

Pharmacy providers

- Traditional community pharmacists
 - Primarily dispensing medication
- Traditional hospital pharmacists
 - Primarily preparing and dispensing medication
- Traditional consulting pharmacists
 - Primarily nursing home Medicare consultants
- The emerging clinical pharmacists as health care extenders
 - Focus on medication safety, medication efficacy and patient outcomes
 - Collaborate with entire health care team
 - Focus on patient education and reducing medication errors

Cost of Prescription Drug-Related Morbidity and Mortality *

- * Annals of Pharmacotherapy study by Jonathan H. Watanabe, PharmD, MS, PhD, Terry McInnis, MD, MPH and Jan D. Hirsch, PhD
- Non-optimized medication therapy accounts for 16 percent of total U.S. health care expenditures estimated to be \$528 billion a year. Due to avoidable ED visits, hospitalization, care in long term facilities and provider visits.
- Most importantly non-optimized medication therapy results in an estimated **275,000** deaths per year.
- The astounding fact is that these deaths are PREVENTABLE. They ARE NOT the direct result of a disease state.

MTM – Medication Therapy Management

- Optimizes the expertise of every member of the health care team
- Utilizes pharmacists as health care extenders providing medication therapy expertise and patient education
- Pharmacists have 4 years of medication therapy education and see medications from all prescribers
- Pharmacists are the most accessible of all health care providers seeing patients an average of 35 times per year opposed to physicians seeing them an average of 3 times per year

MTM by design

- Medication Therapy Management primary focus
 - Medication safety
 - Medication efficacy
 - Patient education
 - Achieving patient outcomes
- Medication Therapy Management components
 - Comprehensive Medication Review (CMR)
 - Medication Reconciliation and comprehensive review for poly pharmacy, inappropriate therapy, adverse effects and drug interactions
 - Targeted Medication Review (TMR)
 - Overt drug interactions and high risk medication review

Collaboration

- MTM goal is to collaborate with all health care team members to achieve positive therapeutic outcomes for the patient
- Pharmacists will provide evidence based recommendations and guidelines for recommendations
- Support the patient with on going information and instruction to improve self management of their disease state
- Pharmacists monitor medications from all prescribers and advise accordingly to drug interactions and potential adverse effects

MTM The Future Today

Pharmacy Clinical Workflow Solutions

Duane Jones, BS Pharm



The Future Today...

Clinical training program impacts community pharmacy

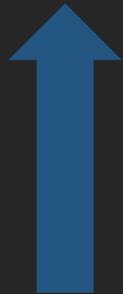
3 Increased MTM completion rates

<30% pre-training **VS** >90% post-training

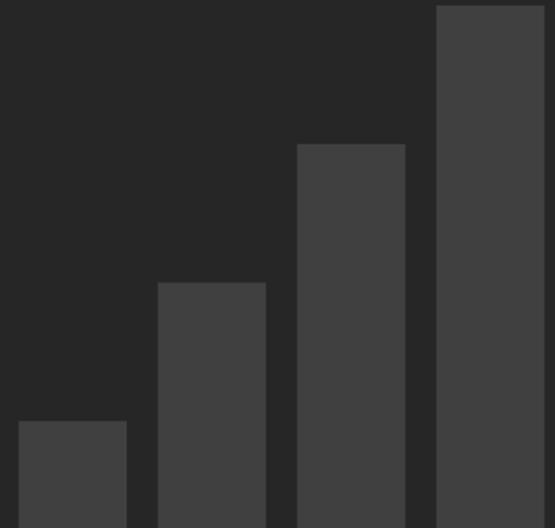


The Future Today...

Clinical training program impacts community pharmacy



Adherence to diabetes, hypertension, and cholesterol medications



Value of MTM for Payers...



Health care **cost savings**



Improved quality measures



Improved patient outcomes



Pharmacy Impact...

1

Adherence to hypertension medications

2

Adherence to cholesterol medications

3

Adherence to diabetes medications

4

Reduced hospital and ED visits



Barriers to providing MTM...

- ✓ Knowledge of MTM services
- ✓ Patient interviewing skills
- ✓ Difficulty navigating MTM platforms
- ✓ Gaps in clinical knowledge for MTM services
- ✓ Time to complete services
- ✓ Integrating services into the pharmacy workflow
- ✓ Effective pharmacist-prescriber communication



Implementation solutions

The Future Today...



Impact pharmacy practice by delivering a patient-centered, team-based protocol for providing Medication Therapy Management services in the community pharmacy.

Educational activities aim to increase **efficiency** and completion rates of Medication Therapy Management services, with a focus on integrating pharmacy technicians in MTM services, improving **patient outcomes**, and increasing **quality** of pharmacist provided care.

The Future Today...

Manual and specialized forms
streamline documentation of
MTM services

Manual and Forms



The Future Today Forms...

OUTCOMES ADHERENCE TIP FORM

Patient Name: _____ DOB: _____

Medication: _____

Refill gap identified: _____

Service that was provided:

- Patient consultation

Outcome of the service:

- Adherence check-in completed
 Patient refused
 Unable to reach patient after three attempts

For patient refusal:

- Patient unwilling
 Unable to reach patient after 3 attempts

For Adherence check-in completed:(check all that apply)

- Concerned about potential side effects
 Decreased cognitive function
 Experienced side effects
 Feels medication is not helping
 Feels medication is not needed

What action was taken? (check all that apply)

- Provided patient education
 Provided reminder tools or adherence aids
 Identified area(s) to simplify regimen
 Identified area(s) to adjust regimen

The Future Today Forms...

PROVIDER COMMUNICATION FORM

Needs Drug Therapy- Statin (Diabetes)

TO: Prescriber: _____ Date: _____

Phone: _____ Fax: _____

PHARMACIST MEDICATION CHANGE REQUEST

Patient Name: _____ DOB: _____

Medication Issue(s) Identified: *The 2013 Cholesterol guidelines published by the American College of Cardiology and American Heart Association **recommend moderate to high-intensity statin therapy for patients aged 40 to 75 years with diabetes.** According to the patient's drug profile, this patient may benefit from the addition of a statin.*

Please consider initiation of one of the following moderate-intensity statins:

Atorvastatin 10mg daily

Pravastatin 40mg daily

Rosuvastatin 5mg daily

Lovastatin 40mg daily

Simvastatin 20mg daily

NOTE: Patient is agreeable to starting statin therapy

Other Pharmacist Notes: _____

The Future Today Forms...

PRESCRIBER RESPONSE:

_____ Initiate the following:

Medication: _____ Quantity: _____

Directions: _____ Refills: _____

_____ Decline recommendation

_____ Have patient make an appointment

Other Prescriber Comments: _____

Prescriber Signature: _____ Date: _____

FROM: Pharmacy Name: _____

Pharmacist: _____

Phone: _____

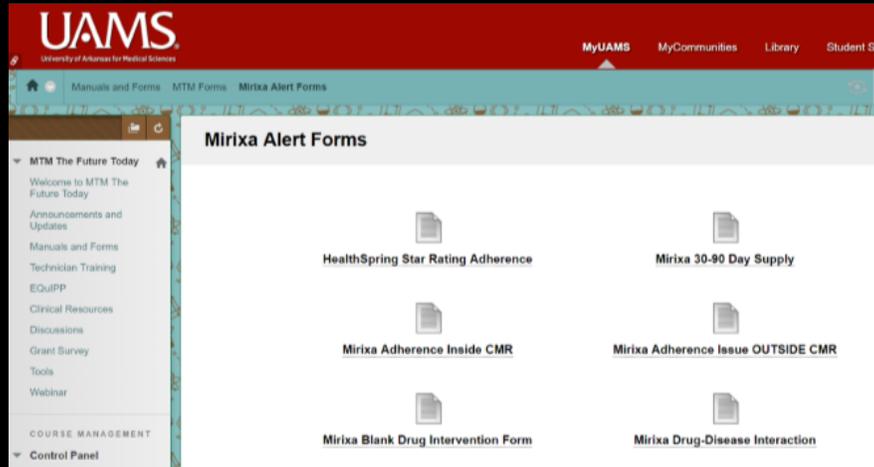
Fax: _____

Thank you for your attention to this matter

If you have any further questions please call the pharmacist at the phone number listed above

PLEASE RESPOND WITHIN TWO BUSINESS DAYS

The Future Today...



Members site training for the pharmacy team, complete user support, and online resources to boost your MTM program

Members Site

Program recognition and awards...

2016 Innovation in Pharmacy Practice Award
-Arkansas Pharmacists Association

2017 Organization of the Year Award
-Chronic Disease Council, Arkansas Department of Health

Endorsed by the American Pharmacists Association

Presented through an alliance with UAMS College of Pharmacy



Program feedback...

What our participants have to say

We weren't providing MTM services in our pharmacy prior to the training. Since the training, we provide them weekly!
-Angela Tapley, Baker Pharmacy



Thanks to the team who put this together. It makes MTM an easily implemented program.
-Marinda Bryan, Clinton Drug