

MTM As A Team Sport:

Introduction To Utilizing Technicians
To Enhance MTM Services

Today's Team

Speakers



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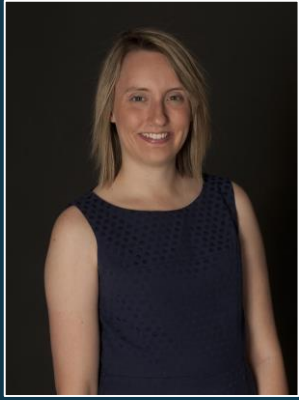
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**2015 APhA-APPM
Medication Management SIG
Needs Assessment Questionnaire**

Webinar Objectives

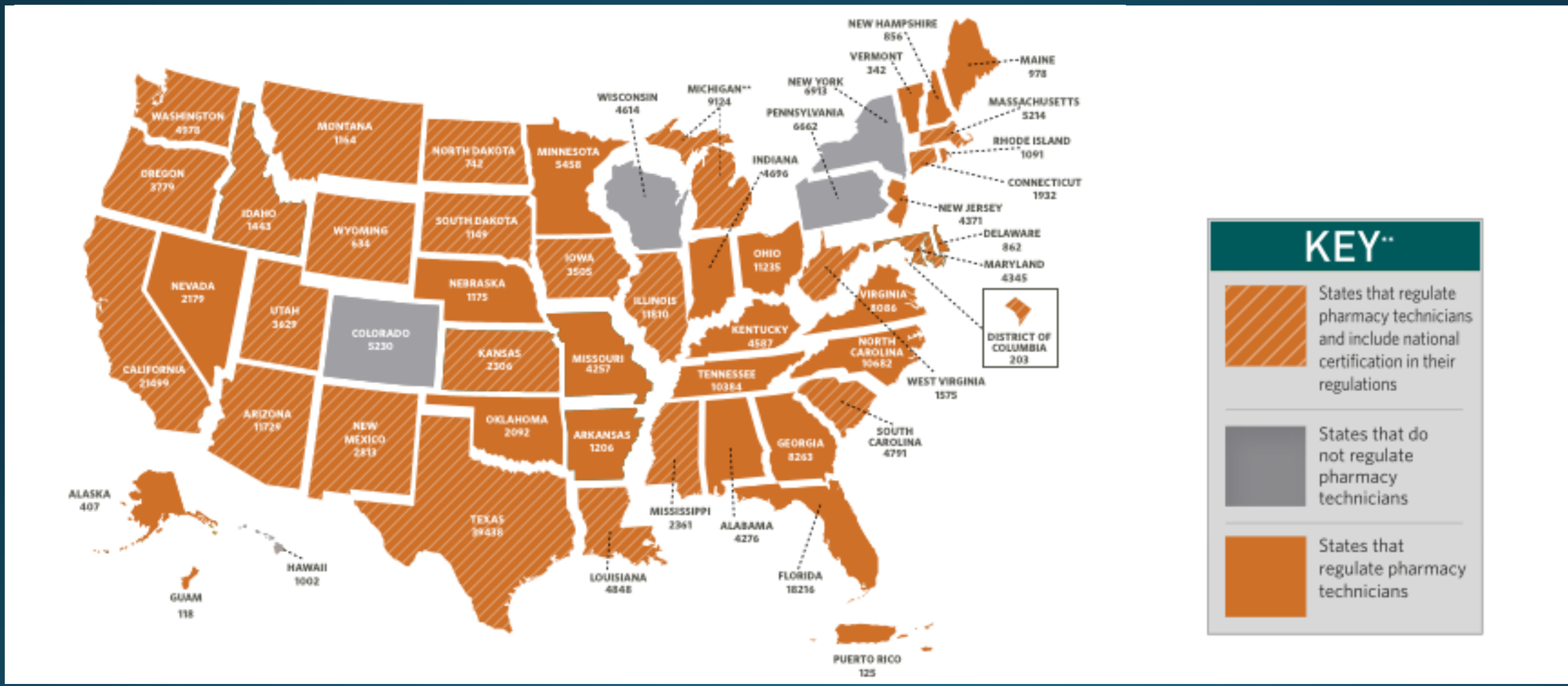
- Discuss how to prepare your pharmacy to integrate technicians into the MTM workflow.
- Identify opportunities for technician involvement in preparation of the patient interview.
- Outline areas for technician involvement in the documentation, billing, and follow up of MTM services.
- Describe a case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

Getting Technicians Off the Bench and Into the Game

Getting Started

Evolution 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)

Michels RD, Meisel SB. Program using pharmacy technicians to obtain medication histories. Am J Health Syst Pharm. 2003;60(19):1982e1986.

Sen S, Siemianowski L, Murphy M, McAllister SC. Implementation of a pharmacy technician-centered medication reconciliation program at an urban teaching medical center. Am J Health Syst Pharm. 2014;71(1): 51e56.

Adams AJ, Martin S, Stolpe SF. "Tech-check tech" : A review of the evidence on its safety and benefits. Am J Health-Syst Pharm. 2011; 68:1824-33

Identify your Technicians

MVP or Team of the Year?

- Code of Ethics for Pharmacy Technicians
 - Honesty
 - Integrity
 - Respect
- Potential and Readiness

American Association of Pharmacy Technicians. Code of Ethics for pharmacy technicians. Jan 1996. <http://www.pharmacytechnician.com/?page=CodeofEthics> (accessed 14 April 2016)

Kelly K. University of North Carolina. Identifying High-Potential Talent in the Workplace. UNC Executive Development 2013. <https://www.kenan-flagler.unc.edu/~media/Files/documents/executive-development/identifying-hipos-white-paper.pdf> (accessed 14 April 2016)

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!

Sample 30 Second Speech

“A pharmacist 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

Hart C, Price C, Graziose G, Grey J. program using pharmacy technicians to collect medication histories in the emergency department. P T. 2015 Jan;40(1):56-61.A

Margolis AR, Martin BA, Mott DA. Trained student pharmacists' telephonic collection of patient medication information: Evaluation of a structured interview tool. J Am Pharm Assoc (2003). 2016 Mar-Apr;56(2):153-60.

Succeeding in the Red Zone:

MTM Documentation and Billing

Unsung Heroes: Technician Roles Changing

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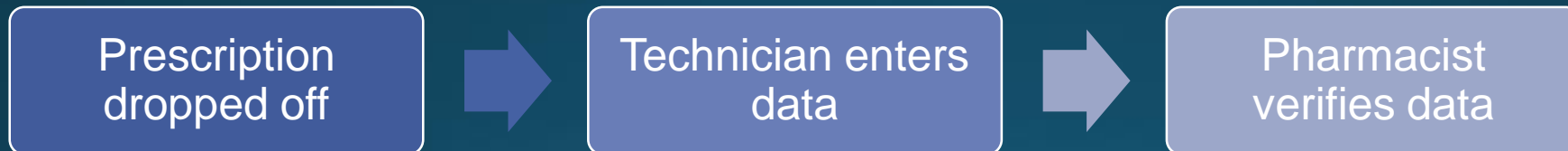
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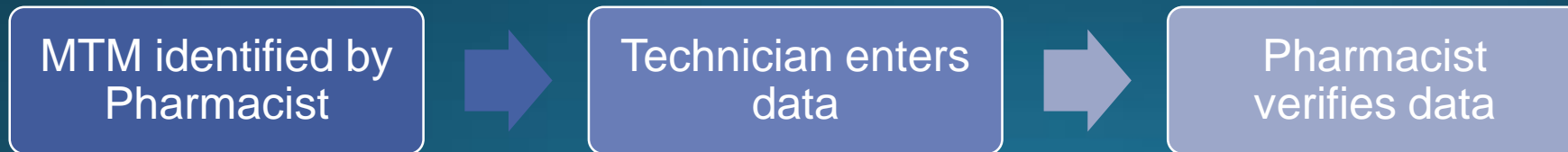
Run Your Winning Play in a New Way

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

Technician Prescription Processing



Technician MTM Processing



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

PATIENT ID _____		VISIT DATE _____		PHARMACIST ID _____		NABP _____	
VISIT TYPE <input type="checkbox"/> Initial <input type="checkbox"/> Follow-up <input type="checkbox"/> Phone Consultation							
MEDICAL CONDITIONS <input type="checkbox"/> Diabetes <input type="checkbox"/> Hypercholesterolemia <input type="checkbox"/> COPD <input type="checkbox"/> Other							
<input type="checkbox"/> Asthma <input type="checkbox"/> Hypertension <input type="checkbox"/> CHF							
ASSESSMENTS DONE THIS VISIT <input type="checkbox"/> Clinical (signs and symptoms) <input type="checkbox"/> Drug Utilization (compliance, etc) <input type="checkbox"/> Behavioral (risk factor management, goals, education)							
VISIT TIME _____ MINUTES							
PATIENT EDUCATION (check all that apply) <input type="checkbox"/> Medication <input type="checkbox"/> Trigger Management <input type="checkbox"/> Self-care							
<input type="checkbox"/> Disease <input type="checkbox"/> Use of Self-Monitoring Device <input type="checkbox"/> Compliance							
DRUG/MEDICAL PROBLEMS (please document all problems)							
		Problem		MD Consult		Result	
<input type="checkbox"/> Needs Therapy		<input type="checkbox"/> Overuse Effect		<input type="checkbox"/> Drug Interaction		<input type="checkbox"/> Yes <input type="checkbox"/> Drug added <input type="checkbox"/> Dose changed <input type="checkbox"/> No change	
<input type="checkbox"/> Unnecessary Therapy		<input type="checkbox"/> Underuse		<input type="checkbox"/> Adverse Effects		<input type="checkbox"/> No <input type="checkbox"/> Drug not added <input type="checkbox"/> Interval changed	
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CLINICAL OUTCOMES <input type="checkbox"/> Asthma: PEFr: Zone: Green Yellow Red <input type="checkbox"/> HTN: BP /							
<input type="checkbox"/> Diabetes: HbA1c: Blood Glucose: <input type="checkbox"/> Lipid: Total / LDL / HDL / TG							
HEALTHCARE UTILIZATION (patient reported in last month)							
<input type="checkbox"/> # of acute episodes _____		<input type="checkbox"/> # of unscheduled MD visits: _____		<input type="checkbox"/> # of scheduled MD visits: _____		<input type="checkbox"/> # of missed work days _____	
<input type="checkbox"/> # of ER visits _____		<input type="checkbox"/> # of hospitalizations: _____					

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

Example MTM Worksheet

PATIENT ID _____ VISIT DATE _____ PHARMACIST ID _____ NABP _____													
VISIT TYPE	<input checked="" type="checkbox"/> Initial <input type="checkbox"/> Follow-up <input type="checkbox"/> Phone Consultation												
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DRUG/MEDICAL PROBLEMS (please document all problems)													
	<table border="1"> <thead> <tr> <th>Problem</th> <th>MD Consult</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td> <input checked="" type="checkbox"/> Needs Therapy <input type="checkbox"/> Overuse Effect <input type="checkbox"/> Unnecessary Therapy <input type="checkbox"/> Underuse <input type="checkbox"/> Suboptimal Drug <input type="checkbox"/> Medical Problem <input type="checkbox"/> Cost-Effective <input type="checkbox"/> Insufficient Dose/Duration </td> <td> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </td> <td> <input checked="" type="checkbox"/> Drug added <input type="checkbox"/> Dose changed <input type="checkbox"/> No change <input type="checkbox"/> Drug not added <input type="checkbox"/> Interval changed <input type="checkbox"/> Drug discontinued <input type="checkbox"/> Administration/technique altered <input type="checkbox"/> Drug changed <input type="checkbox"/> Compliance altered </td> </tr> <tr> <td> <input type="checkbox"/> Needs Therapy <input type="checkbox"/> Overuse Effect <input type="checkbox"/> Unnecessary Therapy <input type="checkbox"/> Underuse <input type="checkbox"/> Suboptimal Drug <input type="checkbox"/> Medical Problem <input type="checkbox"/> Cost-Effective <input type="checkbox"/> Insufficient Dose/Duration </td> <td> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </td> <td> <input type="checkbox"/> Drug added <input type="checkbox"/> Dose changed <input type="checkbox"/> No change <input type="checkbox"/> Drug not added <input type="checkbox"/> Interval changed <input type="checkbox"/> Drug discontinued <input checked="" type="checkbox"/> Administration/technique altered <input type="checkbox"/> Drug changed <input type="checkbox"/> Compliance altered </td> </tr> <tr> <td> <input type="checkbox"/> Needs Therapy <input type="checkbox"/> Overuse Effect <input type="checkbox"/> Unnecessary Therapy <input type="checkbox"/> Underuse <input type="checkbox"/> Suboptimal Drug <input type="checkbox"/> Medical Problem <input type="checkbox"/> Cost-Effective <input type="checkbox"/> Insufficient Dose/Duration </td> <td> <input type="checkbox"/> Yes <input type="checkbox"/> No </td> <td> <input type="checkbox"/> Drug added <input type="checkbox"/> Dose changed <input type="checkbox"/> No change <input type="checkbox"/> Drug not added <input type="checkbox"/> Interval changed <input type="checkbox"/> Drug discontinued <input type="checkbox"/> Administration/technique altered <input type="checkbox"/> Drug changed <input type="checkbox"/> Compliance altered </td> </tr> </tbody> </table>	Problem	MD Consult	Result	<input checked="" type="checkbox"/> Needs Therapy <input type="checkbox"/> Overuse Effect <input type="checkbox"/> Unnecessary Therapy <input type="checkbox"/> Underuse <input type="checkbox"/> Suboptimal Drug <input type="checkbox"/> Medical Problem <input type="checkbox"/> Cost-Effective <input type="checkbox"/> Insufficient Dose/Duration	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Drug added <input type="checkbox"/> Dose changed <input type="checkbox"/> No change <input type="checkbox"/> Drug not added <input type="checkbox"/> Interval changed <input type="checkbox"/> Drug discontinued <input type="checkbox"/> Administration/technique altered <input type="checkbox"/> Drug changed <input type="checkbox"/> Compliance altered	<input type="checkbox"/> Needs Therapy <input type="checkbox"/> Overuse Effect <input type="checkbox"/> Unnecessary Therapy <input type="checkbox"/> Underuse <input type="checkbox"/> Suboptimal Drug <input type="checkbox"/> Medical Problem <input type="checkbox"/> Cost-Effective <input type="checkbox"/> Insufficient Dose/Duration	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Drug added <input type="checkbox"/> Dose changed <input type="checkbox"/> No change <input type="checkbox"/> Drug not added <input type="checkbox"/> Interval changed <input type="checkbox"/> Drug discontinued <input checked="" type="checkbox"/> Administration/technique altered <input type="checkbox"/> Drug changed <input type="checkbox"/> Compliance altered	<input type="checkbox"/> Needs Therapy <input type="checkbox"/> Overuse Effect <input type="checkbox"/> Unnecessary Therapy <input type="checkbox"/> Underuse <input type="checkbox"/> Suboptimal Drug <input type="checkbox"/> Medical Problem <input type="checkbox"/> Cost-Effective <input type="checkbox"/> Insufficient Dose/Duration	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Drug added <input type="checkbox"/> Dose changed <input type="checkbox"/> No change <input type="checkbox"/> Drug not added <input type="checkbox"/> Interval changed <input type="checkbox"/> Drug discontinued <input type="checkbox"/> Administration/technique altered <input type="checkbox"/> Drug changed <input type="checkbox"/> Compliance altered
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Asthma – needs rescue inhaler													
citalopram – taking Qam instead of pm complains of drowsiness													

Example MTM Worksheet

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

✓	Intervention
✓	Needs Therapy
✓	Administration/Technique

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

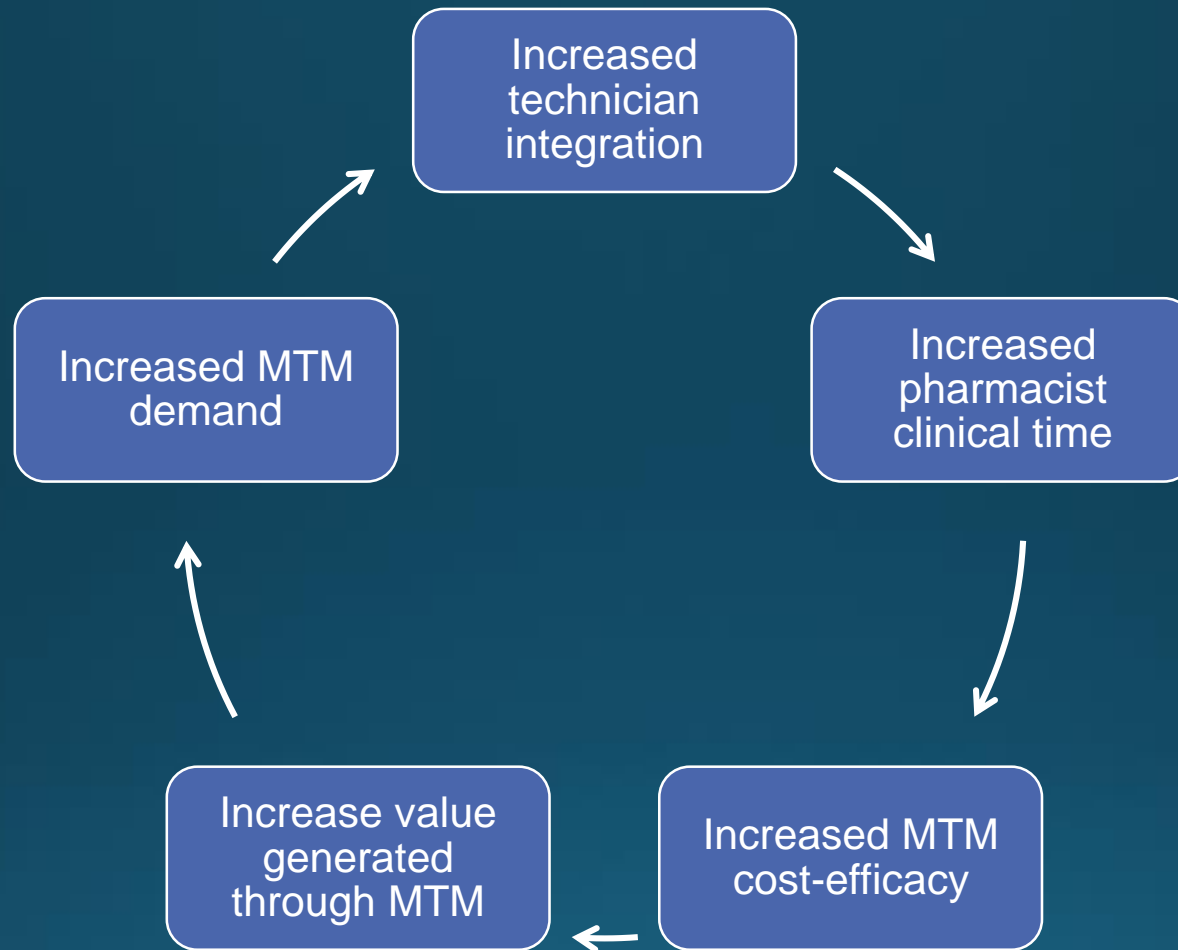
- Following data entry by technicians, pharmacists verify data and submit claim(s)
 - CMR Standard Patient Takeaway
 - *Personal Medication List (PML)*
 - *Medication Action Plan (MAP)*
 - MTM Intervention claim(s)

Tips for Team Success

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



Why?



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

Shimp LA, Kucukarslan SN, Elder J, et al. Employer-based patient centered medication therapy management program: Evidence and recommendations for future programs. *J Am Pharm Assoc.* 2012;52:768–776.

Doucette WR, McDonough RP, Mormann MM, et al. Three-year financial analysis of pharmacy services at an independent community pharmacy. *J Am Pharm Assoc.* 2012;52:181–187.

Hoai-An T, Groves CN, Congdon HB, et al. Potential cost savings of medication therapy management in safety-net clinics. *J Am Pharm Assoc.* 2015;55:269–272

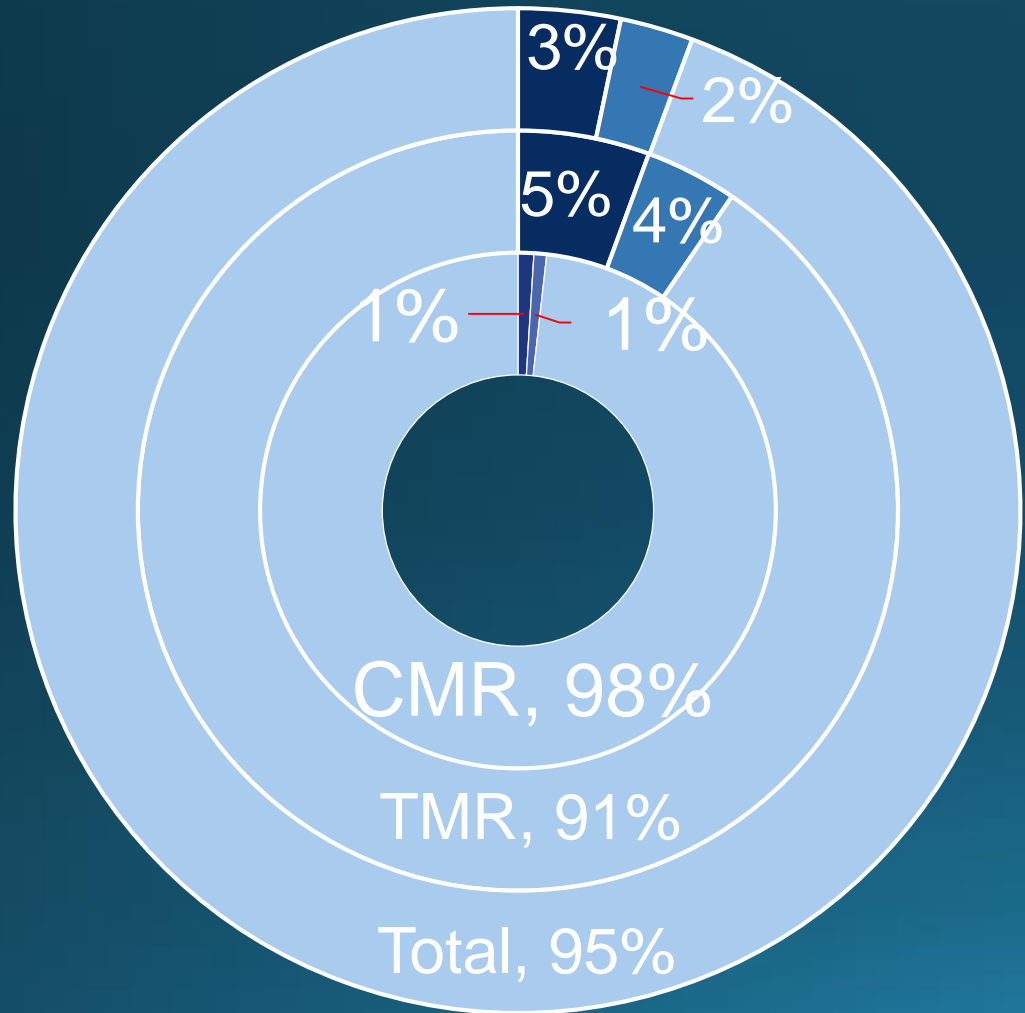
Utilizing Pharmacy Technicians:

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



- 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

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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



The Training Program

MTM The Future Today™

60 pharmacists (present whole session)

34 technicians (join at session midpoint)

Star Ratings, EQuIPP,
and MTM basics

case studies

pharmacist protocol

practice cases

disease state guideline
review

technician protocol

MTM in the workflow

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

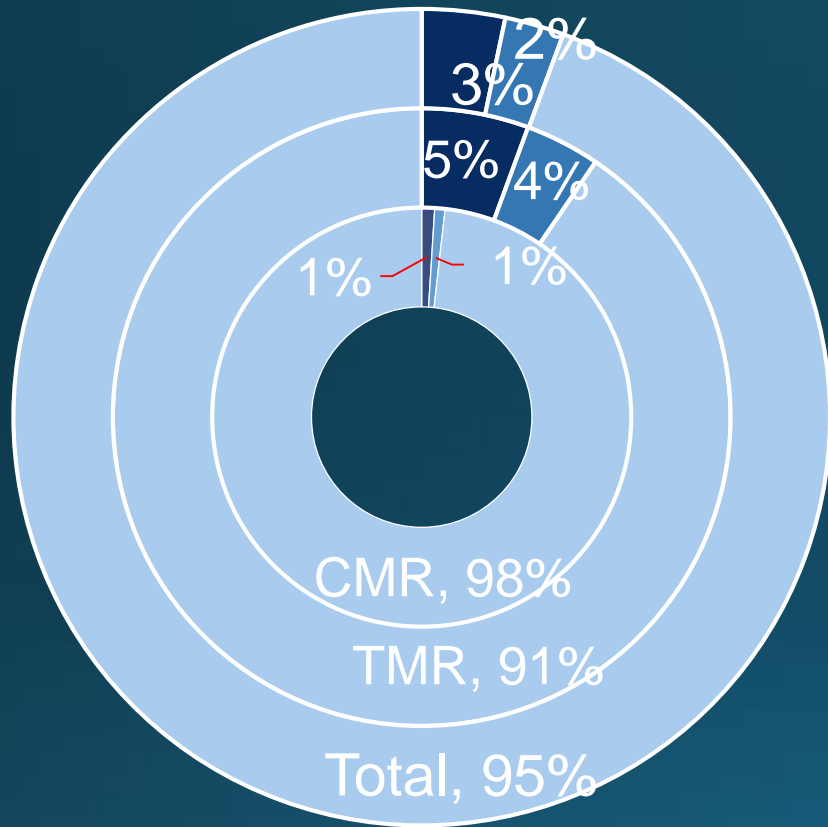


Scott, N. Nguyen, L. & Jones, D. (2015). *MTM The Future Today Pharmacy Technician Protocol Manual*. Published by: Harps Food Stores, Inc. Springdale, Arkansas.

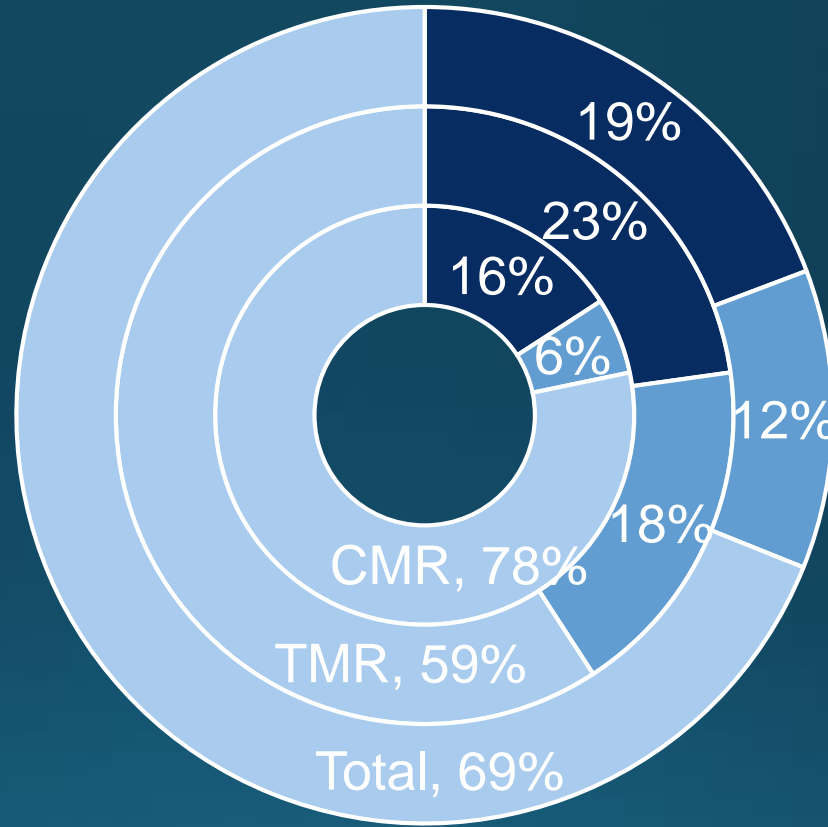
Implementing the New Program



Mirixa Platform Before and After



Before



After

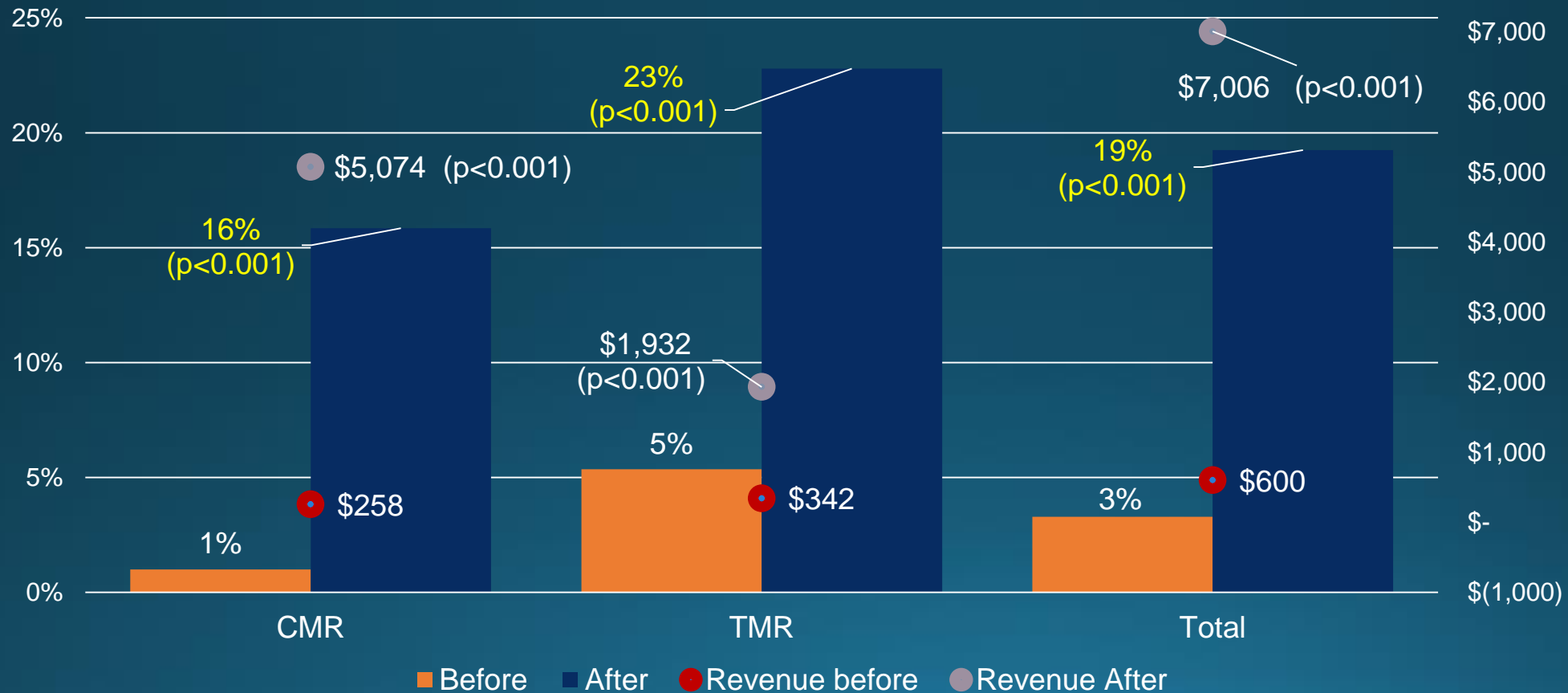
Completed

Declined

No action

Outcomes Platform Before and After

Outcomes Completion Rates and Revenue Before and After Training



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!

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The screenshot shows the top navigation bar of the American Pharmacists Association (APhA) website. The header includes the APhA logo and tagline, social media icons, and search options. Below the header is a purple navigation bar with categories: LEARN, PRACTICE, GET INVOLVED, SHOP, ABOUT, and NEWS. The 'GET INVOLVED' section is expanded, showing sub-categories like PARTICIPATE, JOIN APhA, ADVOCATE, and AMERICAN PHARMACISTS MONTH. A 'Featured' section highlights SCOUTStrong.

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