

# Challenges and Solutions for Community Pharmacists Involving Medication Therapy Management

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## Background

- Medication therapy management (MTM) is a collection of services designed to optimize patient care and outcomes through medication reviews, adherence reminders, and prescriber collaboration.
- Once only for Medicare Part D patients, now offered through private insurance.
- Mainly pharmacists using Outcomes® MTM.
- Previous research has shown benefit in incentivizing, sending alerts, and getting technicians more involved, but many pharmacists still avoid the whole process leading to missed opportunities to improve a patient's overall health by identifying potential barriers causing poor health outcomes.

## Purpose

- Determine which areas of MTM hinder community pharmacists the most through a comparison of the number of MTM claims submitted per week towards factors affecting the pharmacy and pharmacy staff.

## Methods

- Online Microsoft Forms survey created
- 11 total questions; 10 Linkert scale; 1 S/A
- Survey open from 11/11/20 to 12/31/20
- Emails and QR codes given to outpatient community pharmacies in Southeastern IL
- Estimated population size = 75

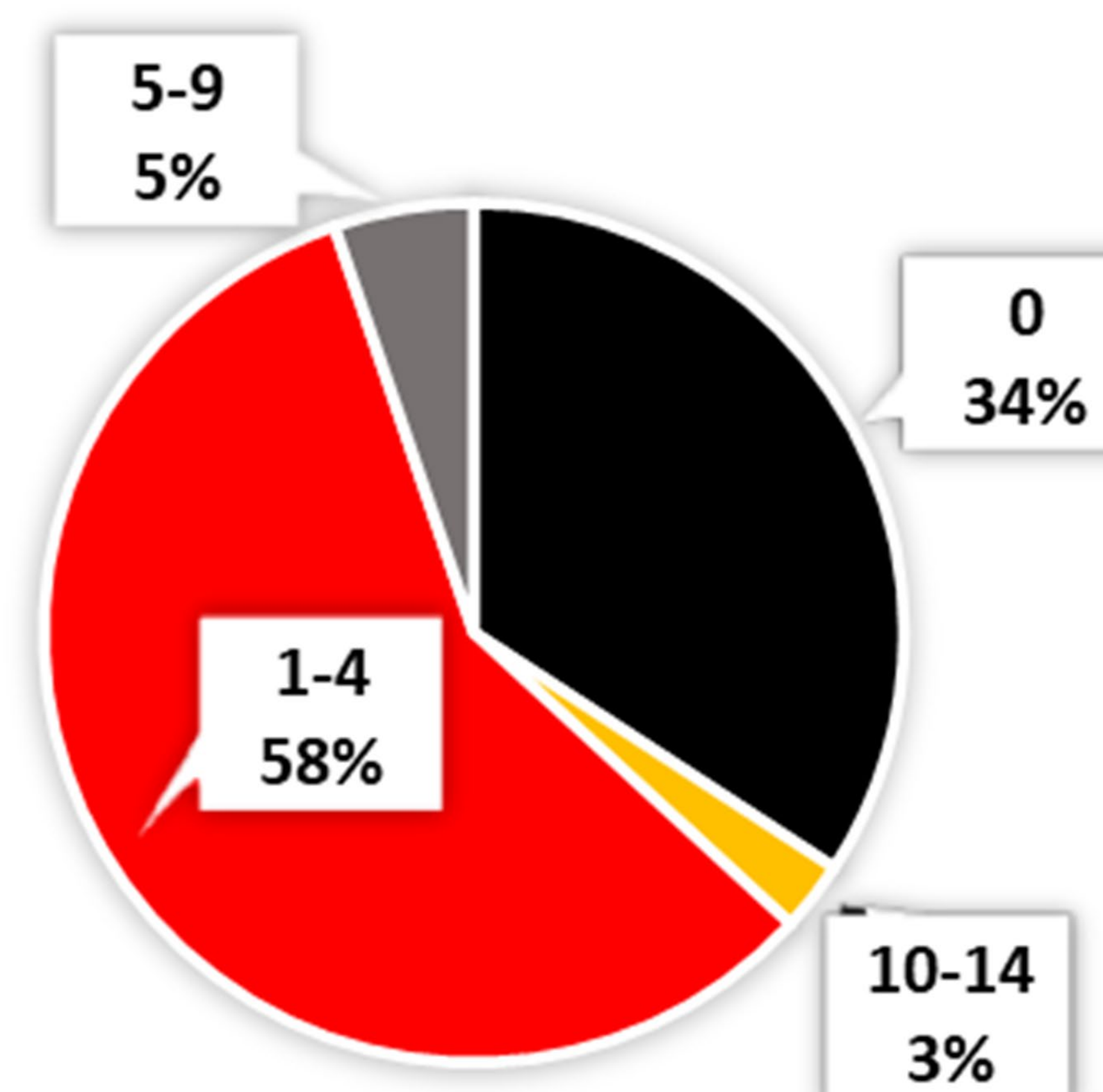
## Results

- 38 respondents (50% response rate)

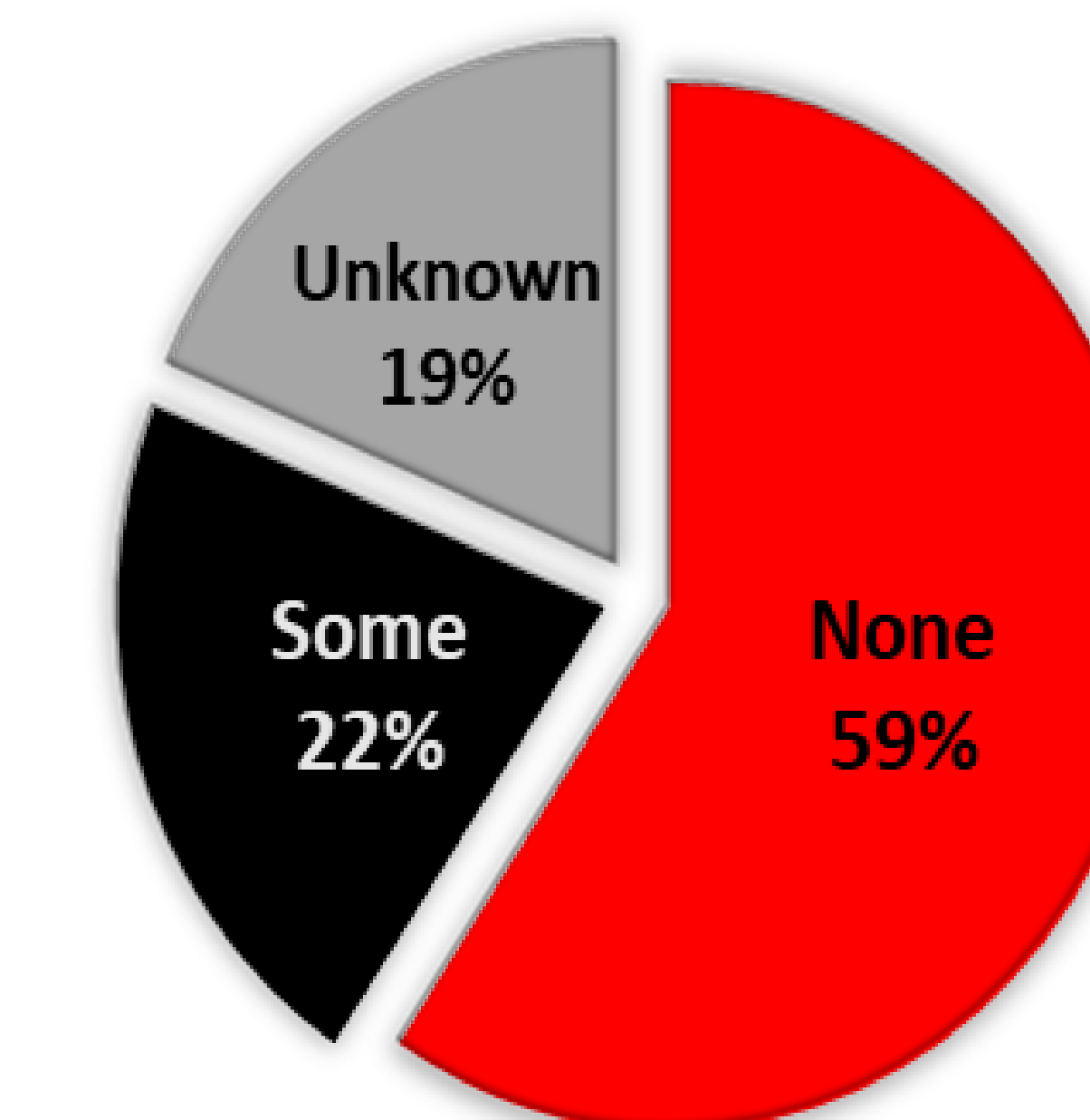
Total %	N =	Pharmacy Demographics
84%	32	filled < 500 prescriptions per day
82%	31	submitted claims to Outcomes® MTM
82%	31	were large retail pharmacies
58%	22	worked 40 hours per week or more
45%	17	were pharmacy managers
25%	10	practiced pharmacy for 20 or more years
25%	10	practiced for 0 – 4 years

- Most participants completed some type of MTM training and were willing to complete further training or receive a refresher to improve their MTM performance (N=27, 32).
- More than half felt at least somewhat confident with communicating and creating the appropriate verbiage for the patient while completing the claims (N=22) but less than half felt somewhat to very confident filling out and billing the claims (N=16).
- < 10% completed >4 claims per week, with a majority only completing 1-4 claims per week.
- Only 18% knew if at least some of their technicians had login information (N=7).

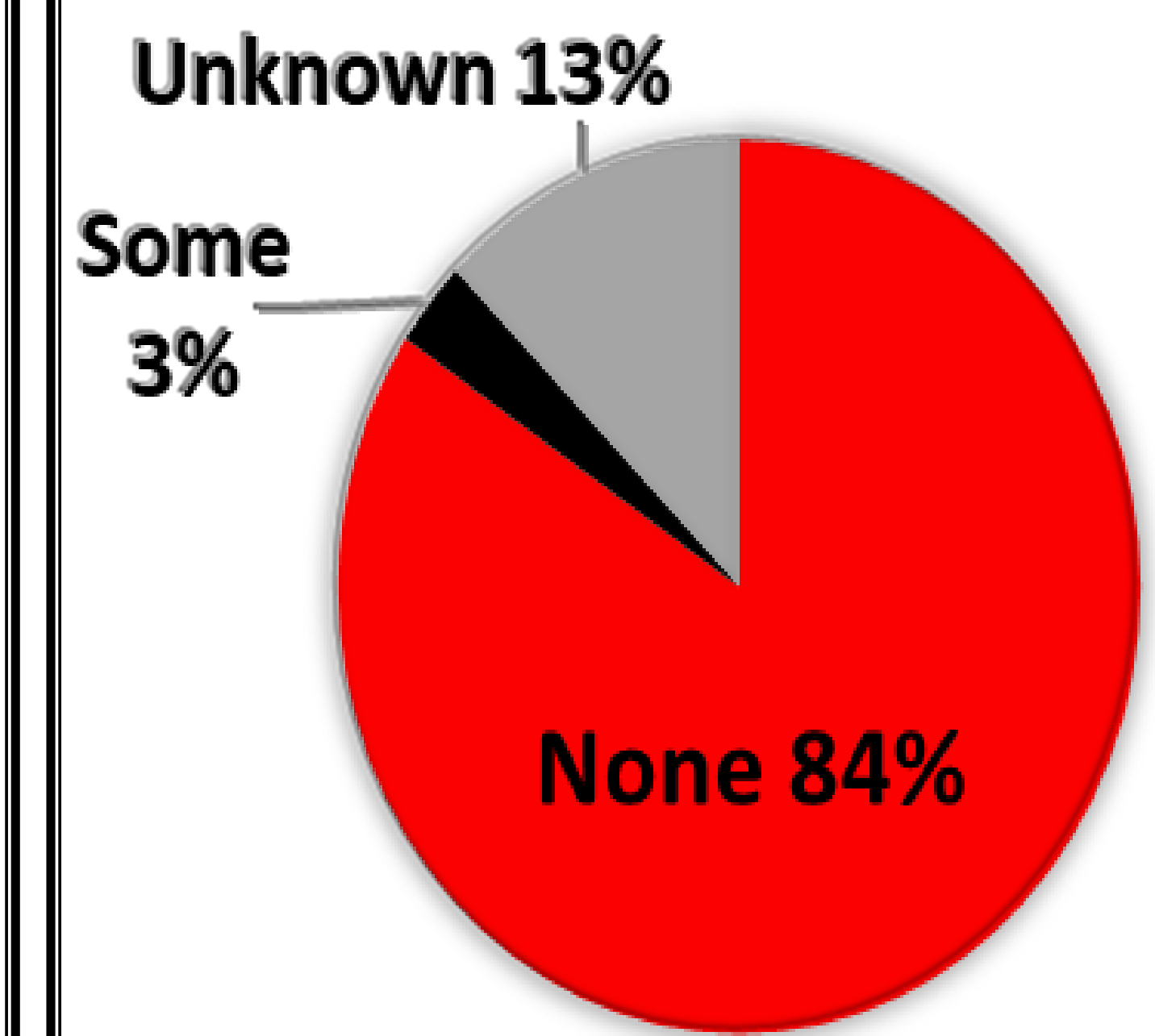
### AVERAGE NUMBER OF CLAIMS SUBMITTED PER WEEK



### TECHNICIANS THAT HAVE OUTCOMES® MTM LOGIN



### TECHNICIANS ACTIVELY CONTRIBUTING TO MTMS



## Limitations

- Small sample size
- Minimal diversity and narrow distribution involving pharmacies and staff
- New or floating pharmacists providing information on technicians
- Confusion on categories for pharmacy students and their Title/Position

## Conclusion

- Pharmacy technicians and low volume stores are underutilized
- Conduct "MTM" refreshers/training
- Pick and choose applicable advice to put in practice
- Further research to identify positive associations between different methods and MTM completion rates to improve patient outcomes from identifying errors and helping to prevent nonadherence.