

FAIRVIEW



Medication Therapy Management

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**Successful Incorporation of Comprehensive Medication Management into
PCMH and ACO Coordinated Care Models**

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Objectives:

1. Overview of Fairview Pharmacy Services MTM program
2. Discuss the role of pharmacy in a PCMH & ACO
3. Understand Fairview Pharmacy Services current experience with MTM and the care team our PCMH and ACO.



Medication Management at Fairview....



Fairview Overview

- Not-for-profit established in 1906
- Partner with the University of Minnesota since 1997
- Named a top 10 U.S. health system by Thomson Reuters (2009)
- 22,000+ employees
- 2,500 aligned physicians
 - Employed
 - Faculty
 - Independent
- 7 hospitals/medical centers
- 44 primary care clinics
- 55-plus specialty clinics
- 26 senior housing locations
- 30+ retail pharmacies





History of Fairview MTM

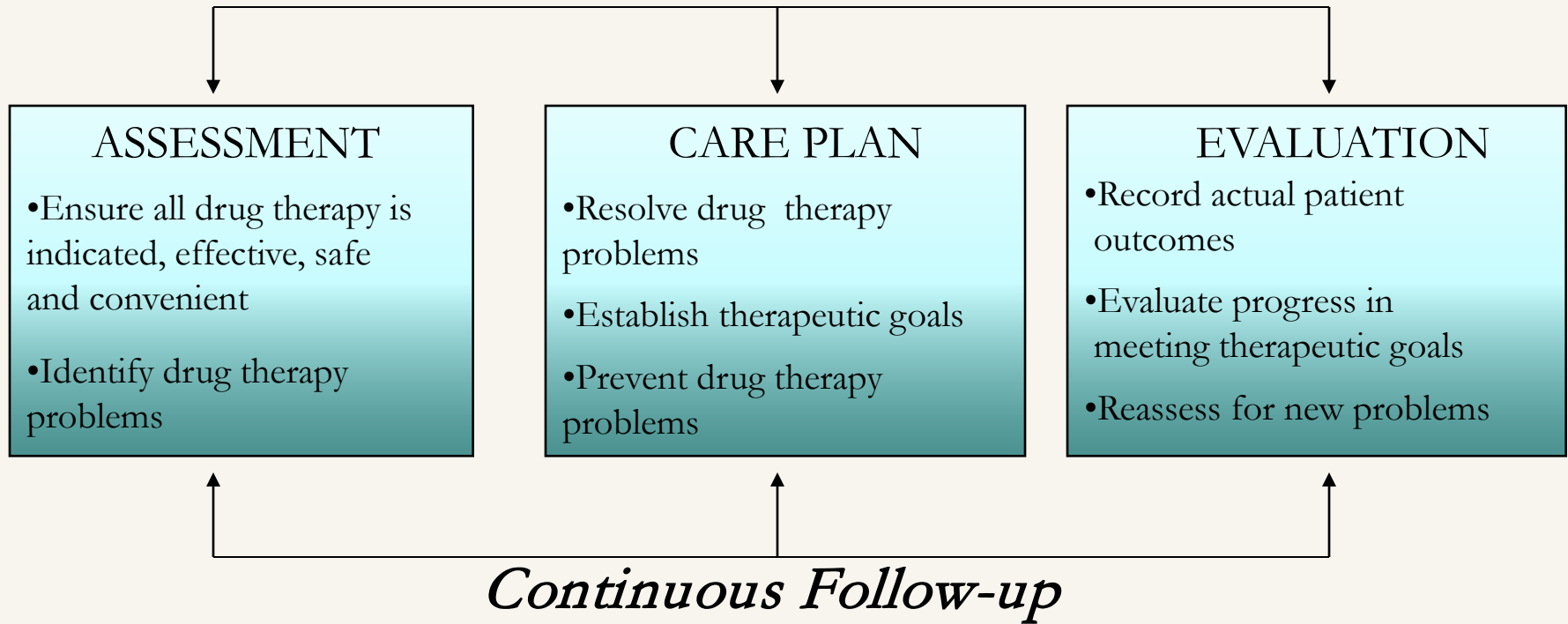
- MTM program developed in 1997 in partnership with the University of Minnesota College of Pharmacy
 - Comprehensive MTM model
 - Cared for over 15,000 patients
 - Resolved over 78,000 drug therapy problems
- Fairview has 24 MTM pharmacists at 27 Twin Cities locations
 - In addition we have contracted network of pharmacists in Duluth, MN



Medication Therapy Management

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

ESTABLISH A THERAPEUTIC RELATIONSHIP



Working in collaboration with all members of the
healthcare team



Foundation of MTM

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

Pharmacists’ responsibilities:

- To identify a patient’s drug-related needs and commit to meet those needs
- To ensure **that all of a patient’s drug therapy** is appropriately indicated, the most effective, the safest and the patient is compliant
- To work in collaboration with all members of a patient’s care team



Program Goals of MTM

- **To reduce overall health care costs**
- **To empower patients to take a more active role in their health.**
- **To improve the overall health and wellness of patients.**

Our Results:

78,109 Drug Therapy Problems Resolved

(13,325 MTM Patients, Jan 1999– Dec 2011)

- **86% of patients had ≥ 1 drug therapy problems**
- **53% of patients had ≥ 3 drug therapy problems**
- **32% of patients had ≥ 5 drug therapy problems**



Drug Therapy Problems

(13,325 MTM Patients, Jan 1999 – Dec 2011)

78,109 Drug Therapy Problems Resolved

Needs Additional Drug Therapy	27 %
Dosage Too Low	27 %
Noncompliance	16 %
Adverse Drug Reaction	9 %
Ineffective Drug	8 %
Dosage Too High	7 %
Unnecessary Drug Therapy	6 %



Fairview MTM

Collaborative Practice

Collaborative Practice Agreements (CPA's)

- Approved by Fairview quality committee
- In place for a Fairview credentialed MTM practitioner
- System wide CPA
- Can initiate, adjust, or discontinue multiple medications for 20 chronic conditions
- Can order lab work to monitor these medications and changes



Our Proven Benefits

- Value on Investment
 - Reduction in overall health care costs
 - Range of 1.4:1 to 12:1 ROI
- Increased Clinical Outcomes
 - State of MN diabetes pilot increased from 16% to 36.5% meeting all goals in a 12 month period of time.
 - 59.7% asthma patients cared for by MTM pharmacists achieved the MN community measure for optimal asthma care vs. the state average of 16% in 2011
- Increased patient satisfaction
 - 97% of patients agreed or strongly agreed that their overall health and well-being has improved



Pharmacy's Role....



Pharmacy is an integral part of becoming a PCMH & ACO

Statistics

- Improper medication use by patients has been estimated to cost the health system up to \$290 billion a year
- Drug expenditures comprise 15.5% of healthcare premium
- This represents the third most costly component of the nation's health spending behind hospital care (31%) and physician and clinical services (21%)

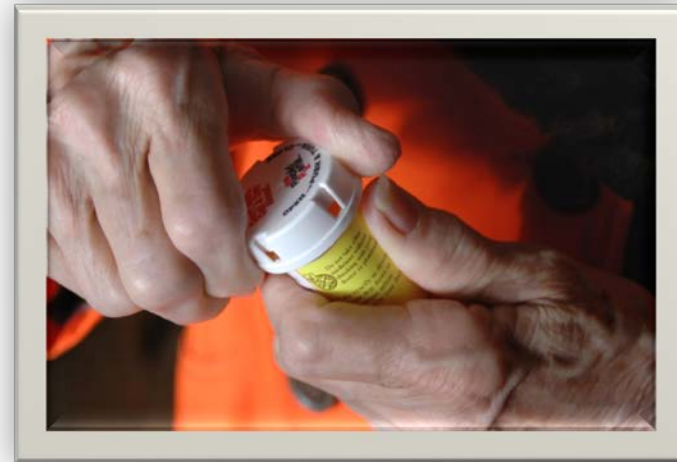




Pharmacy is an integral part of becoming a PCMH & ACO

Pharmacy optimization goals

- Health outcomes
- Patient experience
- Provider experience
- Financial outcomes



The *main* objective is to constantly develop and implement new pharmacy capabilities & services to support PCMH & ACO goals

- Partner with providers to expand panel size
- Special focus on complex and costly patients



Teamwork and Integration

Team based approach is necessary in order to create a successful PCMH & ACO

- Will occur between primary care, specialty, and hospitals.
- Integrated system will manage and coordinate patient care, financial risk with the cost of patient care, and measure that cost and report quality outcomes in a validated way
- Will be enhanced by the use of a system-wide electronic health record



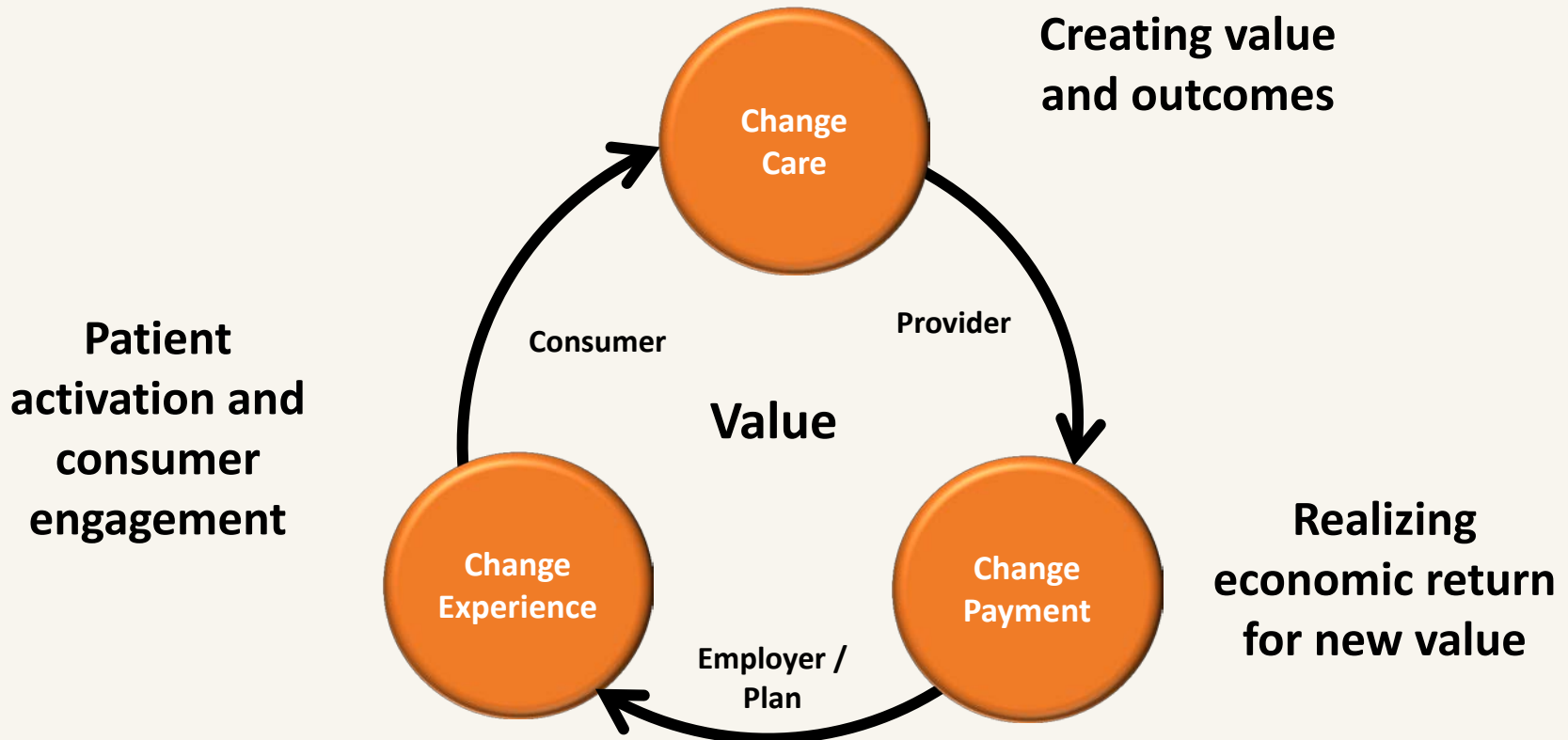
Pharmacy is a thread between all of these practice areas to ensure reduction of drug-related morbidity and mortality.



Our Journey at Fairview....

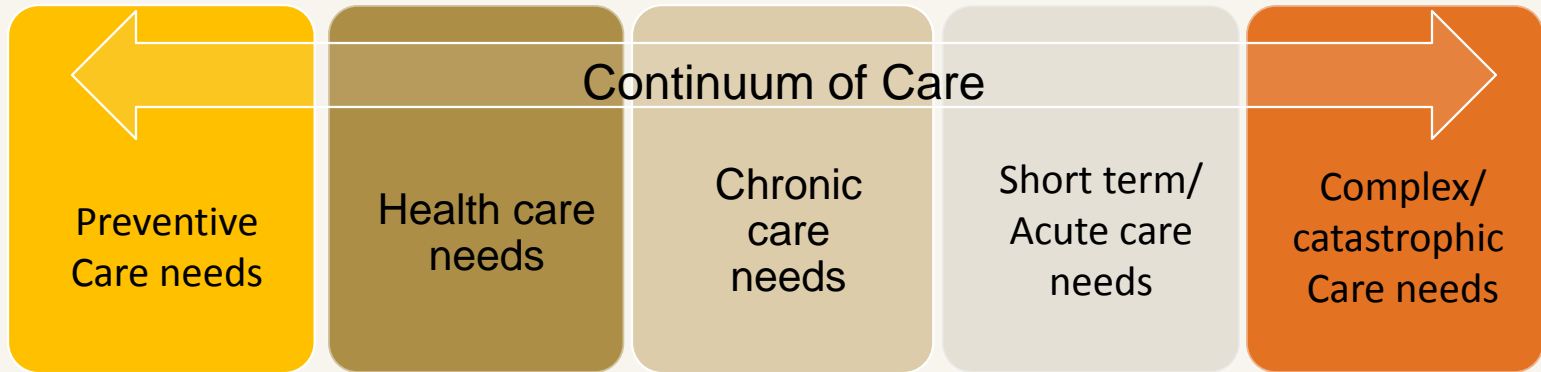


Transforming to deliver value





Improving the Health Requires Care Continuum



Current focus—Caring for the sick

Future focus—Improving health, well-being for a lifetime

“Helping people enjoy life by improving their health”

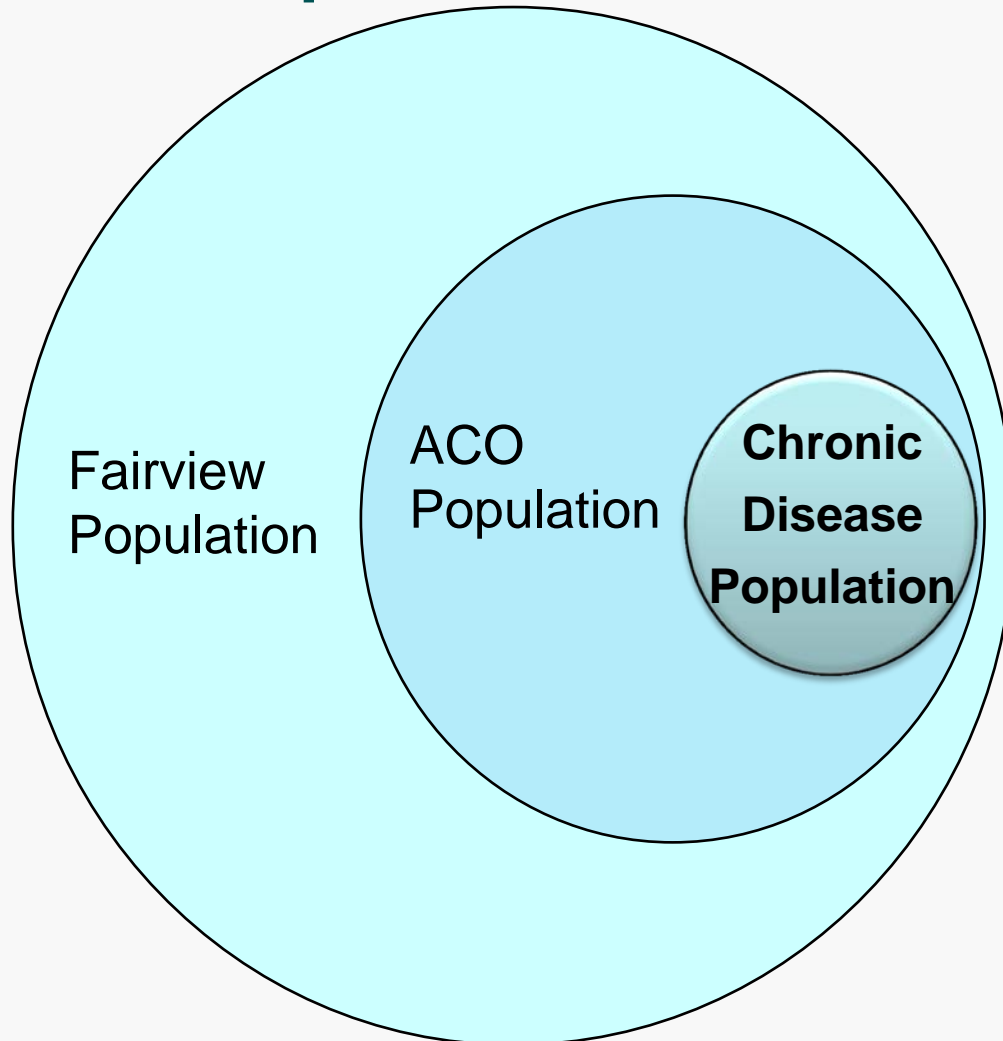


Fairview's focus areas of strategy

- Patient Experience
 - Increase access
 - Enhanced communication with all members of the care team
 - Clear plan of care
- Population Management Approach/Increase Quality of Care
 - Care coordination
 - Appropriate Care Team referrals/access
 - Transitions of care
- Reduce Total Cost of Care
 - Avoid readmissions
 - Ensure right person, right role, right work



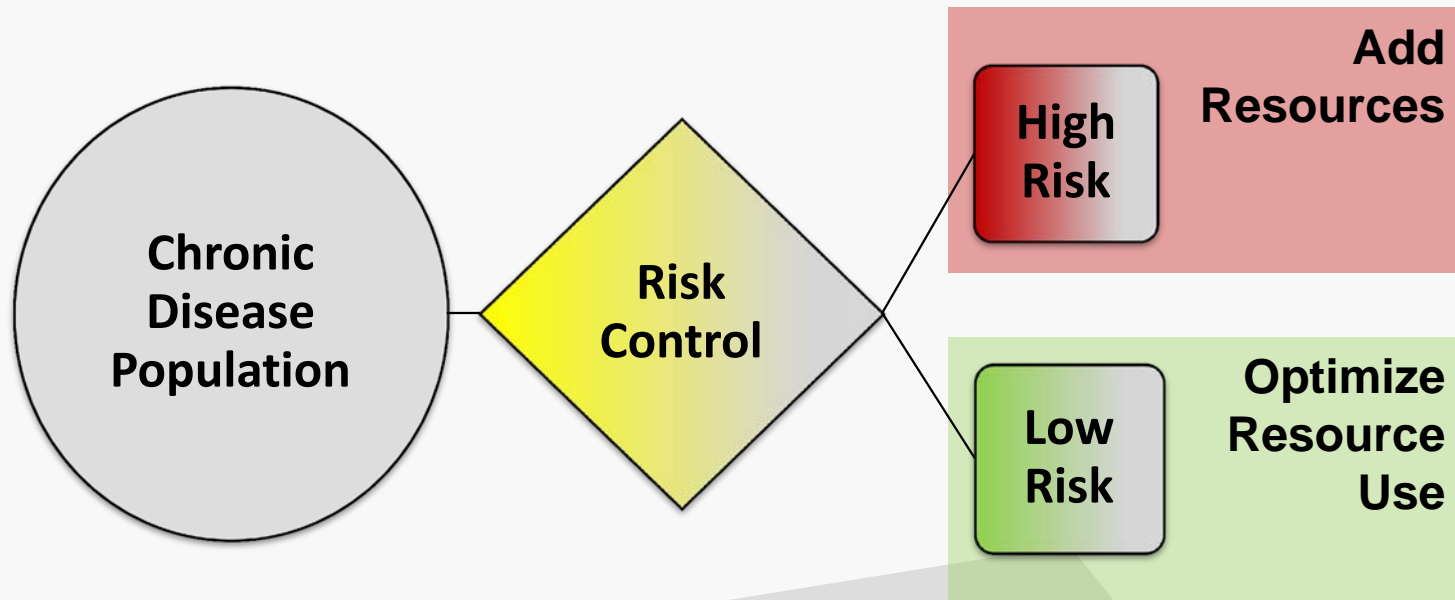
Basic Population Strategy





Who is an appropriate MTM patient?

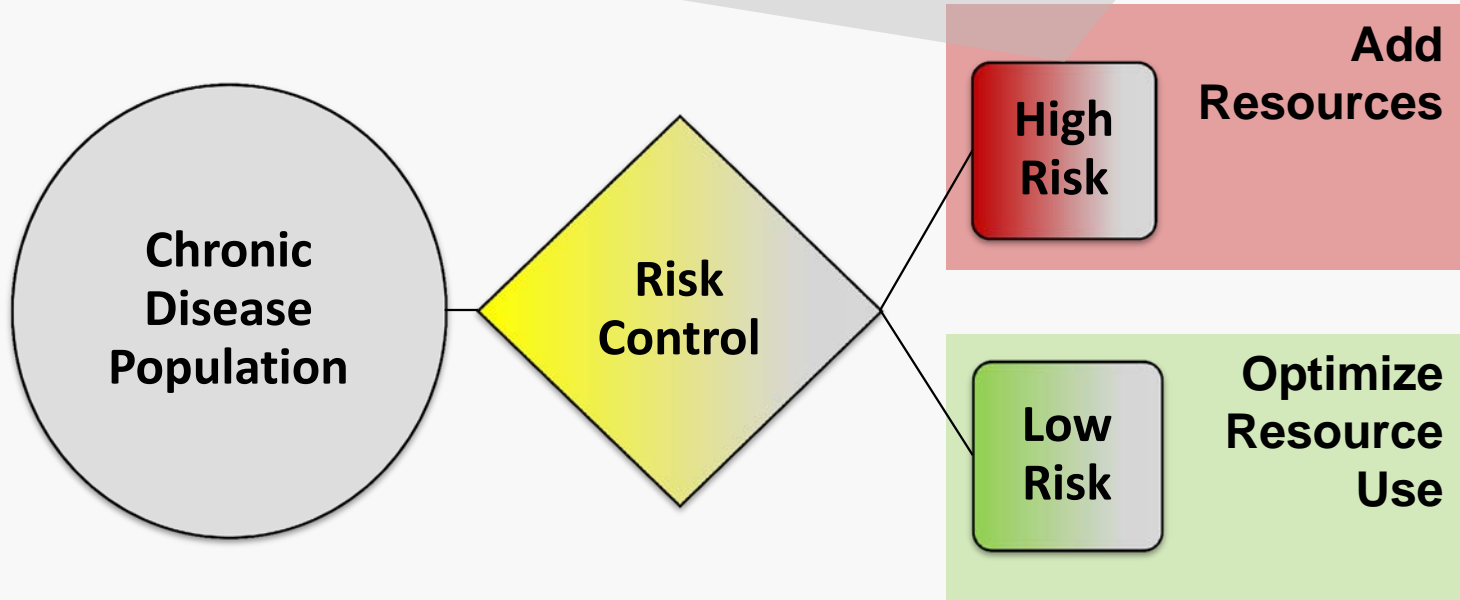
- Patients at high risk or have frequent ED/ hospitalizations
- Chronic disease states that are not at goal/in control
- Poly-provider patients
- Poly-pharmacy patients
- Patients with a recent change in their health/medication status- involving multiple medication changes
- Patients taking high risk medication classes
- Patient referred due to medication concerns/ questions



- Can we substitute a MTM visit instead of one MD visit per year?
- Groups, Social Networking, self-serve coaching

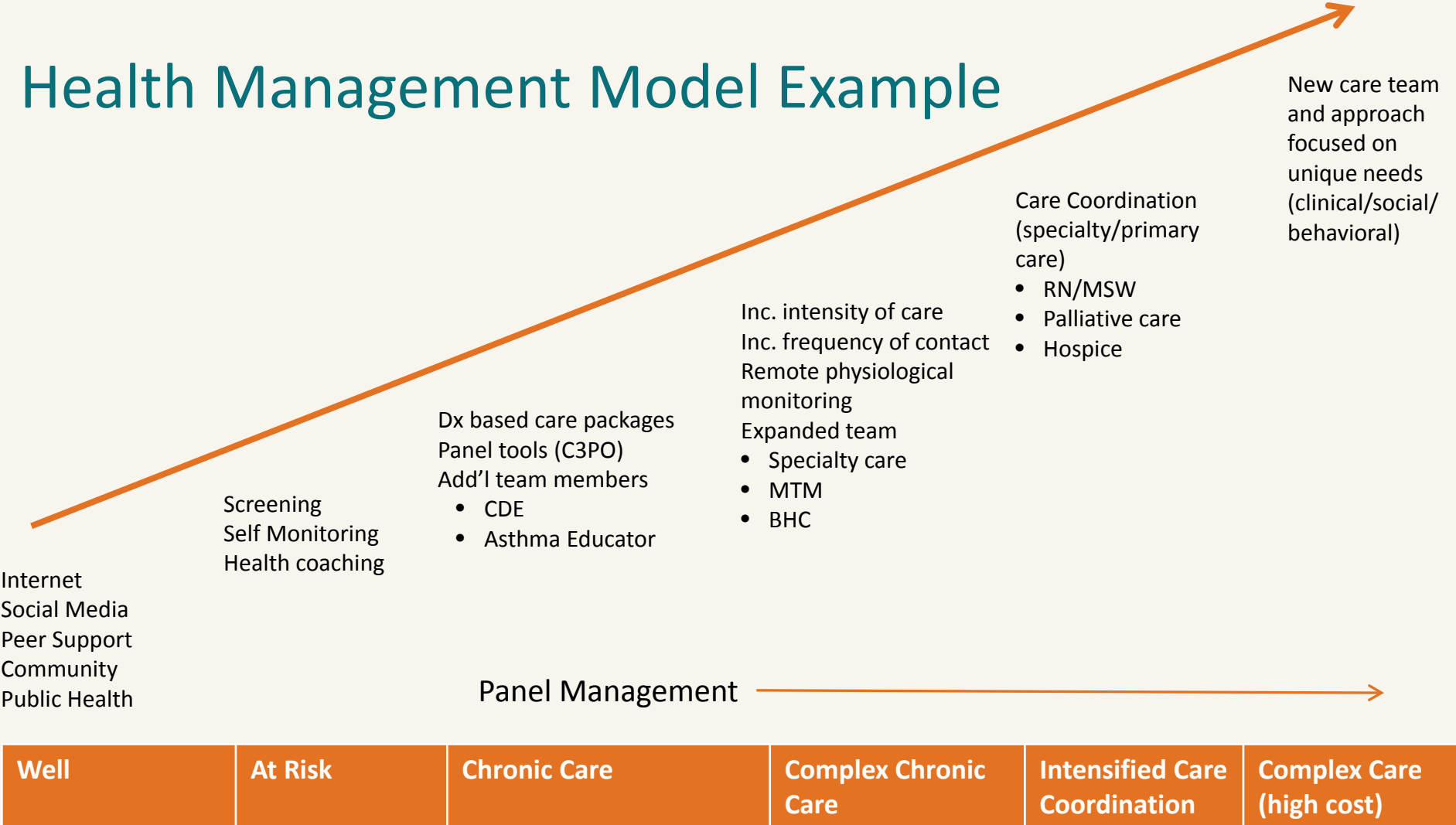


- Care coordination
- Add MTM, CDE, RN visits
- Health coaching, social services, other interventions





Health Management Model Example



← Population Management →



FPS' current and future strategies support Fairview's aggressive ACO development.

- Chronic disease and wellness
- Contributions to clinic care model
- Transitions in care
- Continuum of care services



Chronic Disease and Wellness

MTM services as an integral member of the care team

- Working with FMG leadership to develop a “panel” of MTM patients
- Refining our staffing and delivery model to ensure MTM services are available where there is need
- Collaborative Agreements in place to provide medication management on over 20 disease states
- Involvement in Population Health leadership team to guide direction of team clinician members

Care Package development & participation

- Asthma, diabetes, migraine, CAD, COPD, CHF, depression, etc.



Contributions to Clinic Care Model

Direct involvement in clinic team

- C3PO's (care conferences)
- Huddles
- Clinical consults
- Clinic operations team

Education

- Direct teaching
 - Asthma education for nursing
 - HTN, Lipid
- Protocol development

Innovation

- Virtual Care (web-cam) development



Transitions in Care

- Inpatient and Outpatient Pharmacy Services working together to reduce readmissions through improved medication management, reconciliation, and patient education
- Risk stratifying the population and determining what interventions/resources are needed
 - Inpatient
 - Outpatient



Continuum of Care Services

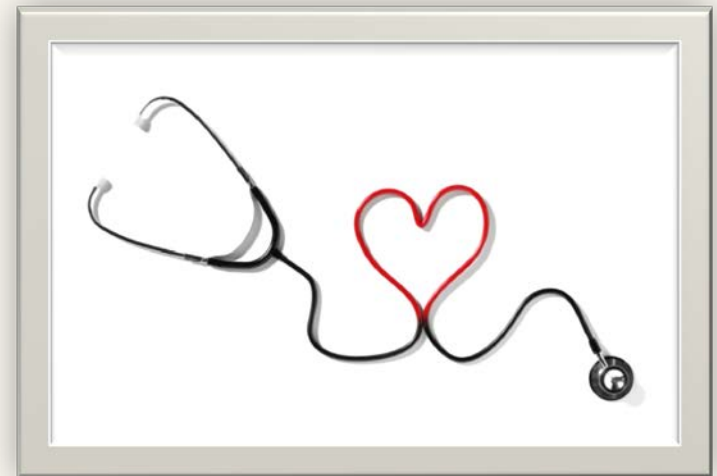
Provide MTM services in specialty areas

- Geriatric Services
- Advanced Therapies
- HIV
- Transplant/Chronic Kidney Disease
- Oncology



Fairview as a Pioneer ACO

- Pioneer ACO has four quality domains
 - Patient Experience
 - Care Coordination/Patient Safety
 - Preventive Health
 - At-Risk Population





Quality Measure Examples:

Aim= Better care for the individual

•CAHPS

- Timely care, communication, provider ratings, access to specialists, health education, shared decision making, health status

- **All condition readmission**
- **Condition specific admissions**
 - COPD, CHF
- **Medication Reconciliation- after discharge**
- **Falls Risk Screening**

Aim= Better health for Populations

•Preventative Health

- Flu, pneumovax, screenings for weight, tobacco, depression, colorectal, mammography

• Clinical measures

- Blood pressure
- Diabetes (A1c, LDL, BP, tobacco, ASA)
- Vascular disease (LDL, ASA)
- HF (BB, LDL therapy, ACEI/ARB)



In summary

- Pharmacists have an important role in the PCMH and ACO teams.
- Medication management needs have a comprehensive standardized approach to ensure consistent outcomes will be met.
- There are many areas that MTM can impact the health of the population

As Pharmacists, we will need to integrate ourselves into the team by taking responsibility for a person's drug related needs and being held accountable for meeting those needs.

