



The Opportunity for Comprehensive Medication Management



Patient-Centered
Primary Care

COLLABORATIVE

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“Pharmaceuticals are the most common medical intervention, and their potential for both help and harm is enormous. Ensuring that the American people get the most benefit from advances in pharmacology is a critical component of improving the national health care system.”

The Institute of Medicine (IOM)¹

¹ The Institute of Medicine, National Academy of Sciences. Informing the future: Critical issues in health. Fourth edition, page 13. <http://www.nap.edu/catalog/12014.html>

The Need for Comprehensive Medication Management

Medicare beneficiaries with multiple illnesses:

- See an average of 13 different physicians
- Have 50 different prescriptions filled each year
- Account for 76% of all hospital admissions
- Account for 88% of all prescriptions filled
- Account for 72% of physician visits
- Are 100 times more likely to have a preventable hospitalization than someone without a chronic condition²

² “The Future of Medicare: Recognizing the Need for Chronic Care Coordination, Serial No. 110-7, pp. 19-20 (May 9, 2007)

Comprehensive Medication Management Defined

The standard of care that ensures each of the patient's medications (whether they be prescription, nonprescription, alternative, traditional, vitamins or nutritional supplements)

are individually assessed and determined to be appropriate for the patient's medical condition, as effective as possible, safe for the specific patient and convenient (and affordable)

so the patient is able to take the medication as intended

Comprehensive Medication Management is: Patient Centered, Team Based



What Does Comprehensive Medication Management Contribute to the PCMH?

- Shown to facilitate the efficiency and effectiveness of the PCMH team in improving patient clinical outcomes
- Lowers total healthcare costs
- Health care providers and patients rate the service favorably over 95% of the time.

Return on Investment

- On average, \$16.70 saved for every \$1 invested in services (review of 104 studies)

Bussey HI. Blood, sweat, and tears: Wasted by Medicare's missed opportunities. *Pharmacotherapy* 2004;24:1655-58.

- Benefit: cost ratio ranged from 1.7:1 - 17.0:1 (literature review).

Schumock GT, Butler MG, Meek PD, Vermeulen LC, Arondekar BV, Bauman JL. 2002 Task Force on Economic Evaluation of clinical Pharmacy Services of the American College of Clinical Pharmacy. Evidence of the economic benefit of clinical pharmacy services: 1996-2000. *Pharmacotherapy*. 2003 Jan, 23(1):113-32.

The Resource Document

- Provides a definition for medication management services
- Describes the specific procedures performed when comprehensive medication management is provided
- Reports the value of this service and describes how this service integrates with other services from the medical home team.
- Presents payment approaches for this service

THANK YOU

- PCPCC staff, executive committee, Board members
- Center to Promote Public Payer Implementation
- PCPCC Medication Management Task Force
- C. Edwin Webb, Pharm.D., MPH
- Terry McInnis, MD, MPH

Case Study

Bryan Bray, Pharm.D.

Art Green, M.D.

Steps to Achieve Comprehensive MTM

- 1) Identify patients who have not achieved clinical goals of therapy
- 2) Understand the patient's personal medication experience/history and preferences/beliefs
- 3) Identify actual use patterns of all medications including OTCs, bioactive supplements, and prescribed medications
- 4) Systematically review each medication for appropriateness, effectiveness, safety and adherence (in that order) focused on achievement of the clinical goals for each therapy

Steps to Achieve Comprehensive MTM

- 5) Identify all drug therapy problems (the gap between current therapy and that needed to achieve optimal clinical outcomes)
- 6) Develop a care plan addressing recommended steps including therapeutic changes needed to achieve optimal outcomes
- 7) Patient agrees with and understands care plan which is communicated to the prescriber/provider for his/her consent/support

Steps to Achieve Comprehensive MTM

- 8) Document all steps and current clinical status vs. goals of therapy
- 9) Follow-up evaluations with the patient are critical to determine effects of changes, reassess actual outcomes, and recommend further therapeutic changes to achieve desired clinical goals/outcomes
- 10) A reiterative process - care is coordinated with other team members and personalized (patient unique) goals of therapy understood

Comprehensive Medication Management in the PCMH

Medication Management Practitioner



Gaps in clinical goals are determined, and drug therapy problems identified

Personalized goals of therapy and therapeutic recommendations are based on the experience/needs of the patient

Patient



Appropriate, Effective, Safe and Adherent Medication Use!

Physicians/
Providers - PCMH



Patient understands his/her medications and engages in a care plan developed for him/her

Outcomes are determined and individual changes are made to optimize response

The Patient's Perspective

“I have been taking this medication for almost seven years. I have never been clear on why I am taking it or what it is supposed to do for me, and, I have never had anyone who had the time to explain it to me. Now I can ask questions and discuss my concerns about my medications.”

J.P. (Patient receiving medication management services at a medicine clinic in Minneapolis, MN)

A thorough understanding of patients' illnesses and how medications impact outcomes is critical for true patient centered care.

Other PCPCC Resources

- Can be found at www.PCPCC.net, care coordination, medication management, resources
- Document presented to the Board of Directors with rationale for comprehensive medication management services
- Slide presentation for members' use
- Presentations that have been made on the topic
- Case examples of services being delivered