

Preparing to Get Technicians Involved

- Before involving technicians, you must determine whether you are ready.
 - Documentation – *Is the MTM service well established?*
 - How comfortable and knowledgeable are you with the program? As pharmacists, we must be well-informed of the MTM model being used.
 - How will patients be identified? Who and what will be documented? What specific billing requirements must be met?
 - Scheduling – *When will the pharmacist conduct MTMs?*
 - Pharmacists should predetermine and set specific times and days for consults.
 - Location – *Where and how will MTM services be provided?*
 - Remember to consider patients who may have special needs, such as hearing or physical disabilities, while maintaining privacy for patients.
 - What potential challenges or barriers exist for your patient population?
- Establish a game plan
 - Ensure that all technicians and support staff fully understand the purpose and importance of MTM.
 - Educate technicians on the goals of the service, both financial and clinical outcomes.
 - Ensure technicians and support staff are provided the education, training, and tools necessary for successful delivery of MTM services.
- Communication is key in providing MTM services
 - Develop a 30 second elevator speech for staff to promote the service to patients.
 - Utilize a phone call script to highlight the service. A workflow script can be helpful in allowing support staff to navigate answers to potential questions and troubleshoot certain responses.

Getting Ready for the Patient Visit

- Gather your lists of the patients' medications from the various sources (pharmacy profile, MTM vendor, doctor's office, patient interview).
- The technician can compare medication lists and document which medications aren't on all lists, note any gaps in the patient's refill history, and create an inferred list of disease states.
- Literature findings support the ability of students and technicians to complete the patient interview and collect the medication history.

MTM Documentation and Billing

- Technicians can be incorporated into the MTM processing workflow similar to the way in which they are incorporated into the prescription processing workflow.
 - MTM is first identified by a pharmacist. The technician can then enter that data for the pharmacist to verify.
 - The pharmacist will identify and record drug therapy problems (DTP), a medication action plan (MAP), and any resulting MTM interventions on standardized worksheets. The pharmacist can then share completed documentation with the technician for data entry.
 - Following data entry by technicians, pharmacists verify data and submit claim(s).
- Technician data entry can free the pharmacist to focus on clinical assessment, problem-solving, and provider-collaborative, patient-centered care.
- Consistently and efficiently document MTM services, including: MTM platform used, service(s) being completed, what has been done, and the follow-up plan.

Utilizing Pharmacy Technicians (Harps Pharmacy Case Study)

- Harps Pharmacy, a regional chain pharmacy, has been providing MTM services since 2014. However, the chain struggled to incorporate MTM services into their everyday workflow and suffered from poor completion rates in providing services. The chain wanted to pursue training for pharmacists and technicians to better serve their patients and improve completion rates.
- Many MTM training programs address MTM services, patient interviewing skills, and difficulties navigating MTM platforms. However, they often don't address workflow incorporation protocol.
- MTM The Future Today, a training program in MTM protocol, addresses the standard areas of MTM training and specifically focuses on challenges associated with implementation.
 - Implementation solutions are presented in two parts – a live training session and the provision of a CMTM protocol manual.
 - Under this technician-driven protocol, pharmacy technicians perform all non-clinical tasks. Delegating these tasks to technicians allows the pharmacist to focus on clinical services and the provision of direct patient care.
 - The program's protocol manual provides technicians with the training and specialized tools needed to perform all non-clinical tasks.
- In the two months following Harps pharmacists and technicians completing this training program, Mirixa completion rates rose from 3% to 19%. Revenue also increased from \$600 for the two months prior to training to \$7,000 during the two months after training.
- Pharmacists also reported a significantly higher level of comfort in performing MTM after the training. Self-reported preparing time and billing time both decreased after the training.

Acknowledgement

This resource was created from a webinar presented by members of the APhA Medication Management Special Interest Group, including: Denise Clayton, PD; Carmela Avena-Woods, BSPHarm, PharmD; CG, Alyssa M. Lesko, PharmD; Rachel Stafford, PharmD; Jessica McCain, PharmD, BCACP; and Nikki Scott, PharmD.