Optimizing Value and Patient Outcomes Through Comprehensive Medication Management

September 18, 2018
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!!!
Primary Care

Struggles & Too Often Fails to Halt Disease Progression

Early Chronic Disease → High Risk Chronic Conditions → Urgently Ill with Advanced Disease

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

Early Chronic Disease → High Risk Chronic Disease → Urgently Ill with Advance Disease

Get the Meds Right

Comprehensive Medication Management

Healthy Population
Our Med Management Paradox: Why we Need CMM!!!
Pharmacists are key members of the patient care team.
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

45% vs 21%

## Clinical Outcomes - Diabetes Control

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

*Internal HealthPartners data*
Effect of Home Blood Pressure Telemonitoring and Pharmacist Management on Blood Pressure Control: A Cluster Randomized Clinical Trial

<table>
<thead>
<tr>
<th></th>
<th>Intervention BP Control N=228</th>
<th>Usual Care BP Control N=222</th>
<th>P Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 months</td>
<td>71.8%</td>
<td>45.2%</td>
<td>&lt;.001</td>
</tr>
<tr>
<td>12 months</td>
<td>71.2%</td>
<td>52.8%</td>
<td>.005</td>
</tr>
<tr>
<td>18 months</td>
<td>71.8%</td>
<td>57.1%</td>
<td>.003</td>
</tr>
</tbody>
</table>
CMM services resulted in improvement of medication adherence with statins, ACEI/ARBs, and B-Blockers

Medication Adherence

Brummel, A, Carlson, A. Comprehensive Medication Management and Medication Adherence for Chronic Conditions. *Journal of Managed Care Pharmacy* 2016; 22 (1); 56-62.
Helping patients get and stay healthier

Transitions of Care and CMM

Home Visits

30 Day Hospital Readmissions

MTM Visit: 6%
No Visit: 16%
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

<table>
<thead>
<tr>
<th>Overall Results</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated Return on Investment:</td>
<td>3:1</td>
</tr>
<tr>
<td>Estimated Reduction in Total Costs:</td>
<td>19%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>High-Risk Commercial Member Results</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated Return on Investment:</td>
<td>11:1</td>
</tr>
<tr>
<td>Estimated Reduction in Total Costs:</td>
<td>27%</td>
</tr>
</tbody>
</table>

*Internal HealthPartners health plan data*
Diabetes Pilot Program

97 fewer hospital admissions = $809,000 savings!

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

Projected Cost Savings of $967,000

HealthPartners®
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.”
95% of providers surveyed were confident in the recommendations of the Fairview CMM pharmacist.
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.
What is CMM?
Comprehensive Medication Management

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

Establish a Therapeutic Relationship

ASSESSMENT
• Ensure all drug therapy is indicated, effective, safe and convenient
• Identify medication therapy problems

CARE PLAN
• Resolve drug therapy problems
• Establish therapeutic goals
• Prevent drug therapy problems

EVALUATION
• Record actual patient outcomes
• Evaluate progress in meeting therapeutic goals
• Reassess for new problems

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?

- Consistent Practice Model
- Consistent Patient Care Process
- Support from leadership/team
- Have measurable outcomes
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?
Additional Information
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

Fairview Health Services Continuum

- PreferredOne health plan
- 56+ primary care clinics
- 65+ specialty clinics
- 7 ambulatory care centers
- Hospice & home care
- Medical transportation
- 40 retail & specialty pharmacies
- 32K employees, 2.4K aligned physicians
- Joint ventures (part-owned hospital and clinical services)
- 10 wholly-owned community hospitals
- wholly-owned academic medical center (adult and pediatric)
- 69+ senior housing locations, 4 long-term care facilities and 1 long-term care hospital

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)