How Pharmacists Can Play an Effective Role in Managing Diabetes Through Medication Therapy Management (MTM)

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Locally owned pharmacy in Milwaukee

Dedicated to providing quality care to our patients

Free delivery for our patients to their doorstep

Simplify My Meds (SMM) program

Medication Therapy Management (MTM) program

Introduction to Hayat Pharmacy

- Locally owned pharmacy in Milwaukee
- Dedicated to providing quality care to our patients
- Free delivery for our patients to their doorstep
- Simplify My Meds (SMM) program
- Medication Therapy Management (MTM) program

Learning Objectives

- Understand what MTM is and identify examples of how MTM can result in positive clinical outcomes for diabetics
- Identify best candidates for an MTM diabetes session
- Enlist gamut of services offered during an MTM session
- Develop an appropriate method of communicating with prescribers after the MTM session
- Exemplify how MTM services and synchronization of medications can help improve adherence to medications
Medication Therapy Management (MTM)
- A service provided to patients to optimize drug therapy and improve therapeutic outcome
- MTM includes many different services
- Pharmacists identify, prevent and resolve drug-related problems

MTM — Comprehensive Medication Review & Assessment
- Work collaboratively with other health care providers
- Enhance therapeutic outcomes
- Align with evidence-based guidelines
- No therapeutic changes are made without healthcare prescriber approval

Best Candidates for an MTM Diabetes Session
- Diabetics with other co-morbid conditions
- Patients with uncontrolled diabetes
- Patients with adherence and compliance issues
- Patients on multiple medications
- Newly diagnosed diabetics
**In-Home MTM Services**

- Pharmacists visit patient at their home
- Educate on importance of adherence
- Assist with tools for improving adherence
- Lifestyle education
- Training on appropriate administration of devices

**In-clinic MTM Services**

- Collaboration with clinics
- Work in collaboration with prescribers
- Assist with medication reconciliation
- Device training
- Evaluate issues with adherence
- Help set up goals for patients

**Post-Hospital Discharge MTM**

- Provide transition care in collaboration with home health services
- Patient education on any medication-related changes
- Assisting with follow-up with PCP post discharge
- Assisting with adherence
**Insulin Administration Training**
- Opportunity for one-on-one training for insulin administration
- Make no assumptions of patient’s knowledge
- Use “teach back” method

**Blood Glucose Training**
- One-on-one training on use of blood glucose monitor
- Educate on importance of monitoring
- Educate on when to check blood glucose and how to track numbers
- Assist in understanding fasting and non-fasting numbers
- Encouraging patient to show numbers to PCP at every visit

**Adherence Training**
Assess a patient’s barriers to adherence and assist with tools for improvement:
- Enroll in Simplify my Meds program
- Set up home delivery
- Offer packaging of daily medications
Helping Patients Understand and Achieve Goals

- Hemoglobin A1c
- Blood pressure
- Blood glucose
- Fasting lipid panel

Lifestyle Education

- Restricting carbohydrates
- Monitoring body weight – BMI
- Physical exercise
- Smoking cessation

Communicate With Prescribers

- MTM pharmacist documents visit with patient
- Assesses patient’s medications for adherence, adverse effects, drug interactions
- A comprehensive note is shared with the prescriber based on preferred method: fax or email
MTM Referral Services

- Local MA plan
- Staffing pharmacists
- Self-referral where patients or caregivers request MTM services

Benefits of Pharmacist’s Intervention

- Improved understanding of medications
- Improved understanding of therapeutic goals
- Increased involvement in patient’s own health
- Improved adherence

Quality Measures: Expansion

- Started in Medicare driven by Star Ratings
- Expansion of quality measures to new populations
  - Accreditation
  - Commercial
  - Health insurance exchanges
  - Medicaid
5-star PDC thresholds for MA-PDs:

<table>
<thead>
<tr>
<th>Treatment</th>
<th>PDC thresholds</th>
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<tbody>
<tr>
<td>PDC-Diabetes</td>
<td>82%</td>
</tr>
<tr>
<td>PDC-RASA</td>
<td>81%</td>
</tr>
<tr>
<td>PDC-Statins</td>
<td>79%</td>
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<tr>
<td>High Risk Medications</td>
<td>&lt;6.0%</td>
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</table>

PDC Measurement Data

<table>
<thead>
<tr>
<th>Disease State</th>
<th>Medications enrolled in adherence program</th>
<th>Medications not enrolled in adherence program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes</td>
<td>74.05% (PDC&gt;=80%)</td>
<td>43.3%</td>
</tr>
<tr>
<td>Hypertension</td>
<td>76.47% (PDC&gt;=80%)</td>
<td>46.28%</td>
</tr>
<tr>
<td>Hyperlipidemia</td>
<td>75.62% (PDC&gt;=80%)</td>
<td>49.71%</td>
</tr>
<tr>
<td>Cardiovascular</td>
<td>77.02% (PDC&gt;=80%)</td>
<td>47.70%</td>
</tr>
</tbody>
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Expansion of Pharmacist’s Role

- A group consisting of both pharmacists and health plans
- Dedicated to creating a pharmacy quality pay-for-performance project
- Aligns incentives for both pharmacists and payers
- Objective is to establish a uniform set of pharmacist-provided MTMs

Current MTM Service Payers

- Network Health
  - United Healthcare
  - Unity Health Insurance
  - Gundersen Health Plan
  - Forward Health
  - United Way of Dane County

- Wisconsin Medicaid (Forward Health) covers MTM services for patients who meet eligibility criteria
- Billing for MTM services for Medicaid patients is done through Forward Health Portal
- Billing for other WPQC payers is done through Aprexis (billing portal)
OutcomesMTM — Documenting and billing MTMs for iCare patients
Mirixa — Documenting and billing MTMs for Medicare Part D patients

In a study of 100 Type 2 adult diabetes patients from a community health clinic who were diagnosed with Type 2 diabetes, those with MTM pharmacist intervention were more adherent (64% adherent) and had lower LDL and A1C level than the non-MTM group (10% adherent).


Evidence Supporting Pharmacist Interventions

Adherence

In a study where patients received a 30 minute face-to-face pharmacists MTM and a 3–month follow-up:

• Mean systolic blood pressure dropped from 137.3 to 127.3 mmHg and mean diastolic dropped from 82.6 to 77.8 mm Hg
• Risk of cardiovascular events decreased by 53%
• Hospital and emergency room use decreased by 54%
The Future of Patient Care

- Care is patient-centered
- Team collaboration amongst health care professionals
- Establishing Collaborative Practice Agreements with pharmacists
- Delegating appropriate clinical services to pharmacists