NCPA®
NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

116th Annual Convention

Date: Monday, October 20, 2014
Time: 8:00 am – 9:30 am
Location: Austin Convention Center, 19AB, Level 4

Title: Technology and Tools for Your Adherence Toolbox: Pharmacy Peers and the Secrets to Improvement
Sponsored by Merck
ACPE # 207-000-14-220-L04-P · 0.15 CEUs
ACPE # 207-000-14-220-L04-T

Activity Type: Application-based
Speaker: Amy Baloh, RPh, Hometown Pharmacy #2
Micah (Ky) Davis, PharmD, Harris Health Mart Pharmacy
Ashley Branham, PharmD, Clinical Director Moose Pharmacy

Pharmacist and Pharmacy Technician Learning Objectives:
Upon completion of this activity, participants will be able to:

1. Compare and contrast technology solutions for medication synchronization in your practice and evaluate what systems will complement your practice.
2. Discuss the merits of leveraging existing technology or using stand-alone technology for a medication synchronization program.
3. Describe peer methods of incorporating medication synchronization programs into their existing work flow and discuss challenges and resolutions.

Disclosures:
Amy Baloh declares no conflicts of interest or financial interest in any product or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

Micah (Ky) Davis declares no conflicts of interest or financial interest in any product or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

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ACPE

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Technology and Tools for Your Adherence Toolbox: Pharmacy Peers and the Secrets to Improvement

Amy Baloh, RPh
Ashley Branham, PharmD, BCACP
Ky Davis, PharmD

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Automated Medication Syncronization

Amy Baloh, RPh
Hometown Pharmacy

Disclosure

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Learning Objectives

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Hometown Pharmacy

- 4 retail locations serving customers in Western Pennsylvania
- Grocery store model in Belle Vernon, PA (open 9am to 7pm)
- Volume of 4000 prescriptions per month
- Team of 1 full-time pharmacist, 1 part-time pharmacist and 4 pharmacy technicians

Hometown Pharmacy

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Life before Med Sync

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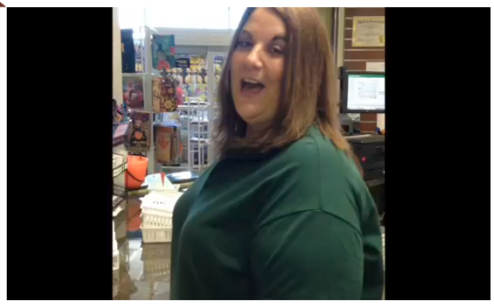
Patient Enrollment

- Adherence software identifies eligible patients from pharmacy dispensing system (PDS)
- Eligible patients flagged at will-call or time of refill drop off
- Enrolled patients are noted in pharmacy dispensing software



Program Advantages/Conditions

- Increased convenience
- Peace of mind
- Personal contact with pharmacist
- Increased understanding of meds, costs
- Accurate prescription records

- Accept monthly phone call from pharmacy to discuss refills
- Pick up meds on assigned refill date
- Pay extra copay one time
- Keep open dialogue with pharmacist

Call Flow Process

- Informational Review (-15 days)
- Confirmation Call (-7 days)
- Rx Posting Offset (-5 days)
- Will Call Bin Check (-2 days)
- Ready Pick Up Call (-1 day)

- Missed Pick Up Call (+2 days)

Appointment date

Informational Review

- Completed by Pharmacy Team (pharmacist or technician) 15 days before pick up date
- Look for accuracy, therapeutic duplication, refill status, changes in therapy, etc.
- Sync date=pick up date=appointment date
- Adjust sync date based on last pick up date

Confirmation Call

- Made by Pharmacy Team 7 days before pick up date
- Live call to patient to discuss prescription refills (changes in meds or health status, overstock, etc.)
- Helps strengthen Pharmacist-Patient relationship

- Refills are posted to pharmacy dispensing system 5 days before sync date.
- Allows for inventory management and improved workflow

Will-Call Bin Check

- Pharmacy Team generates report using adherence program
- Ensures all refills are ready for pick up based on established sync date
- Takes place 2 days before scheduled sync date
- Prevents "missing" prescriptions

Pick Up Calls

- Automated outbound notifications
- Ready call goes out 1 day before pick up
- Missed call goes out 2 days after pick up

Our Success

- Goal (9/2013)= enroll 110 patients
- **Hometown Pharmacy (estimates):**
  - $84,700 additional Rx sales
  - $18,634 additional profit (based on industry average gross margins)
- To date we have enrolled nearly 300 patients!

Take Home Pearls

- Toss manual calendar model
- Train staff to enroll/manage patients
- Don't be afraid to TALK to your patients
- Don't expect perfection from Day 1
- Tell customers you will be available month-to-month to manage their medications

Get Synced!

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Utilizing your Pharmacy Management System to Improve Adherence

Ashley Branham, PharmD, BCACP
Director of Clinical Services, Moose Pharmacy

Disclosure Statement

- Ashley Branham declares the following conflicts of interest, real or apparent, or financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings and honoraria
  - Merck and Company- Speaker's Bureau for Adult Immunizations

Evolution of the Adherence Program

- 2009
  - Formally initiate adherence program
  - Pilot and recruit existing patients
- 2010
  - Roll out program to all stores
  - Ramp up marketing efforts
- 2011
  - Standardize adherence program process
  - Integrate technology for dispensing medications
- 2012
  - Upgrade dispensing system
  - Customize adherence monitoring tools
- 2013
  - Introduce outbound customer calls
  - Star Rating Monitoring Process
- 2014
  - Redesign process to improve efficiency

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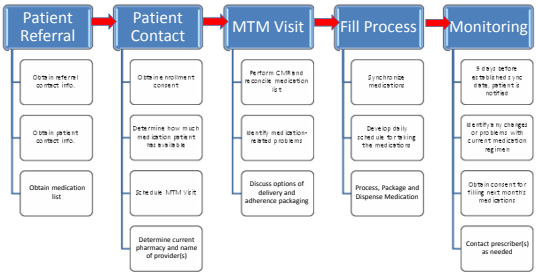
Overview of Adherence Program

New Patient Enrollment Process



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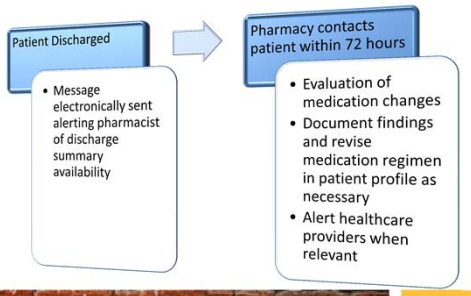
Overview of Adherence Program

Transitional Care Process



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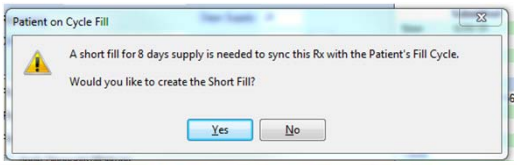
Identification of Patients

- Existing patients with trends of poor adherence to chronic medications
- Recurrent visits to ED or hospital
- Transportation challenges
- Literacy challenges
- Complex medication regimens
- Looking to reduce number of visits to the pharmacy

Adherence Program Referral Sources

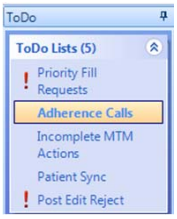
Medication Synchronization

- Initial synch date is based on days of medication that remains for patient
- When a new medication is authorized during the fill cycle, a short fill is automatically calculated



Monthly Follow Up

- Patients called prior to synch date each month to assess adherence and changes in medication regimen
  - Standardized script to fully assess
    - Problems with medications
    - Changes to medication regimen
    - Review of each specific medication
    - Evaluation of need of PRN medication



Patient Notification and Management Tools

- Outbound call reminders
- Text alerts confirming medication is ready for pick up
- App to manage medications

Evaluation of Adherence

- Integrate additional technology in dispensing process to access a comprehensive database for patient-specific prescription fill history, provider, pharmacy and adherence measures to prescribed therapy

Slide Courtesy of Community Care of NC

Tools for Identifying Patient Risk

Patient Information

Composite Score 75

Very High Risk

Patient Risks

Risk percentile for hospitalization within next 30 days

Risk percentile for hospitalization within next 12 months

Risk percentile of finding a drug therapy problem

Risk percentile of finding a high priority adherence-related drug therapy problem

Risk percentile of finding a high priority discrepancy-related drug therapy problem

Risk percentile of finding a high priority therapeutic consideration-related drug therapy problem

Slide courtesy of CCNC and the PHARMACeHOME Project

What We're Doing for Our Patient Population

- Meeting the patient where they are
- Identifying patients that are at highest risk
- Assigning each patient with a monthly medication coordinator
- Improving care transitions from hospital to primary care team
- Identifying gaps in medication use and safety
- Building a bridge for inter-disciplinary team-based care
  - Medication adherence reports
  - Identifying community resources

A Model of Sustainability

- Make the most of patient encounters
- Absence of appropriate payment mechanisms
- Need for quality measures to identify and track gaps in medication use and safety

Key Points

- Using technology, it is possible to get information into the hands of someone that can respond quickly and resolve medication-related problems.
- Pharmacists are well positioned to assist patients in the identification of gaps in care, recommending appropriate medication therapy and promote cost reduction.
- Influence payment structure by communicating the value of your services to ACO's, medical homes and other payers.
- Leverage all resources and engage members of the healthcare team.

Contact Information

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Using a Tablet to Manage Medication Synchronization

Ky Davis, PharmD
Harris Health Mart Pharmacy

Disclosure

Ky Davis declares no conflicts of interest or financial interest in any product or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

Why a Tablet?

- Relatively low cost
- No barriers to entry
- Easy to manage
- Customizable reminders
- Flexibility

To-Do List App

Each Enrolled Patient Has 3 Reminders

- Pre-Fill phone call
- Rx filling
- Follow-up/Pick-up Phone call

Flexibility

Able to fit into our workflow

- 2 to 5 days per week
- Can accommodate 60 or 90-day supply
- 26 day supply for consistently early patients
- Notes field for med-list, contact info, special instructions

Identification of Eligible Patients

- Initially invited interested patients
- Now promoted with a sign at drop-off
- Anywhere from 1 Rx to 26 Rx's
- Target "Problem Patients"

Identification of Enrolled Patients

Asterisk on Patient Name

- Used to flag the "super-tech" on any new Rx's
- Also useful to isolate patients in system reports

Patient Enrollment/Initial Synchronization

Med-List pulled from Pharmacy System
Synchronization done manually

- Identify anchor med (by cost or ability to split)
- Determine fill date
- Short-fill meds to line up with fill date in initial month
- Set reminders in app on the tablet

Outbound Calls

- Scheduled reminder 1 wk prior to pick-up date
- "Super-Tech" makes calls and bills Rx's
- Rx's filled at convenience over the next week
- Gives time to let refill authorizations trickle in
- Follow-up phone call with patient if they haven't picked up Rx's by pick-up date

Basket System

- White is standard, Red for waiters, Blue for SMM
- Blue baskets labeled with:
  - Patient Name
  - Total # of Rx's
  - # of Rx's yet to be called in/On order/Too soon
  - List Rx's waiting to be filled
  - Pick-Up Date

The Take-Home:

You could implement this next week!

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Q & A with the Panel