundation are developing a dual-path strategy for pharmacy data exchange and defining the core set of data elements that should be exchanged between pharmacies and providers.

The NCPDP Foundation funded this study with the goal of clearly defining interoperability challenges and building recommendations to address them, both for the industry as a whole and for the development or enhancement of NCPDP Standards.

“At the heart of grant funding is the opportunity to identify enhanced pharmacy engagement,” said J.W. Hill, MBAHCM, Executive Director of the NCPDP Foundation. “Surescripts has played a very important role

over the last two years in advancing NCPDP Foundation initiatives that support pharmacist-provided patient care services and the need for standardized data to be readily available and documented bi-directionally. This white paper is a pivotal step in identifying opportunities for improved interoperability and the active engagement of pharmacists as part of the patient’s care team.”

Additional results from the study are available on the [NCPDP Foundation](#) website.

"Pharmacy is evolving as a vital setting for patient care, and interoperability is central to ensuring that pharmacists have access to the right clinical information when they need it. It's equally essential that pharmacists can contribute to a patient’s record, allowing payers to identify and fill care gaps while supporting consistent and timely reimbursement for clinical services,” said Kim Boyd, Senior Consultant & Regulatory Resource Center Lead at Point-of-Care Partners (POCP) “At POCP, pharmacy interoperability is a key strategic pillar—and it’s a personal passion of mine. We're grateful for the support of the NCPDP Foundation in this endeavor, and we hope this white paper serves as a powerful advocate for NCPDP Standards to advance pharmacy interoperability."

This grant was made possible with support from the [Surescripts](#) Role and Value of the Pharmacist Founders Gift Donor Fund, the [GoodRx](#) Access to Care Founders Gift Donor Fund, the [FDB](#) Patient Safety Founders Gift Donor Fund, and the NCPDP Foundation General Grant Fund.

About the NCPDP Foundation

The NCPDP Foundation collaborates with organizations and individuals to support research initiatives that improve data sharing throughout the healthcare ecosystem, removing obstacles to quality care for patients, with a focus on pharmacy interoperability. The NCPDP Foundation is a 501(c)(3) nonprofit charitable organization headquartered in Scottsdale, Arizona.

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