

Optimizing Value and Patient Outcomes Through Comprehensive Medication Management

September 18, 2018



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Patient-Centered
Primary Care
COLLABORATIVE

Welcome & Announcements

- Welcome – Julie Schilz, PCPCC Executive Member Liaison
- PCPCC Annual Conference – Key Policies to Elevate Primary Care**
 - Washington, DC, November 8, 2018
 - Registration: www.pcpccevents.com
- Members Only Workshop**: Investing in Primary Care – Advancing a National Strategy
 - Immediately following the PCPCC annual conference, Executive Members are invited to an **exclusive workshop** on November 9, 2018
 - **Registration:** www.pcpccevents.com
- For those that missed it, PCPCC released it's annual **Evidence Report** in August
 - Advanced Primary Care: A Key Contributor to Successful ACOs
 - View the report: www.pccc.org/resource/evidence2018
- Interested in PCPCC Executive Membership?
 - Email Allison Gross (agross@pcpcc.org) or visit www.pcpcc.org/executive-membership

Panelists



Moderator: Julie Schilz

PCPCC Executive Member Liaison
Mathematica Policy Research



Amanda Brummel, PharmD, BCACP

Director, Clinical Ambulatory Pharmacy Services
Fairview Pharmacy Services



Mark Loafman, MD, MPH

Chair, Family and Community Medicine
Cook County Health and Hospitals Systems



Daniel Rehrauer, PharmD

Senior Manager, Medication Therapy
Management Program
HealthPartners

Comprehensive Medication Management Services (CMM)

Clinical Pharmacy and the Expanded Primary Care Team: The Case for Comprehensive Medication Management

- > 50 % patients have ≥ 1 uncontrolled “Rx sensitive” condition
- < 50% of Rx are taken as recommended
- \$1 harm caused by every \$1 spent on Rx use
- 20% of patients = 80% costs!!! and 5% = 50
- Healthcare workforce struggles to find “Joy and Satisfaction”

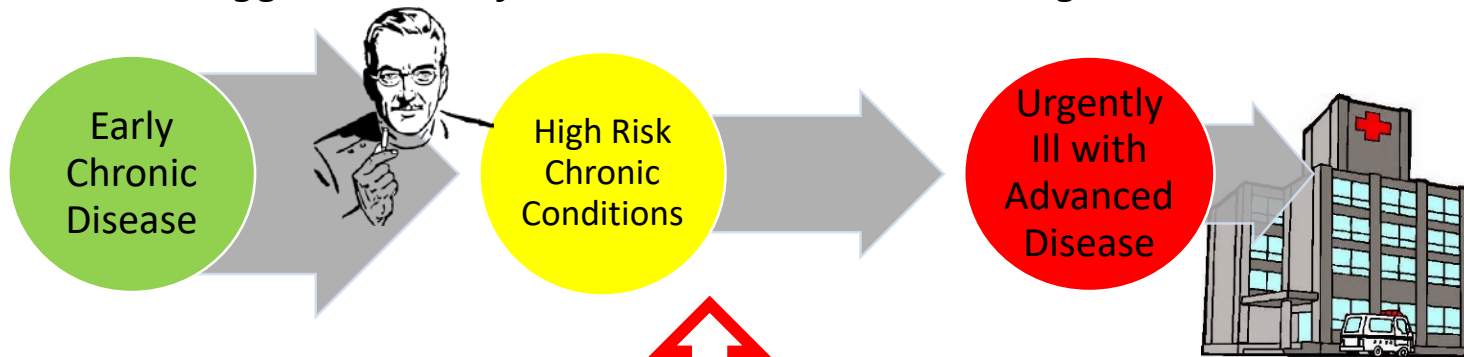
... and the suffering among patients we know!!!



Dr. R.U. Compliant

Primary Care

Struggles & Too Often Fails to Halt Disease Progression



20% cause 80% costs!!! and 5% cost 50%
... and the suffering among patients we know!!!

Healthy Population w/little need for rescue care

The Building Blocks of High Performing Primary Care

ABSTRACT: Studied exemplar primary care practices to find the essential elements of high performing care:

- **Engaged leadership creating a practice wide vision**
- **Data-driven improvement using IT**
- **Empanelment, and team-based care**
- **Patient-team partnership**
- **Population management**
- **Continuity of care**
- **Prompt access to care**
- **Comprehensiveness and care coordination**

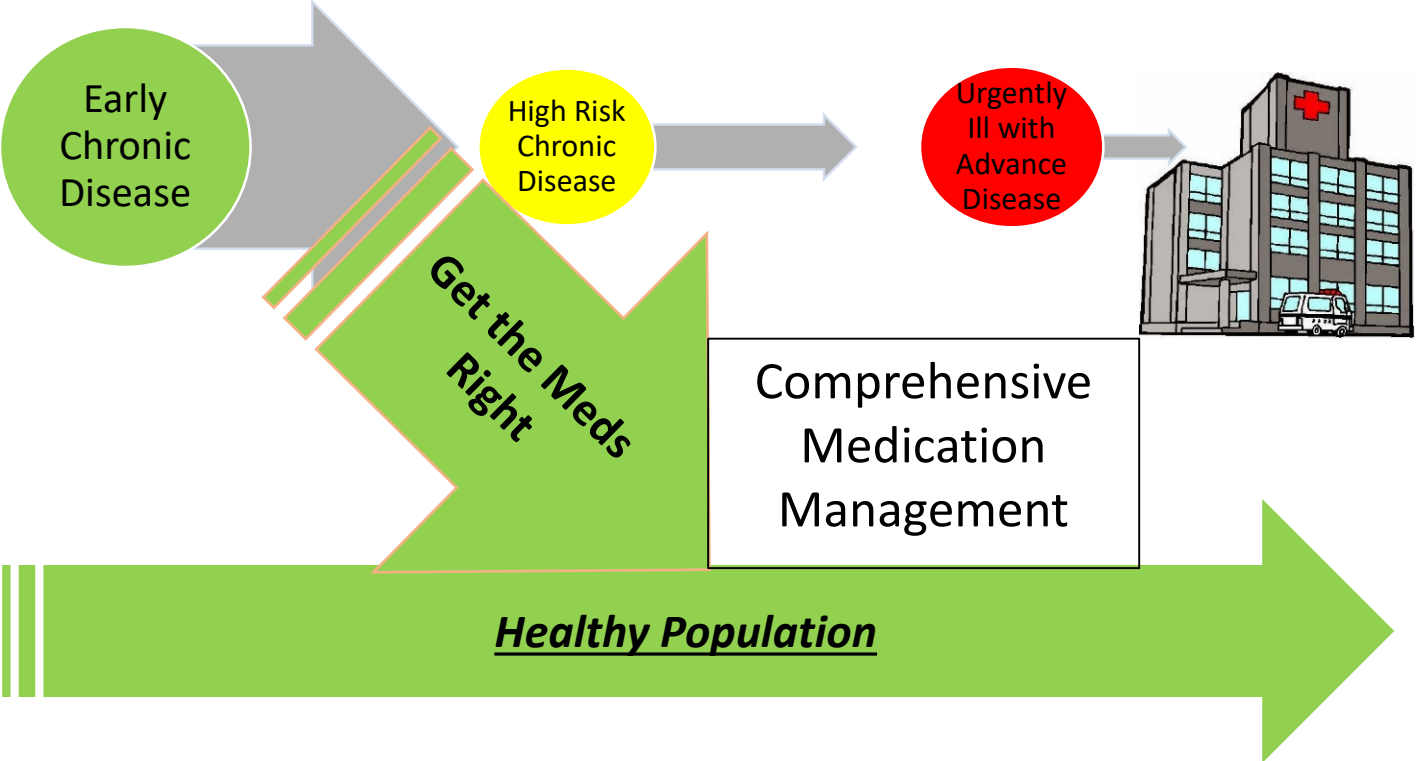


Thomas Bodenheimer, MD, Amireh Ghorob, MPH, Rachel Willard-Grace, MPH, Kevin Grumbach, MD

Center for Excellence in Primary Care, Department of Family and Community Medicine, University of California, San Francisco, San Francisco, California

ANNALS OF FAMILY MEDICINE ♦ WWW.ANNFAMMED.ORG ♦ VOL. 12, NO. 2 ♦ MARCH/APRIL 2014

The Patient Centric, Team-based “Get to Goal” Care Our Patients Need



Our Med Management Paradox: Why we Need CMM!!!

FOCUS on Safety (ADE's) = Inertia for Getting to Goal



FOCUS on Effectiveness = Push to goal & Cause Harm

**Pharmacists
are key
members of
the patient
care team.**



1,000+ Measures In Use

Health Plan Measures

State Measures

Institutional Measures

Star Ratings



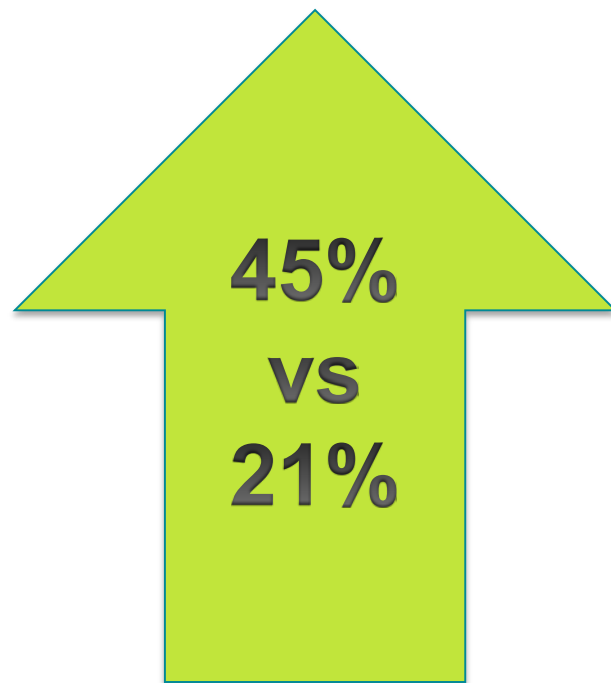
Clinical Value

Have pharmacists impacted the clinical outcomes of patients?



Helping patients get
and stay healthier

**Patients with
diabetes who
were optimally
managed by
CMM
pharmacists**



Clinical Outcomes – Diabetes Control

	Baseline (no MTM) N=370	8 years (no MTM)	Baseline (MTM) N=296	8 years (MTM)
LDL controlled	70.2%	61.6%	73.9%	93%
A1C controlled	52.9%	72.8%	48%	83.5%
BP controlled	53.7%	84.1%	54.9%	84.7%
Aspirin Use	85.2%	100%	90.9%	100%
Not smoking	86.2%	86.6%	89.5%	92.9%
Optimal diabetes control	16.5%	37.5%	16.2%	67.1%

*Internal HealthPartners data

Hypertension

	Intervention BP Control N=228	Usual Care BP Control N=222	P Value
6 months	71.8%	45.2%	<.001
12 months	71.2%	52.8%	.005
18 months	71.8%	57.1%	.003

Effect of Home Blood Pressure Telemonitoring and Pharmacist Management on Blood Pressure Control: A Cluster Randomized Clinical Trial
JAMA 2013;310(1):46-56.

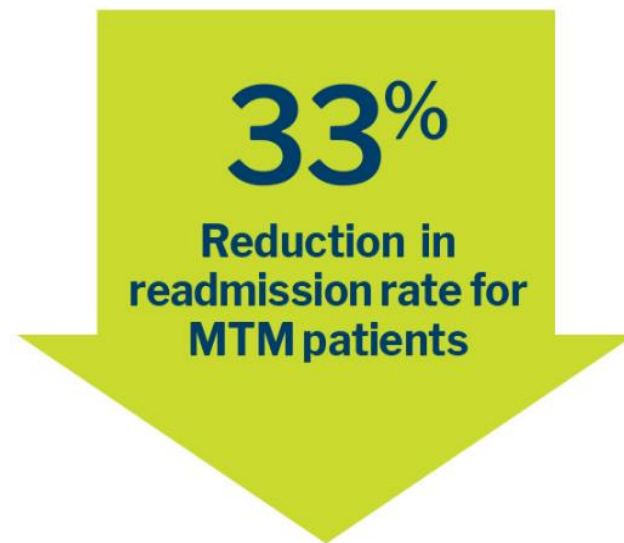
CMM services resulted
in **improvement of
medication
adherence** with
statins, ACEI/ARBs,
and B-Blockers

Medication Adherence

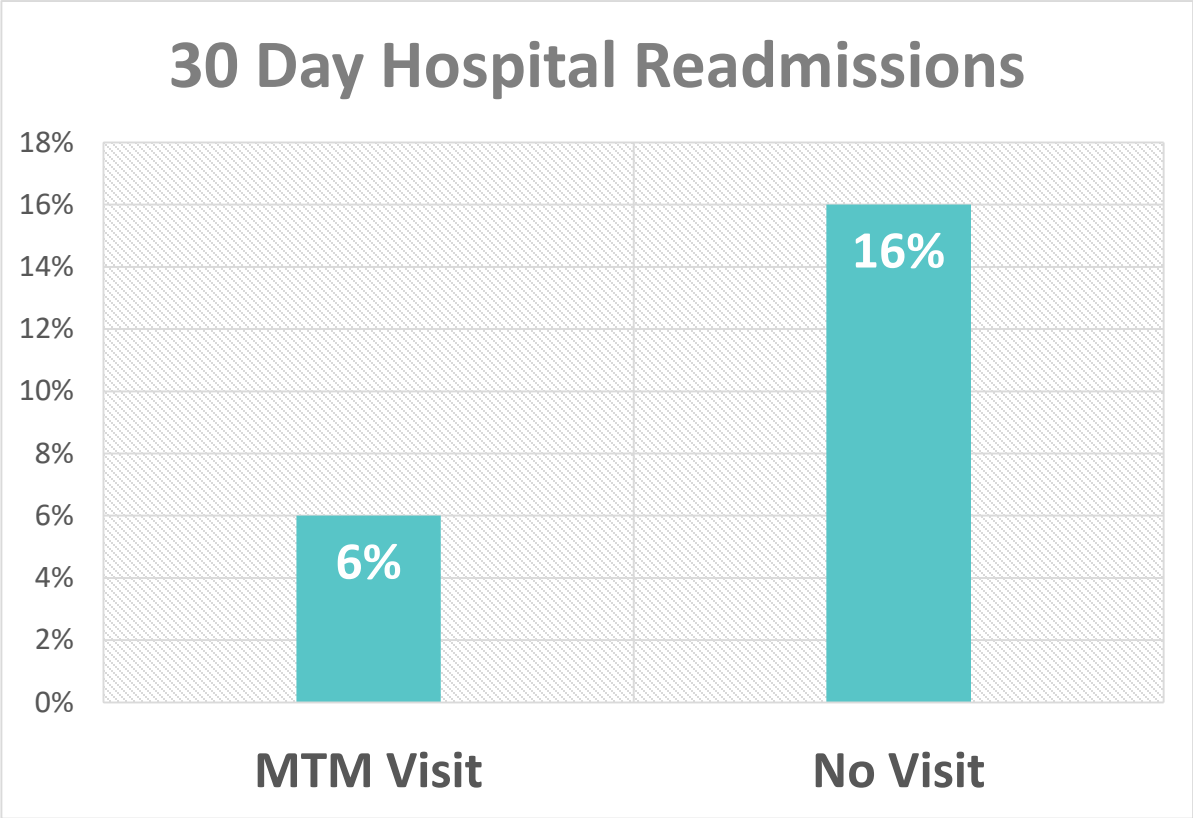


Helping patients get
and stay healthier

Transitions of Care and CMM



Home Visits

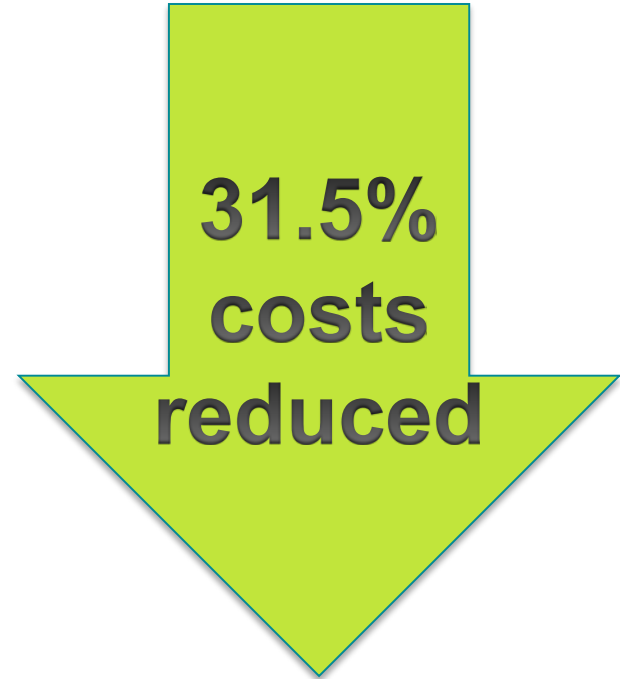




Economic Impact

Do CMM pharmacists impact the total cost of care?

An average 12-
to-1 return on
investment in
terms of
reduced overall
healthcare
costs.



An employer analysis showed that for each \$1 of MTM billed costs an average of \$8.98 savings of total health care costs occurred.



HealthPartners Commercially Insured ROI

Overall Results

Estimated Return on Investment:	3:1
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Estimated Reduction in Total Costs:	19%
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High-Risk Commercial Member Results

Estimated Return on Investment:	11:1
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Estimated Reduction in Total Costs:	27%
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*Internal HealthPartners health plan data

Diabetes Pilot Program

97 fewer
hospital
admissions =
\$809,000
savings!

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





Humanistic Outcomes

Do patients and
providers find value
in CMM services?



Patient Satisfaction

95% of patients agreed or strongly agreed that their overall health and well-being had improved because of CMM

What are patients saying about MTM?

"I was reluctant to go when I found out none of my medications qualified for the credit. I am SO HAPPY I did. [Pharmacist] was incredible. Talked me through what meds to ask more questions about with my doctor. She recommended an online plan called "Beating the Blues" through HP that is pretty neat. Thank you so much. [Pharmacist] is amazing."

"I wish I would have known about this service before. We had a really good talk. I found out a lot. I got all my questions answered and more. I will be telling a lot of people about this. Thanks."

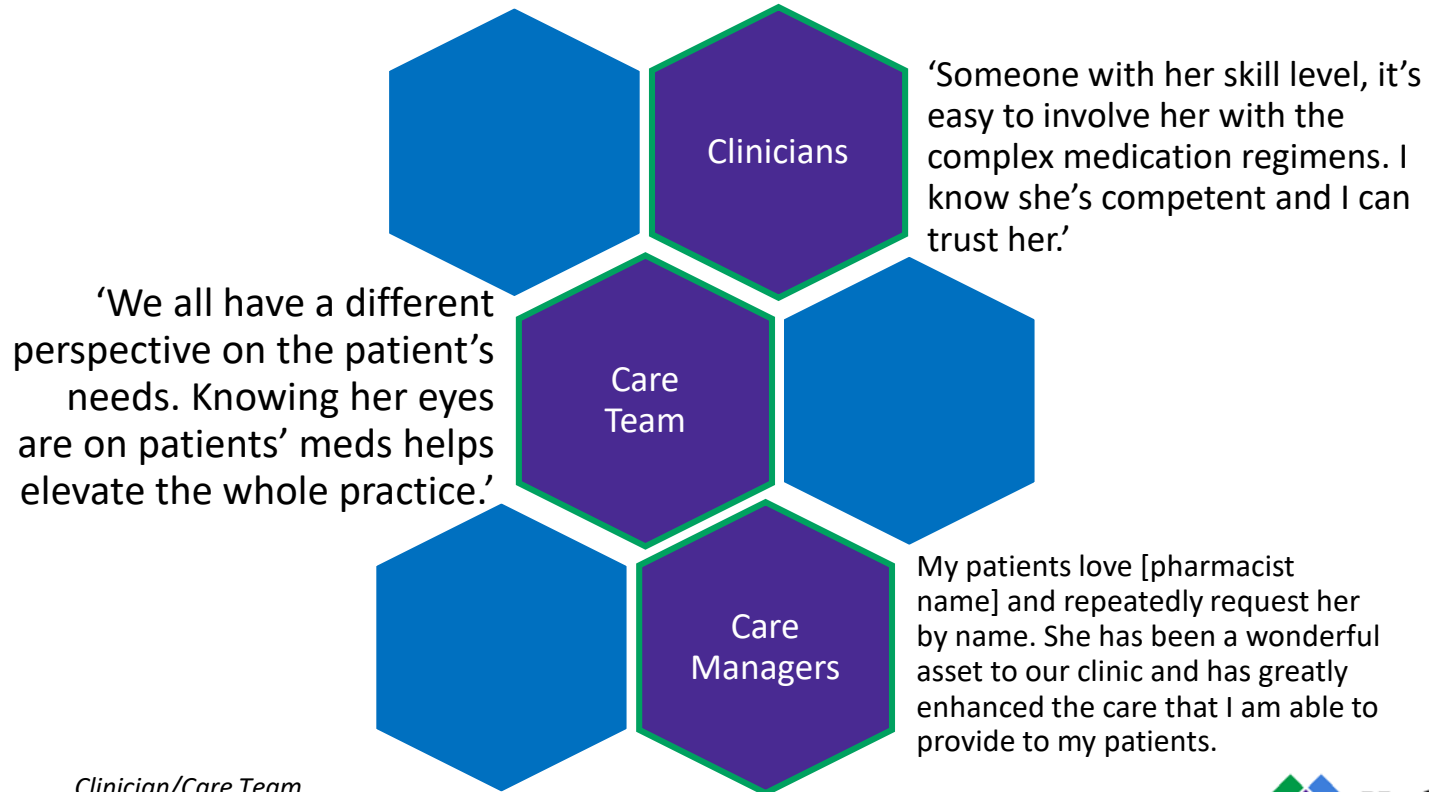




Provider wellness & joy

95% of providers surveyed were confident in the recommendations of the Fairview CMM pharmacist

Care Team Value Quotes



*Clinician/Care Team
Interviews and Survey Comments*

What is CMM?



Comprehensive Medication Management

Built upon the philosophy and process of “pharmaceutical care practice”

ESTABLISH A THERAPEUTIC RELATIONSHIP



Continuous Follow-up

Working in collaboration with all members of the healthcare team



What does it look like?

CMM practitioner takes responsibility for a patient's drug related needs, and is held accountable for this commitment

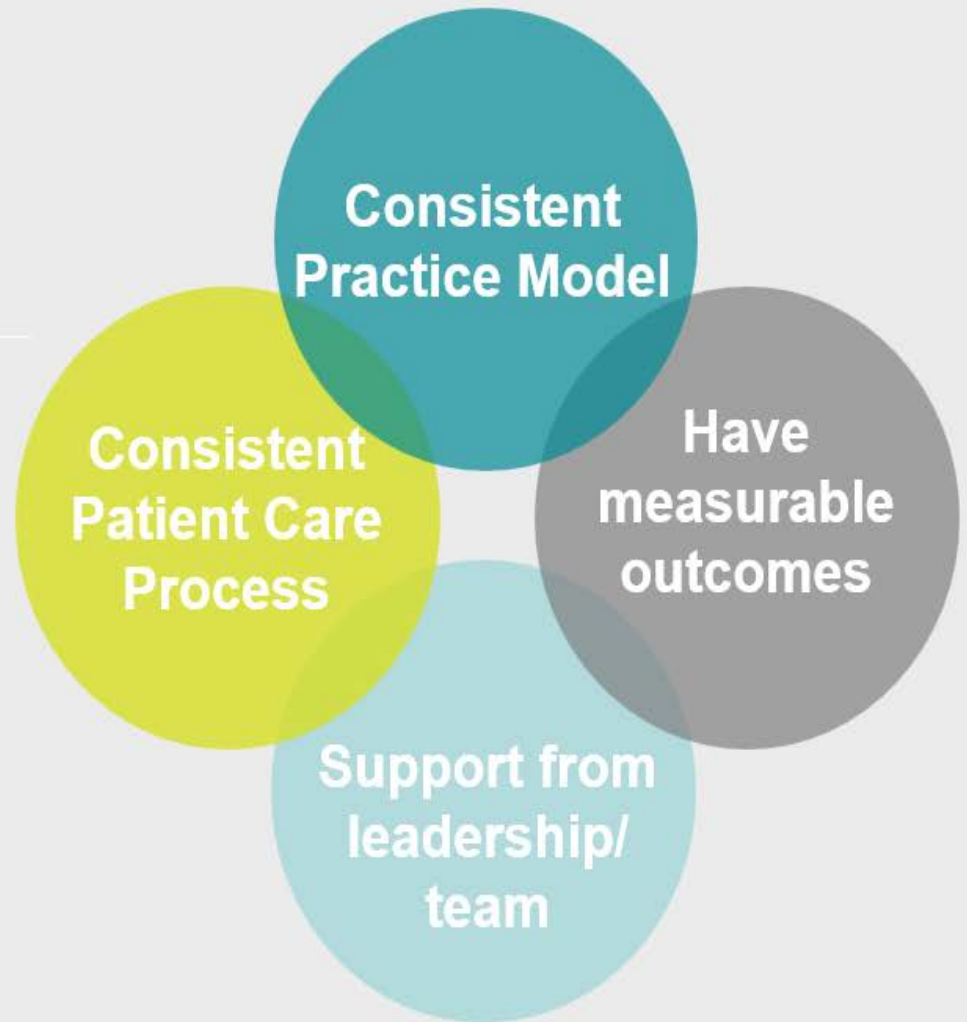
Focus on a patient's needs and ensuring responsible medication therapy is provided to achieve their goals.

Critical Components When Implementing CMM

- 01 Consistent Patient Care Process/Practice Model
- 02 Understand the role on the team
- 03 Focus on appropriate populations/hardwire a process for referrals.
- 04 Find a champion/build relationships

Reproducible Results

What do you need to ensure CMM will be successful?



Wrap Up: Groundwork for Rolling Out a Comprehensive Med Mgmt “Bundle” for Primary Care

Staff Roles: *Focus on CMM, not just refills and med recon*

- Patient satisfying, joy in practice and ROI generating, and life saving CMM

Medication Reconciliation: *Continue v. Optimize v. DEPRESCRIBE*

- Assess Indication, Effectiveness, Interactions (and real world adherence)

Refill Process: *Establish the Patients “Pharmacy Home” (Tracking & Formulary)*

- Sufficient refills until next planned visit: not “bait” for future clinic visits
- Last refill = schedule f/u visit, (call pharmacy for refills, call us for appointments)

Rollout/Ramp up Comprehensive Medication Management

Risk Stratified population of focus, and high impact performance measures

Pharmacy Staffing Solutions? Pharmacy Training, Expanded Tech roles, ROI, etc.

Leave in Action

- Act to deploy Comprehensive Medication Management in your practice
- Our patients need disruptive innovators to Get the Meds Right
- Ask not: *“What’s the least disruptive way I can stay in compliance”*

but rather,

How can I partner with pharmacists, payers and others to move our practice from churning volume to generating life saving value?

Questions?



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HealthPartners at a Glance

Serves more than
1.8 million medical
and dental health
plan members
nationwide

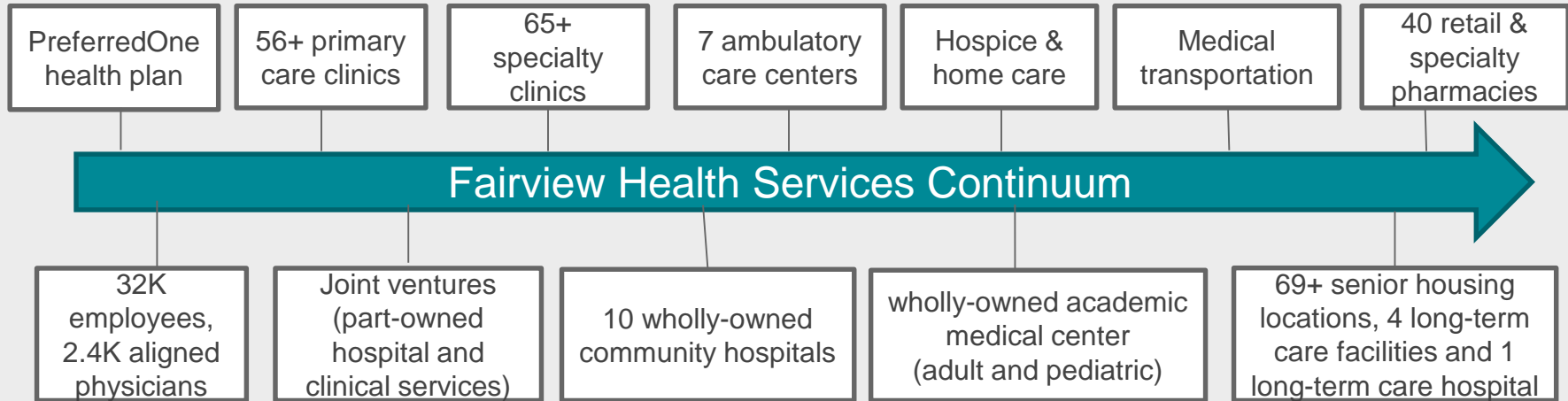
Largest consumer
governed
nonprofit health
care organization
in the nation

Offer an MTM
benefit across our
population delivered
by a network of
community based
pharmacists

Founded in
1957 as a
cooperative

Integrated health care organization
providing health care services and
health plan financing and
administration

An unparalleled continuum of care est. in 1906



CMM

- 35 MTM pharmacists at 46 locations
- 33 primary care clinics, 12 specialty clinics (Oncology, HIV, Transplant/Nephrology, Pediatric Transplant, Geriatrics, Women's Health, Psychiatry, Adult and Pediatric CF, Rheumatology, Neurology, Weight loss and Pain)