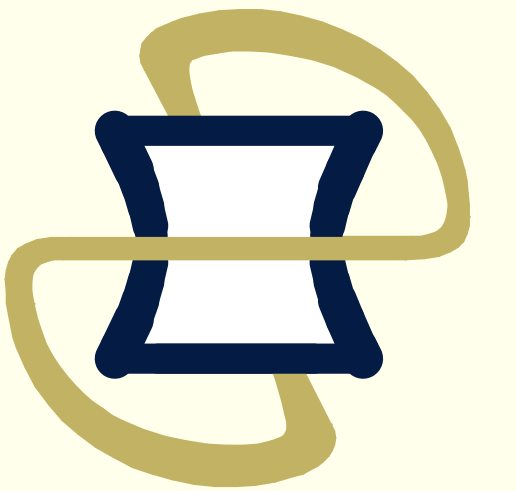




# Students as Catalysts for Change: Implementation and Expansion of Reimbursable MTM Services

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## INTRODUCTION

- ◆ Pharmacists' interventions have been shown to decrease hospital admissions and increase medication adherence according to a report to the U.S. Surgeon General in 2011, saving the health care system an average of \$4 for every \$1 allocated to pharmacist provided patient care services.
- ◆ A study by Osborne et al in 2009 showed that most of the 1700 Pennsylvania community pharmacists surveyed expressed that the biggest barrier to implementing patient care services in the community pharmacy was due to time constraints. Pennsylvania pharmacists did express an interest in providing patient care services even when most were not being compensated for the services.

### An Opportunity for Contracted MTM Services



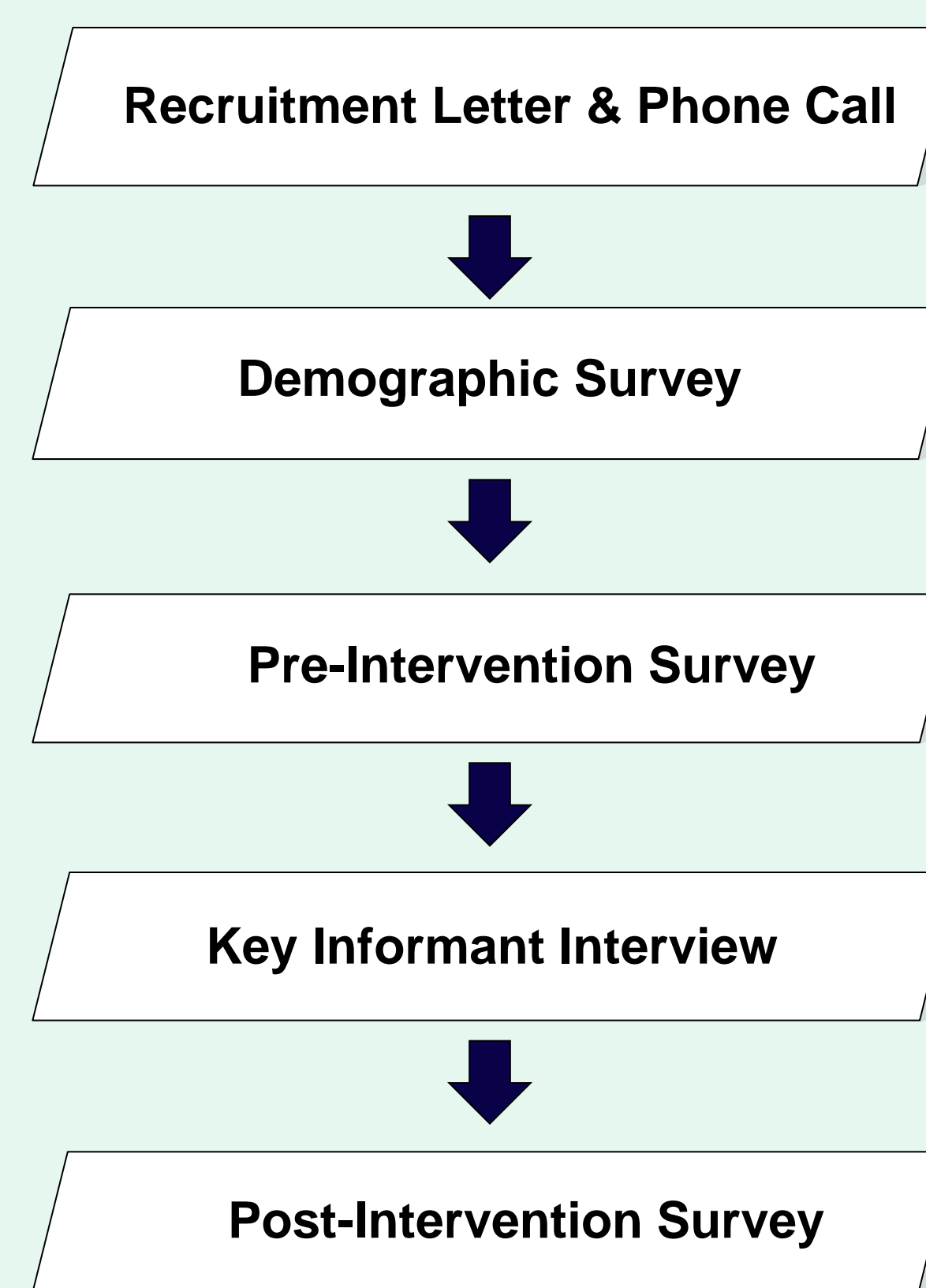
- ◆ In February 2012, UPMC HealthPlan contracted with OutcomesMTM™ in order to have contracted community pharmacists provide reimbursable MTM services to their "Special Needs Plan" members.
- ◆ **"Local pharmacists are an untapped resource. We believe positioning local pharmacists to provide face-to-face services to our members can be very successful to positively impact members and their medication therapy outcomes."** - Chronis Manolis, RPh, VP of Pharmacy at UPMC HealthPlan

### RESEARCH QUESTION

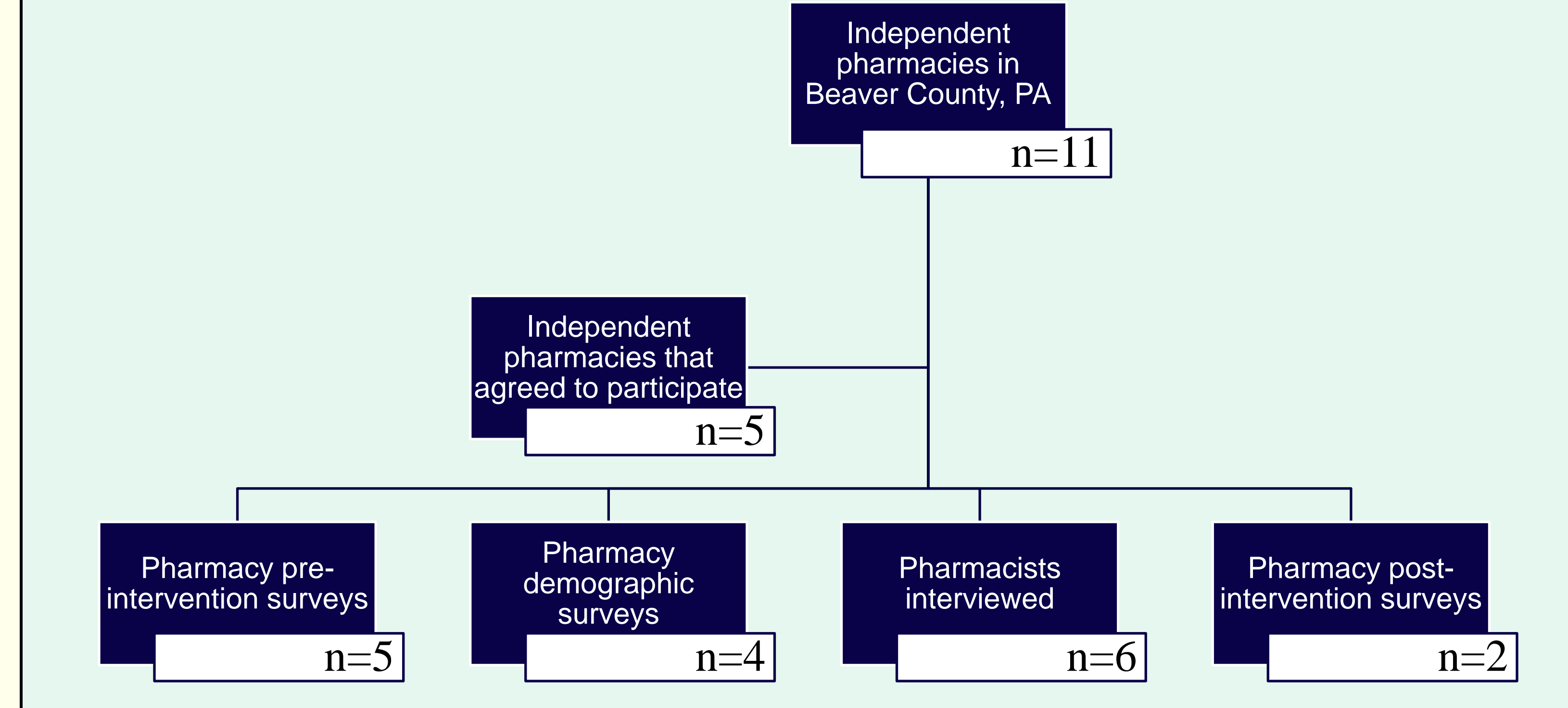
To identify the role of student pharmacists and opportunities and barriers in implementing and expanding MTM services at independent pharmacies in a rural, Western-PA county.

## METHODS

- ◆ All independent pharmacies in Beaver County, Pennsylvania were eligible to participate.
- ◆ Contacted pharmacists by:
  - Recruitment letter sent via mail
  - Telephone call
- ◆ Pharmacy practices that agreed to participate were scheduled for an introductory meeting with two student co-investigators.
- ◆ Data collection
- ◆ A third party transcribed the interviews and removed all identifiers from the transcripts.
- ◆ This study received exempt approval from the University of Pittsburgh Institutional Review Board.



## METHODS



## RESULTS

### CURRENT STATE OF PHARMACY SERVICES

Services offered	# of pharmacies that offer service (n = 4)
Immunizations	4
Outcomes - Medication Therapy Management	3
Mirixa - Medications Therapy Management	3
Automatic Refills	3
Synchronized Refills	3
Unit-Dose Packing	3
Pill Box Fills	2
Lab Testing (outsourced)	1
Formal Diabetes Education	0
Formal Smoking Cessation Education	0
Formal Cardiovascular Disease Education	0
Private- Medication Therapy Management	0
Genetic Testing (outsourced)	0

Staffing distribution	Mean Full Time Equivalents	Mean hours spent on patient care per day
Pharmacist Manager	1	3
FT Staff Pharmacist	1.5	0.75
PT Staff Pharmacist	1	0.25
Patient Care Pharmacist	0.5	N/A
Pharmacy Intern	1.25	2.125
Precepted Student	0.5	N/A
FT Pharmacy Technician	2.75	0.25
PT Pharmacy Technician	2.5	N/A
FT Clerk	0.75	N/A
PT Clerk	2.25	N/A

Grounded theory was used to derive themes from the interviews related to the expansion and implementation of MTM services at their practice.

## RESULTS

Themes	Quotes
Role of Students	<ul style="list-style-type: none"> <li>◆ "So I think even just what you did today, taking an external voice and making that happen, I'm sure that they're going to be more active in it."</li> <li>◆ "We'd like to learn from you. We'd like you to walk through the door and tell us what to do."</li> <li>◆ "Well, I think that it will be good for you to act as sort of liaisons for us, since you'll be able to help us with any billing issues or setting up the program or anything like that."</li> </ul>
Patient Recruitment	<ul style="list-style-type: none"> <li>◆ "Gathering patients to do it. I think that that could prove to be difficult, perhaps."</li> <li>◆ "In a pharmacy, ...we got drive-thrus in half the pharmacies, and people are so impatient they don't even want to park and get out of the car... So to have the same people be so used to just getting my pills and leaving, to want to sit down and really talk..."</li> </ul>
Prescriber Communication/ Relationship	<ul style="list-style-type: none"> <li>◆ "I'd like to see it facilitate more of that connectivity...we're doing really good as a standalone platform, but I don't know if Outcomes is directly connecting us to the physicians, or if Outcomes is connecting us to the other practitioners that may count in this whole triad."</li> <li>◆ "We kind of do the same doctors all the time, and so they're pretty cooperative...for the most part, we haven't had too many hiccups."</li> <li>◆ "It's not worth their time a lot of times, so you get that barrier of...you're trying to get ahold of the physician for something like that, and they don't view it as important enough, you kind of get stuck to the side."</li> </ul>
Workflow	<ul style="list-style-type: none"> <li>◆ "This is essentially what we do every day, and we're not reimbursed for it now, and we wouldn't even have to change our actions, and then we would suddenly start getting reimbursed for it."</li> <li>◆ "A lot of times I'm just working on trying to get the script filled and get them out the door."</li> </ul>
Time	<ul style="list-style-type: none"> <li>◆ "But TIP's is, ... here's some clinical information, here are three or four actions that can be taken: Go"</li> <li>◆ "If there's technicalities in billing, if it takes a long time to bill it."</li> </ul>

## DISCUSSION

Student pharmacists can play a role in the implementation and expansion of MTM services in the independent pharmacy setting to help pharmacies realize the benefits and overcome the barriers of implementation. Schools of Pharmacy should partner with community-based pharmacists to develop practice sites where students can be utilized to their full potential. A shared learning experience could be achieved where both student and preceptor learn from one another throughout the process to advance community pharmacy practice.

### Next Steps:

- Advocate to increase opportunities for compensation for MTM services in Pennsylvania
- Educate student pharmacists how they can impact change and advance pharmacy practice
- Build partnerships with community-based pharmacists to develop sites where students can experience advanced pharmacy practice