MTM As A Team Sport:
Introduction To Utilizing Technicians
To Enhance MTM Services
Webinar Moderator

Denise Clayton, PD
2016-2017 Medication Management SIG Coordinator
dmclayton28@yahoo.com

Speakers

Carmela Avena-Woods  BS Pharm, PharmD, CGP
Associate Clinical Professor
College of Pharmacy and Health Sciences
St. John's University, New York
avenac@stjohns.edu
Community Practice Site: Walgreens Pharmacy

Alyssa M. Lesko, PharmD
Medication Therapy Management Clinical Coordinator
Johns Hopkins Home Care Group
Johns Hopkins Outpatient Pharmacy
Baltimore, Maryland
alesko3@jhmi.edu
Speakers (continued)

Rachel Stafford, PharmD
APhA Medication Management SIG Coordinator-Elect 2016-2017
Assistant Professor
College of Pharmacy | University of Arkansas for Medical Sciences
Community Practice Site; Kroger Pharmacy
rastafford@uams.edu

Jessica McCain, PharmD, BCACP
Clinical Pharmacist
Meijer Pharmacy
Columbus, Ohio
mccain.jess@gmail.com

Nikki Scott, PharmD
APhA Medication Management SIG Business Model Committee Co-Chair
Harps PGY1 Community Pharmacy Resident
UAMS College of Pharmacy
nscott@harpsfood.com
2015 APhA-APPM Medication Management SIG Needs Assessment Questionnaire
Webinar Objectives

• Discuss how to prepare your pharmacy to integrate technicians into the MTM workflow.
• Identify opportunities for technician involvement in preparation of the patient interview.
• Outline areas for technician involvement in the documentation, billing, and follow up of MTM services.
• Describe a case example of successfully utilizing technicians in the MTM process.
Getting Technicians Off the Bench and Into the Game

Getting Started
Evolvement of the Technician

- Pharmacy Technician Certification Board (PTCB)
  - Majority of states now require technicians to be certified nationally and/or are regulated by the state
- Certified Pharmacy Technician (CPhT): Expansion
  - Pharmacy Technician Certification Exam (PTCE)
  - By 2020, candidates must complete an ASHP/ACPE accredited training program to take the PTCB certification exam, known as the PTCE
  - As of 2014, of the 20 CE hours required for recertification, one hour must be on patient safety and one hour must be on law
Unsung Heroes

Acknowledgments: Jessica McCain

• Certified Pharmacy Technicians (CPhTs) have shown success in:
  • Taking medication history
  • Reduced problems in medication orders
  • Obtaining, documenting, and communicating medication reconciliation data
  • Tech-Check-Tech programs (ASHP 2011)


Identify your Technicians
MVP or Team of the Year?

- Code of Ethics for Pharmacy Technicians
  - Honesty
  - Integrity
  - Respect

- Potential and Readiness


Is Your Team Ready to Play?

- Documentation
  - Is the MTM service well established?
- Scheduling
  - When will pharmacist(s) conduct MTMs?
- Location
  - Where and how will MTM services be provided?
- What are potential challenges or barriers for your patient population?
Get Some Skin in the Game

• Start the conversation
  • What is MTM?
  • What is the importance of MTM?
• Goals of the service
  • Financial and clinical outcomes
• Education, training, and tools for success
• Encouraging involvement
  • Incentives
Communication is the Key to Victory!

- 30 second speech
  - For all team members to promote the service
- Utilize a phone call script
  - Highlight the service and how it will help the patient
  - Can also apply to different situations
- Tips
  - Communicate with patients in a way that they understand
  - Keep it professional
  - Establish “troubleshooting” responses
  - Open-ended questions are vital!
“A pharmacists will sit with you one-on-one to review all your medications, including your over-the-counter treatments. We can help answer any questions you may have such as how to use it safely, explain why you are using it and how it can best help you. This is to ensure you are maximizing the benefits of your medications while minimizing side effects and possibly even cost.

We will work together with you, you’re physician and other caregivers to help you reach your goals. At the end of the service we will provide you with a complete medication card and a document reviewing the things we discuss and you can do to help you achieve those goals.”
Bulk Up Your Playbook

• “Shop” APhA at www.pharmacist.com
  • Communication and Management Skills for the Pharmacy Technician by Jody Jacobson Wedret
  • The Pharmacy Technician’s Introduction to Pharmacy by L. Michael Posey

• Medication Management Special Interest Group
  • Get Involved and Engage
The Technician: The Communications Quarterback

Getting Ready for the Patient Visit
Gathering Your Lists

1. Pharmacy Profile
2. List from MTM Vendor
3. Diagnoses and medication list from physician(s)
4. Patient Interview
Comparing Medication Lists

• Which medications are not on all lists?
• Are there any gaps in the patient’s refill history?
• What conditions do you think the patient has?
Appointment Reminders

- Confirm time and location
- Remind them to bring their bottles and any vitamins, creams, eye drops, over the counter, etc.
- Bring any glucose/BP logs, etc. if appropriate
Medication History Interview

• Settings
  • Geriatric ward
  • ED
  • Tertiary care hospital
  • Community pharmacy

• Training Considerations

• Workflow: before pharmacist visit
  • Via phone
  • In person (warm handoff)
Medication History Interview

• Findings
  • Students/technicians can accurately complete a med history
  • It takes about the same time as a pharmacist or a little longer
  • Simple drug errors can be found and dealt with by the pharmacist or other provider


Succeeding in the Red Zone:
MTM Documentation and Billing
Unsung Heroes: Technician Roles Changing

- Certified Pharmacy Technicians (CPhTs) have shown success:
  - Taking medication history
  - Reduced problems in medication orders
  - Obtaining, documenting, and communicating medication reconciliation data


Run Your Winning Play in a New Way

- We can utilize the same process already in place
- Minimizing workflow interruptions and training needs

Technician Prescription Processing

Prescription dropped off → Technician enters data → Pharmacist verifies data

Technician MTM Processing

MTM identified by Pharmacist → Technician enters data → Pharmacist verifies data
Pharmacist Identifies MTM Interventions

- Pharmacists identify and record:
  - Drug therapy problems (DTP)
  - Medication Action Plan (MAP)
  - Resultant MTM interventions
- Worksheets to simplify the process
Example MTM Worksheet

<table>
<thead>
<tr>
<th>Patient ID</th>
<th>Visit Date</th>
<th>Pharmacist ID</th>
<th>NABF</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### MEDICAL CONDITON:
- [ ] Diabetes
- [ ] Hypertension
- [ ] COPD
- [ ] Other

### ASSESSMENTS:
- [ ] Clinical (surgery and symptoms)
- [ ] Drug Utilization (compliance, etc.)
- [ ] Behavioral (cancer, weight management, goal, education)

### VISIT TIME:
- [ ] MINUTES

### PATIENT CUES:
- [ ] Medication
- [ ] Disease
- [ ] Use of Self-Monitoring Device
- [ ] Self-care
- [ ] Compliance

<table>
<thead>
<tr>
<th>Problem</th>
<th>MED Council</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Node Therapy</td>
<td>[ ] Decision</td>
<td>[ ] Effect</td>
</tr>
<tr>
<td>[ ] Decision Therapy</td>
<td>[ ] Decision</td>
<td>[ ] Effect</td>
</tr>
<tr>
<td>[ ] Substantial Drug</td>
<td>[ ] Decision</td>
<td>[ ] Effect</td>
</tr>
<tr>
<td>[ ] Decision Effect</td>
<td>[ ] Decision</td>
<td>[ ] Effect</td>
</tr>
</tbody>
</table>

| Asthma, PEFR, Zone: Green, Yellow, Red | [ ] HTN, BP |

### MEDICATION MANAGEMENT:
- [ ] # of acute episodes: [x]
- [ ] # of unscheduled MD visits: [x]
- [ ] # of scheduled MD visits: [x]
- [ ] # of hospitalizations: [x]
- [ ] # of missed work days: [x]

**Figure 1.** North Carolina SHP MTM Program pharmacist clinical encounter form

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### Example MTM Worksheet

<table>
<thead>
<tr>
<th>PATIENT ID</th>
<th>VISIT DATE</th>
<th>PHARMACIST ID</th>
<th>NABP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial</td>
<td>Follow-up</td>
<td>Phone Consultation</td>
<td></td>
</tr>
</tbody>
</table>

#### Medical Conditions
- Diabetes
- Hypercholesterolemia
- COPD
- Asthma
- Hypertension
- CHF

#### Assessments Done This Visit
- Clinical (signs and symptoms)
- Drug Utilization (compliance, etc)
- Behavioral (risk factor management, goals, education)

#### Visit Time
- MINUTES

#### Patient Education (check all that apply)
- Medication
- Disease
- Use of Self-Monitoring Device
- Self-care
- Compliance

#### Drug/Medical Problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>MD Consult</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Needs Therapy</td>
<td>Yes</td>
<td>Drug added</td>
</tr>
<tr>
<td>Unnecessary Therapy</td>
<td>No</td>
<td>No change</td>
</tr>
<tr>
<td>Suboptimal Drug</td>
<td>No</td>
<td>No change</td>
</tr>
<tr>
<td>Medical Problem</td>
<td>Yes</td>
<td>Drug added</td>
</tr>
<tr>
<td>Cost-Effective</td>
<td>No</td>
<td>No change</td>
</tr>
<tr>
<td>Drug Interaction</td>
<td>Yes</td>
<td>Drug added</td>
</tr>
<tr>
<td>Adverse Effects</td>
<td>No</td>
<td>No change</td>
</tr>
<tr>
<td>Administration/Technique</td>
<td>Yes</td>
<td>Drug added</td>
</tr>
<tr>
<td>Insufficient Dose/Duration</td>
<td>No</td>
<td>No change</td>
</tr>
</tbody>
</table>

**Example:**
- Asthma – needs rescue inhaler
- Citlopram – taking Qam instead of pm; complains of drowsiness

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**Example MTM Worksheet**

<table>
<thead>
<tr>
<th>Medication/Condition</th>
<th>Problem</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advair 250/50</td>
<td>Patient is asthmatic but doesn’t have rescue inhaler.</td>
<td>Pharmacist will request prescription for rescue inhaler.</td>
</tr>
<tr>
<td>Citalopram 20mg</td>
<td>Patient reports feeling drowsy during the day with taking Citalopram in the morning.</td>
<td>Patient should move dose to evening to limit drowsiness side effect causing problems during waking hours.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Intervention</th>
</tr>
</thead>
<tbody>
<tr>
<td>√ Needs Therapy</td>
</tr>
<tr>
<td>√ Administration/Technique</td>
</tr>
</tbody>
</table>
Technician Enters Data

- Technician takes recorded information and translates it into your dispensing and/or MTM platforms
  - Increased cost-efficacy of MTM
  - Increased clinical time for pharmacists
Pharmacist Verifies MTM Data Entry

• Following data entry by technicians, pharmacists verify data and submit claim(s)
  • CMR Standard Patient Takeaway
    • Personal Medication List (PML)
    • Medication Action Plan (MAP)
  • MTM Intervention claim(s)
Tips for Team Success

- Worksheets that work for you
- Document effectively
- Control your calendar
- Push your purpose
- Celebrate success!
Why?

- Increased technician integration
- Increased MTM demand
- Increased pharmacist clinical time
- Increase value generated through MTM
- Increased MTM cost-efficacy

References:

Rupp, Michael T. Analyzing the costs to deliver medication therapy management services. J Am Pharm Assoc. 2011;51:e19–e27.


Utilizing Pharmacy Technicians: A Grand Slam for Harps Pharmacy
Harps Pharmacy Background

• Regional chain across Arkansas, Oklahoma, and Missouri
• 35 pharmacies
• Performing MTM services since 2014
• Light utilization of technicians
• Clinical pharmacist
Completion Rates

- CMR, 98%
- TMR, 91%
- Total, 95%

- Completed
- Declined
- No action
Current MTM Training Programs

- Knowledge of MTM services
- Patient interviewing skills
- Difficulty navigating MTM platforms
- Gaps in clinical knowledge for MTM services
- Time to complete services
- Integrating services into the pharmacy workflow
- Effective pharmacist-prescriber communication
Current MTM Training Programs

- ✔ Knowledge of MTM services
- ✔ Patient interviewing skills
- ✔ Difficulty navigating MTM platforms
- ❑ Gaps in clinical knowledge for MTM services
- ❑ Time to complete services
- ❑ Integrating services into the pharmacy workflow
- ❑ Effective pharmacist-prescriber communication
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MTM The Future Today

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MTM The Future Today

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Implementation of MTM
Implementation Solutions
Implementation Solutions

A Look at the Protocol

- Technician driven MTM services
  - Contact patients
  - Schedule appointments
  - Prepare patient folder
  - Fax prescribers
  - Document and bill for services
- Pharmacist time dedicated to providing patient care
Technicians in the Game

Implementing the New Program

- Only store pharmacists
  - Jun-July 2014
- Store pharmacists and clinical pharmacist
  - Aug-Sept 2014
- Store pharmacists and clinical pharmacist
  - Sept-Oct 2015
- Only store pharmacists
  - Nov-Dec 2015

MTM The Future Today
Mirixa Platform Before and After

Before

1% Completed
3% Declined
5% No action
CMR, 98%
TMR, 91%
Total, 95%

After

1% Completed
1% Declined
16% No action
CMR, 78%
TMR, 59%
Total, 69%
## Outcomes Platform Before and After

### Outcomes Completion Rates and Revenue Before and After Training

<table>
<thead>
<tr>
<th></th>
<th>Before</th>
<th>After</th>
<th>Revenue Before</th>
<th>Revenue After</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMR (1%)</td>
<td>$258</td>
<td></td>
<td>$5,074 (p&lt;0.001)</td>
<td></td>
</tr>
<tr>
<td>TMR (5%)</td>
<td>$342</td>
<td></td>
<td>$1,932 (p&lt;0.001)</td>
<td></td>
</tr>
<tr>
<td>Total (3%)</td>
<td>$600</td>
<td></td>
<td>$7,006 (p&lt;0.001)</td>
<td></td>
</tr>
</tbody>
</table>

### Graph Representation

- **CMR (1%)**
  - Before: $258
  - After: $5,074 (p<0.001)
- **TMR (5%)**
  - Before: $342
  - After: $1,932 (p<0.001)
- **Total (3%)**
  - Before: $600
  - After: $7,006 (p<0.001)
Pharmacist Survey Data

- Pharmacists reported significantly higher level of comfort in performing MTM after the training ($p<0.001$)
- Self-reported preparing time for providing CMR decreased after the training ($p=0.001$)
- Self-reported billing time for both CMR and TMR decreased after the training ($p<0.05$)
- Time to provide MTM was the biggest challenge before the training (50%) but after the training only 10% reported that time was the biggest challenge
Sustainability

- After launch of the program, pharmacies were responsible for their MTM completion
- Since November 1, 2015, the MTM program has generated revenue equivalent to $1.5 million in prescription fill revenue
- Harps Pharmacies went from not being ranked in the Top 40 pharmacies to #8 in nation for the regional chain category in the first quarter of 2016
“It takes effort to win a game, but it takes courage to change the game.”

Michael Jordan
Now it’s time for Q & A!
Thank You For Participating!

Join the Medication Management SIG