As part of the Learning Collaborative, the Virginia Department of Health (VDH), Virginia Pharmacist Association (VPhA), and Health Quality Innovators (HQI) formed a partnership with Riverside Health System including:

- four hospitals,
- seven primary care practices, and
- two community pharmacies in underserved areas of eastern Virginia.

The partnership focused on developing team-based care approaches in a medical neighborhood model to encourage the flow of information across and among clinicians, patients, and other clinical providers. A trusting provider/pharmacist relationship is critical to the flow and sharing of information. Building strong provider/pharmacist relationships often is the first step and can be accomplished more easily by implementing Comprehensive Medication Reviews (CMR) and Chronic Care Management (CCM) program “trials” - both of which can be billed through Medicare. The value the pharmacist brings to the provider/practice fall into four categories:

- Improved patient outcomes and quality measures.
- Improved revenue.
- Improve practice efficiency.
- Improved patient care.

Three categories impact chronic care outcomes and one impacts sustainability. The collaborative experience of implementing trials together naturally grows and strengthens provider/pharmacist relationships.

Two pharmacists in eastern Virginia were trained on utilizing the Chronic Care Management Dashboard, a pharmacy-physician population health dashboard created by VDH, VPhA and HQI. The dashboard allows pharmacists to achieve the following:

- document chronic care management visits;
- monitor patient population health, medication adherence, outcomes, and other non-clinical needs; and
- resolve issues surrounding communication and the lack of a shared electronic health records system between healthcare practices and community pharmacies.

VA also collaborated with other states in the Learning Collaborative to brainstorm ideas to address socioeconomic barriers to medication adherence. A result of this collaboration was the development of a virtual, 60-hour community health worker (CHW) training program for pharmacy technicians. This training expanded the capacity of seven pharmacy technicians to provide lifestyle coaching (i.e., Diabetes Prevention Program, Diabetes Self-Management Education, and the Virginia Healthy Heart Ambassador Blood Pressure Self-Monitoring Program).