Medication Therapy Management:
Preparing for Future Alternative Payment Models – A Care System Perspective

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Sr. Manager, Medication Therapy Management Program
Objectives

✔ Understand the medication management role pharmacists can play on the care team

✔ Learn about models that have been employed to make pharmacist provided medication management services sustainable

✔ Hear about the triple-aim impacts (cost, clinical quality, experience) pharmacist provided medication management can make
What is MTM?

It's an assessment of patient's entire medication use history!!

Prescription
Herbal
Over the Counter
Homeopathic remedies
What will the MTM Pharmacist Cover?

- Is it effective?
- Is there anything missing?
- Is it necessary?
- Is it safe?
- Is it affordable?
What will the MTM Pharmacist Cover?

- Do **YOU** worry about **YOUR** medicine?
- Do **YOU** know why you are taking it?
- Is it affordable for **YOU**?
- What do **YOU** expect from **YOUR** medicine?
- Does it fit **YOUR** lifestyle?
Medication Therapy Management

- MTM services must leverage pharmacists unique skill set to optimize the medication use experience for patients.
- MTM services are most effective when delivered through existing patient relationships and when they are integrated with primary care.
- Drug therapy problems are identified and resolved in the context of the whole patient.
- Optimal medication use occurs on a continuum and requires ongoing assessment and support.

HealthPartners®
Patient Experience

83% yes, definitely
99% yes or yes, definitely

Willingness to recommend the service to friends/family

Review has a positive effect, such as fewer medication side effects, more effective dosages, better understanding of medications

88% very satisfied or satisfied

Good job!
What are patients saying about MTM?

“She gave us both such remarkable service with compassion. I am new to managing my husband's medication. He isn't able to manage his own medications any longer. She is remarkable and a strong member of the care team.”

“I have this person to ask for help. She is awesome. I think this is what all Drs. should have working together as a team. I highly recommend this.”

Q1, 2015 Patient Experience Survey Comments
Positive Care Team Experience

Clinical pharmacy services allow me to schedule more high value RVU encounters

Physician Responses:

70% of Physician respondents agree or strongly agree

Clinical pharmacy services improve our clinic's ability to meet health care quality measures.

88% of all Care Team members Strongly Agree or Agree!

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<th>Disagree</th>
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Care Team Value Quotes

‘Someone with her skill level, it’s easy to involve her with the complex medication regimens. I know she’s competent and I can trust her.’

‘We all have a different perspective on the patient’s needs. Knowing her eyes are on patients’ meds helps elevate the whole practice.’

My patients love [pharmacist name] and repeatedly request her by name. She has been a wonderful asset to our clinic and has greatly enhanced the care that I am able to provide to my patients.
Collaborative Practice

Pharmacists allowed to initiate, modify, or discontinue prescription medication and order relevant lab tests when utilizing a collaborative practice agreement.
What do the MTM patients look like?

On Average:

- Age: 57 (0-101)
- Health Conditions: 8.5 (1-20+)
- Medications: 10.8 (1-35+)
- MTM Interventions: 2.7 (0-87)
What do pharmacists find?

Top 5 Drug Therapy Problems

1. Needs Additional Therapy
2. Dosage Involved is Low
3. Unnecessary Drug Therapy
4. Adverse Drug Reaction
5. Drug Interaction Present
<table>
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<tr>
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<th>Baseline (no MTM) N=370</th>
<th>8 years (no MTM)</th>
<th>Baseline (MTM) N=296</th>
<th>8 years (MTM)</th>
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<tbody>
<tr>
<td>LDL controlled</td>
<td>70.2%</td>
<td>61.6%</td>
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<td>A1C controlled</td>
<td>52.9%</td>
<td>72.8%</td>
<td>48%</td>
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<td>BP controlled</td>
<td>53.7%</td>
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<td>Aspirin Use</td>
<td>85.2%</td>
<td>100%</td>
<td>90.9%</td>
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<td>86.2%</td>
<td>86.6%</td>
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<tr>
<td>Optimal diabetes control</td>
<td>16.5%</td>
<td>37.5%</td>
<td>16.2%</td>
<td>67.1%</td>
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# Hypertension

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<tr>
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<th>Intervention BP Control N=228</th>
<th>Usual Care BP Control N=222</th>
<th>P Value</th>
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<td>6 months</td>
<td>71.8%</td>
<td>45.2%</td>
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<tr>
<td>12 months</td>
<td>71.2%</td>
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<tr>
<td>18 months</td>
<td>71.8%</td>
<td>57.1%</td>
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*Effect of Home Blood Pressure Telemonitoring and Pharmacist Management on Blood Pressure Control: A Cluster Randomized Clinical Trial*

JAMA 2013;310(1):46-56
# HealthPartners Plan MTM Internal ROI Analysis

## Overall Results (N=701)

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<td>Estimated Reduction in Total Costs:</td>
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## High-Risk Commercial Members’ Result (N=108)

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<tbody>
<tr>
<td>Estimated Return on Investment:</td>
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<tr>
<td>Estimated Reduction in Total Costs:</td>
<td>27%</td>
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Diabetes pilot program

97 fewer hospital admissions = $809,000 savings!

199 fewer Emergency Room visits = $157,500 savings!

Projected Cost Savings of $967,000
Takeaways

✓ Pharmacists have a role in improving medication use in team-based care

✓ Optimal medication use leads to better health, better experience, and lower total health care costs

✓ Delegating work associated with chronic and complex medication use can improve provider productivity today

✓ Initiatives to improve health, experience, and reducing total costs prepare for payment models of tomorrow