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Nebraska Community Pharmacy Demographics 2015

Assessment of Nebraska Pharmacists and Corporate Employers About Medication Therapy Management and Chronic Disease Management

Project Overview

National initiatives through federal agencies such as the Centers for Disease Control and Prevention (CDC) and concurrently professional organizations, such as the American Pharmacists Association (APhA), are advocating for patients to have both economic and geographic access to pharmacists' patient care services including MTM services. Access to these services is subject to the pharmacists' capacity (extent of skills and engagement), incorporation of these services into business strategies of companies, and patient demand.

Pharmacists are occupying roles in innovative care models through offering services to patients designed to:

- Reduce the risk of harm and injury from inappropriate medication use
- Minimize errors through advising prescribers
- Advise patients in medication self-management

The Center for Health Services Research and Patient Safety (CHRP) conducted a mixed methods study of pharmacists and corporate pharmacy employers about clinically-related services, including medication therapy management (MTM) services, offered to patients by Nebraska pharmacists who work

in ambulatory care work settings. For the purposes of this study, all pharmacies licensed in Nebraska were classified into two groups:

- Pharmacies likely to provide MTM services (along with other services related to chronic disease management)
- Pharmacies unlikely to provide MTM services

These pharmacies were sent surveys that took 10-15 minutes to complete. Mailings to all licensed community pharmacies were sent on May 25, 2015, with a reminder postcard one week later. A second mailing was sent June 11, 2015, to pharmacists who had

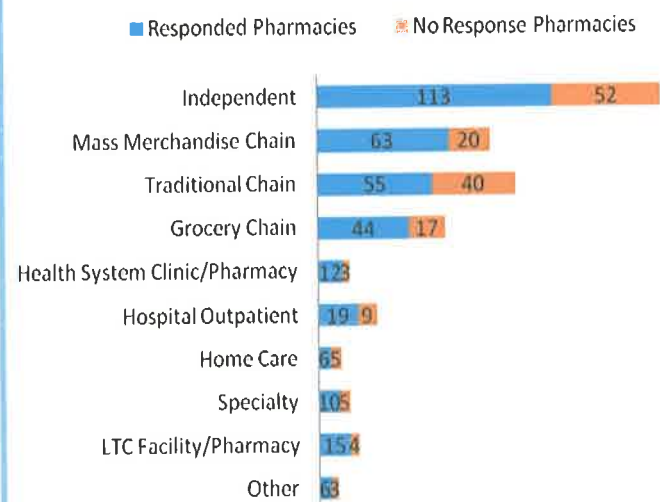
not responded.

Follow-up phone calls to non-respondents were made during the week of June 22, 2015, and residual surveys were provided upon request.

- 501 Nebraska community pharmacists were sent the survey
- 343 responses were received (68 percent response)

The 20 top corporate pharmacy employers were contacted to participate in a telephone interview to determine corporate actions regarding MTM direct patient care services. Eleven pharmacies participated.

Pharmacies Studied and Response Rate



Direct Patient Care Services

Pharmacies reported providing the following services:

- Blood pressure checks (63%)
- Offer education on use of blood pressure checking products/devices (67%)
- Hypertension self-management education (6%)
- Point-of-care blood glucose testing or hemoglobin A1C testing (13%)
- Offer education on use of blood glucose testing products/devices (67%)
- Diabetes self-management education (11%)
- Point-of-care INR testing for monitoring anticoagulation (1%)
- Comprehensive anticoagulation management (2%)
- Smoking/tobacco cessation education (14%)
- Comprehensive drug therapy review (51%)
- Medication adherence assistance (70%)
- Home delivery of medications and supplies (64%)
- Immunizations (69%)
- Other (10%)

Interested in learning more?
Actively involved in an innovative practice providing MTM and direct patient care services?

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Findings

Notable findings from this study include:

- Nearly two-thirds (64 percent) of all pharmacies have provided MTM services in the past 12 months
- One fourth of pharmacists have been formally trained in MTM (largely through their corporate employers)
- Pharmacies providing MTM services nearly exclusively deliver the patient-centered ser-

vice via face-to-face/in-person or telephone.

The services evaluated by this study allow patients to access chronic disease management and other care services through stronger relationships that provide a consistent care regimen through interaction with pharmacists. These benefits offer a promising outlook on the provision of MTM and direct patient care services. Pharmacies still experience significant barriers related to MTM, a great opportunity for the State of Nebraska exists

in further promoting MTM and direct patient care services among Nebraska community pharmacies.

Corporate pharmacy managers spoke to how financing, pharmacy workflow, and quality of MTM and direct patient care improvements are needed and how to deliver these services from a business perspective.



To access the full report, please visit spahp.creighton.edu/departments-offices/chrp.

Interpretation

At a growing pace, pharmacists are engaging in the delivery of MTM and direct care services to patients. The last 5 years has shown substantial growth in the adoption of MTM service provision in locales across Nebraska. While many pharmacists provide or will be providing MTM and direct patient care services within the near future, these

services remain underutilized by patients, resulting in substantial loss of opportunity for improvements in patient outcomes. Teaching other community-based resources, such as Community Health Workers, about how and when to refer patients to pharmacists to receive these services could substantially increase patient access to these ser-

vices in many communities where pharmacists are offering MTM and other services and are ready to receive more patient involvement now. Pharmacy corporate managers are actively pursuing options to best position themselves to continue offering pharmacist-provided direct patient care services and leverage these offerings to team-based approaches with other health care entities/providers.

Moving Forward

Recent changes in the policy and healthcare landscape have ushered in a sense of need expressed by the pharmacy corporate

managers to determine compensation/reimbursement, patient care inte-

gration, and pharmacy operations improvements to allow pharmacists to provide these services.

Corporate pharmacy managers recognize that MTM and direct patient care services exist in an overwhelmingly piecemeal and frac-

tured system; for MTM to be truly successful within the state of Nebraska, full integration, both of pharmacists within the healthcare spectrum and of MTM within the pharmacists' workflow and pharmacy operations, is needed.