

MTM Self-Assessment Tool

How ready are you to provide medication therapy management (MTM) services to the patients in your pharmacy practice setting? Please take this quick 10-minute self-assessment survey to gauge how ready you are to deliver MTM!

Helpful background information: The opportunity for pharmacists to provide medication therapy management (MTM) is recognized through Medicare Part D, and MTM services are currently being successfully delivered by pharmacists through state-based Medicaid programs and self-insured employers and other private-sector groups. MTM services are designed to optimize therapeutic outcomes, improve medication use, reduce the risk of adverse events and drug interactions, and increase patient adherence/compliance for patients. MTM is a significant advancement for the profession of pharmacy and highlights the valuable contributions that pharmacists make to patient care.

According to the pharmacy profession's MTM consensus definition, MTM services are independent of, but can occur in conjunction with, the provision of a medication product. This survey can be taken by pharmacists in any practice setting, including those that may be independent of dispensing activities.

This tool is also designed to give you a preliminary gauge of readiness to provide MTM services. It is not intended to be a comprehensive assessment of an individual pharmacist's or a site's readiness to provide MTM services.

When you are finished, add your total points based on your answer for each question and compare your results to the information at the end of this survey.

1. **Does your practice site have a private/semiprivate consultation area?**

- A. We have a private consultation area.
- B. We do not have a private consultation area or available space to create one.
- C. We have a semiprivate consultation area.

2. **Do pharmacists in your practice site market/promote existing patient care services?**

- A. We promote our dispensing services to the public through various means.
- B. We do not advertise for our business or promote any services we provide.
- C. We promote our patient care services to both patients and providers in the local area.

3. **Are pharmacists in your practice site providing direct patient care through MTM services such as medication therapy reviews (MTR)?**

- A. Our pharmacists identify and resolve problems with individual prescriptions.
- B. Our pharmacists identify and resolve problems, and provide in-depth consultation on individual prescriptions.
- C. Our pharmacists identify and resolve problems, and provide in-depth consultation on medication therapies through MTM services such as MTRs.

4. **Does your practice site have an efficient system for storing individual patient records? (i.e., file cabinets, electronic, etc.)**

- A. We have a storage system set up for our dispensing information but no system for individual patient records.
- B. We have a computer database for all patient information, including individual patient records for MTM services.
- C. We have a system in place using paper charts for individual patient records.

5. **Do pharmacists in your practice site document patient care/interactions and patient/provider communications?**

- A. Our pharmacists document in-depth patient care visits and consults with physicians in a manner that allows for ongoing patient monitoring.
- B. Our pharmacists document all drug therapy problems identified, and document all physician recommendations and responses.
- C. Our pharmacists document simple interventions with patient therapies discovered while dispensing.

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6. *Does your practice site have adequate workflow, time, and staff to provide MTM services?*

- A. We have implemented an efficient workflow but we will need to hire more staff to have time to provide MTM services.
- B. We do not have adequate staff or time to create a plan to provide MTM services.
- C. We do have adequate workflow, time, and staff, to provide MTM services.

7. *Does your practice site have wellness/MTM services in place already?*

- A. We currently provide multiple wellness/MTM services in our practice setting.
- B. We have started making plans to incorporate wellness/MTM services into our pharmacy practice.
- C. We have not tried to implement any wellness/MTM services.

8. *Does your practice site have patients interested in MTM services who will pay out of pocket?*

- A. We provide MTM services to a mix of patients, those who pay out-of-pocket and/or some through third-party payers/employer groups.
- B. We have surveyed the community and got a mixed response on paying out-of-pocket for MTM services.
- C. Do not know, we have not tried anything like this yet.

9. *Does your practice site have a system set up to bill Medicare and/or private plans directly for patient care services?*

- A. We currently bill Medicare and/or private plans directly.
- B. We have a system to bill Medicare and/or private plans directly, but it is not very efficient or we do not use it.
- C. We currently do not bill Medicare and/or private plans directly for patient care services.

10. *Does your practice site have information resources for the pharmacists?*

- A. We do not have the budget to provide pharmacist resources beyond what is required by state law.
- B. We provide access to a limited number of information resources for our pharmacists.
- C. We provide access to a wide range of information resources for our pharmacists.

11. *Does your practice site have information resources and support services for the patients?*

- A. We do not have the budget to provide patient information resources.
- B. We provide a limited number of general information resources for our patients.
- C. We provide a wide range of information resources for patients.

12. *Does your state practice act allow immunization or collaborative practice authority for pharmacists?*

- A. Our state does not allow authority for immunization or collaborative practice, or I am not sure what our state practice act allows.
- B. Our state allows authority for immunization and/or collaborative practice.
- C. Our state allows authority for immunization and/or collaborative practice, and our pharmacy has collaborative practice agreements in place.

13. *Does your practice site have support from other area health care providers for your MTM services?*

- A. Health care providers in the area are threatened by new pharmacist-provided MTM services.
- B. Health care providers in the area strongly support our MTM services.
- C. We have had good conversations with area health care providers about our MTM services.

14. *Are other pharmacists in the area providing/planning to provide similar MTM services?*

- A. We have pharmacists in the area already delivering wellness/MTM services.
- B. Not that we know of.
- C. Some pharmacists in the area are trying to set up programs in preparation for MTM services.

15. *Is your practice site contracting with Medicare Part D prescription drug plans (PDPs) and/or Medicare Advantage Plans (MA-PDs) as a provider of MTM services? (Note: this is a separate contract from the one used to join the Part D pharmacy network)*

- A. We have already contracted/or should have no problem contracting with Part D plan(s) to provide MTM services.
- B. We would like to pursue a Medicare Part D contract to provide MTM services, but we have not done so yet and need to analyze payment structures.
- C. We are not able to contract with the Part D plans to provide MTM services in our area.

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Total Points:

0 – 9 points

Not quite ready; jump on board now if you want to help move the pharmacy profession forward!

Pharmacists are being recognized for their medication therapy expertise and the profession is moving forward with the new prescription benefit and MTM services. MTM services can present new opportunities for pharmacists to provide and be reimbursed for patient care services. Consider the location and patient population of your pharmacy as you explore new opportunities. Now is the time to start making the changes to your practice to incorporate new MTM services.

10 – 20 points

Hang in there; you're on the right track!

You are trying to incorporate some changes to your pharmacy practice and workflow to prepare yourself for these new services. Keep pushing forward and make sure you continue to evaluate your strengths, weaknesses, opportunities, limitations, and targeted patient population while you are incorporating new MTM services into your practice.

21 – 30 points

On your way to being ready; may need to work out a few more kinks!

Keep up the good work. If you are not already providing MTM services you are well on your way. Review your plans to make sure you have not overlooked anything that could become a future problem. For example, make sure you have accounted for the extra patients who will seek out your services. By hiring new staff or by changing your workflow and staff responsibilities, you should be able to accommodate new patients.

Points For Each Answer:

1.	A. 2	B. 0	C. 1
2.	A. 1	B. 0	C. 2
3.	A. 0	B. 1	C. 2
4.	A. 0	B. 2	C. 1
5.	A. 2	B. 1	C. 0
6.	A. 1	B. 0	C. 2
7.	A. 2	B. 1	C. 0
8.	A. 2	B. 1	C. 0
9.	A. 2	B. 1	C. 0
10.	A. 0	B. 1	C. 2
11.	A. 0	B. 1	C. 2
12.	A. 0	B. 1	C. 2
13.	A. 0	B. 2	C. 1
14.	A. 2	B. 0	C. 1
15.	A. 2	B. 1	C. 0

APhA Resources to Assist in MTM Implementation:

- Pharmacy profession consensus definition of medication therapy management
- *Medication Therapy Management in Community Pharmacy: Core Elements of an MTM Service* (APhA/NACDS Foundation)
- Lewin Report: *Medication Therapy Management Services: A Critical Review* (Executive Summary Report)
- *Medication Therapy Management Training & Techniques for Providing MTM Services in Community Pharmacy*—CD-ROM
- *Medication Therapy Management Services in Community Pharmacy: Planning for Successful Implementation*
- *Medication Therapy Management Services: Pain Management Issues in the MTM Patient*
- *Medication Therapy Management Services: Applying Compliance and Adherence Principles to Optimize Care of Patients with Diabetes.*
- APhA's "MTM Tip of the Month" from *Pharmacy Today*
- MTM Services/Medicare e-Community for APhA members
- Series of monographs on *Understanding Medicare Reform: What Pharmacists Need to Know*
- Resources available at the APhA MTM Resource Center at www.pharmacist.com/MTM, and at the APhA Medicare Resource Center at www.aphanet.org/medicare

Note: If you are interested in providing APhA with information and/or examples of your MTM activities, please send comments and contact information to mtm@aphanet.org