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 ongoing 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

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


# OUTCOMES ADHERENCE TIP FORM

<table>
<thead>
<tr>
<th>Patient Name: ____________________________</th>
<th>DOB: ____________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medication: ______________________________</td>
<td></td>
</tr>
<tr>
<td>Refill gap identified: ___________________</td>
<td></td>
</tr>
<tr>
<td>Service that was provided:</td>
<td></td>
</tr>
<tr>
<td>☐ Patient consultation</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outcome of the service:</th>
<th>For patient refusal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Adherence check-in completed</td>
<td>☐ Patient unwilling</td>
</tr>
<tr>
<td>☐ Patient refused</td>
<td>☐ Unable to reach patient after 3 attempts</td>
</tr>
<tr>
<td>☐ Unable to reach patient after three attempts</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>For Adherence check-in completed:</th>
<th>What action was taken? (check all that apply)</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Concerned about potential side effects</td>
<td>☐ Provided patient education</td>
</tr>
<tr>
<td>☐ Decreased cognitive function</td>
<td>☐ Provided reminder tools or adherence aids</td>
</tr>
<tr>
<td>☐ Experienced side effects</td>
<td>☐ Identified area(s) to simplify regimen</td>
</tr>
<tr>
<td>☐ Feels medication is not helping</td>
<td>☐ Identified area(s) to adjust regimen</td>
</tr>
<tr>
<td>☐ Feels medication is not needed</td>
<td></td>
</tr>
</tbody>
</table>

The Future Today Forms...
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
Rosuvastatin 5mg daily
Simvastatin 20mg daily
Pravastatin 40mg daily
Lovastatin 40mg 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.
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