PRISM Webinar Series

“The Pharmacy Home Project: Model Overview and Lessons Learned”

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Kim Roberts
Community Care of North Carolina
April 17th, 2014
The Challenge.

- Glipizide 10mg
- IBU 800mg
- Oxy/APAP 5/325mg
- Simvastatin 20mg

- HCTZ 50mg
- Lisinopril 40mg

- Risperidone 1mg
- Fluoxetine 10mg

- Gapapentin 100mg
- Valproic Acid 500mg

- Glipizide XL 10mg
- Metformin 500mg
- Enalapril 10mg
- IBU 400mg

- Alprazolam 1mg
- Ipratropium INH
- Lisinopril 5mg
- Atorvastatin 40mg
- Montelukast 10mg
- Albuterol 90mcg

- Furosemide 40mg
- HCTZ 25mg
- Lisinopril 10mg
- Simvastatin 40mg

- Amlodipine 5mg
- Metoprolol 50mg
- Labetalol 100mg
- ASA (baby)

- Warfarin 5mg
- Warfarin 1mg
- Citelopram 10mg
- Lovenox INJ

- Triamcinolone 0.1%

- Fluticasone NS
- Cetirizine 10mg

- ASA 325mg
- Calcium 1g
- Pen VK 500mg
- Oxycodone 5mg

- Furosemide 20mg
- Lisinopril/HCTZ
- Atorvastatin 80mg
- Clobetasol Crm
History of CCNC Pharmacy Programs.

- 1993: Carolina Access Begins
- 1998-2004: 14 CCNC Networks Form
- 2006: Increased Emphasis on Aged, Blind and Disabled
- 2007: Add Network Pharmacist Program
- 2008: Add Behavioral Health, Palliative Care, Clinical Integrity
- 2009: Add Pregnancy Home
- 2011: Launch of Pharmacy POS Applications
- 2012: Launch of Medication Management Module

Additional events:
- LTC PolyPharmacy Project
- Case Management Information System Developed
- Creation of Informatics Center and Reporting Services
- Launch of Provider Portal
- Launch of Medication Management Module
Medication Management Spectrum of Activities

Medication Oriented - Single Problem

- Formulary & Eligibility
- REMS Programs
- MTMS-Part D

Patient Oriented - Multiple Problem

- Medication Reconciliation
- Adherence Counseling
- Pharmacy Home

Electronic Prescribing
- Drug Interactions
- Drug Duplications
- Adherence Assessment
- Anti-Coag. Clinic
- Pharmacotherapy Clinic
The Metrics that Matter Most to Us

24%* ↑
PCP Utilization

20.7%* ↑
Pharmaceutical Utilization

46.8%* ↓
Inpatient Admissions

35.4%* ↓
Preventable Admissions

35.1%* ↓
Preventable Readmissions

16.1%* ↓
Emergency Department Visits

*Absolute percentage difference between actual and expected rates for CCNC enrolled vs. unenrolled
Treo Solutions Performance Analysis: Healthcare Utilization of CCNC-Enrolled Population - 2010 ABD Enrolled vs. ABD Unenrolled
<table>
<thead>
<tr>
<th>Program Development, Implementation and Outreach</th>
<th>Patient Care Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• eRx Adoption (slowing down)</td>
<td>• Indirect Patient Care</td>
</tr>
<tr>
<td>• A+Kids Support/Education</td>
<td>• Patient Level Program Support</td>
</tr>
<tr>
<td>• Preferred Drug List Education</td>
<td>• Direct Patient Care</td>
</tr>
<tr>
<td>• Drugs of Choice List Education</td>
<td>• Referrals <em>(Curbside Consults)</em>*</td>
</tr>
<tr>
<td>• DME/Roche Support</td>
<td>• Drug Monitoring <em>(simvastatin 80mg, etc.)</em></td>
</tr>
<tr>
<td>• Lock-In Program Support</td>
<td>• Medication Reconciliation Plus*</td>
</tr>
<tr>
<td>• OTC Coverage Support</td>
<td>• Medication Review <em>(Focused)</em></td>
</tr>
<tr>
<td>• Specialty Pharmacy Programs</td>
<td>• Medication Review <em>(Comprehensive)</em></td>
</tr>
</tbody>
</table>

**......and “Program Administration” Activities**

• Hiring
• Contracts Management, etc.
Where We Are:
% FTE Allocation by Activity
(Pharmacist and Pharmacy Program Assistants)

*Network Resources (CCNC Central Not Included for Ensuing Slides)

- Program Administration: 48%
- Program Development, Implementation and Outreach: 34%
- Patient Care (Indirect): 16%
- Patient Care (Direct): 2%
## Patient-Specific Activities

### Interventions

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Count</th>
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<tbody>
<tr>
<td>Promoting Best Practices</td>
<td>217</td>
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<tr>
<td>Promoting Health Activities</td>
<td>3</td>
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<tr>
<td>Promoting Network Services</td>
<td>808</td>
</tr>
<tr>
<td>Promoting CCNC/Medicaid Services</td>
<td>530</td>
</tr>
<tr>
<td>Quality Improvement</td>
<td>986</td>
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<tr>
<td>Promoting Healthnet</td>
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<td><strong>Sub Total</strong></td>
<td><strong>2560</strong></td>
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<tr>
<td>Coverage Issue-MNC-Rx</td>
<td>1957</td>
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<tr>
<td>Coverage Issue-Dual-Rx</td>
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</tr>
<tr>
<td>Coverage Issue-DME</td>
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<tr>
<td>Coverage Issue-OTC</td>
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<tr>
<td>Coverage Issue-Health Choice</td>
<td>5</td>
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<tr>
<td>Health Choice-Other</td>
<td>17</td>
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<tr>
<td>Health Check- Any Issue</td>
<td>13</td>
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<tr>
<td><strong>Sub Total</strong></td>
<td><strong>2709</strong></td>
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### Pregnancy Home Support

<table>
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<tr>
<th>Support</th>
<th>Count</th>
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<tbody>
<tr>
<td>Help Desk-DMA/EDS</td>
<td>78</td>
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<tr>
<td>eRx Support</td>
<td>270</td>
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<tr>
<td>A+KIDS Program</td>
<td>1205</td>
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<tr>
<td>Lock-In Support (of any type)</td>
<td>479</td>
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<tr>
<td><strong>Sub Total</strong></td>
<td><strong>2045</strong></td>
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<tr>
<td>Drug Info</td>
<td>893</td>
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<tr>
<td>Med Rec Edu</td>
<td>847</td>
</tr>
<tr>
<td>PDL Edu</td>
<td>1819</td>
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<tr>
<td>DOC List Edu</td>
<td>60</td>
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<tr>
<td>Portal Edu</td>
<td>324</td>
</tr>
<tr>
<td>CSRS Edu</td>
<td>180</td>
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<tr>
<td>Eligibility Issues/ Edu</td>
<td>228</td>
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<tr>
<td><strong>Sub Total</strong></td>
<td><strong>4351</strong></td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>11665</strong></td>
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Non Patient Specific Activities

<table>
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<tr>
<th>Tasks</th>
<th>Count</th>
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<tbody>
<tr>
<td>Correspondence</td>
<td>2293</td>
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<tr>
<td>On-Site Presentation</td>
<td>587</td>
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<tr>
<td>Webinar</td>
<td>218</td>
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<tr>
<td>Phone Call</td>
<td>3648</td>
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<tr>
<td>Chart Audit</td>
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<tr>
<td>Meeting</td>
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<table>
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<tr>
<th>Task With</th>
<th>Count</th>
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<tbody>
<tr>
<td>Internal Medicine/Family Practices</td>
<td>40</td>
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<tr>
<td>Non-CCNC Practices</td>
<td>46</td>
</tr>
<tr>
<td>OB Practices</td>
<td>40</td>
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<tr>
<td>Pediatric Practices</td>
<td>41</td>
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<tr>
<td>All Network Practices</td>
<td>17</td>
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<tr>
<td>Practice</td>
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<td><strong>Sub Total</strong></td>
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<tr>
<td>Agencies</td>
<td>52</td>
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<tr>
<td>Community</td>
<td>67</td>
</tr>
<tr>
<td>DMA/State</td>
<td>319</td>
</tr>
<tr>
<td>Enrollees</td>
<td>13</td>
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<tr>
<td>Hospital</td>
<td>741</td>
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<tr>
<td>Network-Staff</td>
<td>3287</td>
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<tr>
<td>Pharmacy</td>
<td>2104</td>
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<tr>
<td>Patient</td>
<td>438</td>
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<tr>
<td>Other</td>
<td>67</td>
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<tr>
<td><strong>Sub Total</strong></td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>8801</strong></td>
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THE Pharmacy Home PROJECT

“Create a Pharmacy Home, virtual or otherwise, where drug use information from multiple sources* is gathered to better inform prescribing and intervention strategies”

www.pharmacyhomeproject.com
The Pharmacy Home Project

Drug Use gathering Example - Ambulatory

Case Manager

“I have a patient with continually elevated HgA1C”

Patient

“Those pills upset my stomach and give me gas”

Medical Chart

“We’ve been prescribing Metformin for a year and a half now”

Drug Claims

“It doesn’t look like they have been filling any diabetes medications”
The Pharmacy Home Project

Drug Use gathering Example-**Institutional/Transition**

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**Event**
(MI, Stroke, MH Crisis)

**PCP Visit**
“What did they tell you to take and how? …..”
(Profile X)

**Intake Regimen**
“I’m on Drug A, Drug B and Drug C”
(Profile # 1)

**Hospital Regimen**
(Medication Administration Record)
(Profile # 2)

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**PCP Visit**
“It looks like they told you……and you seem to be doing…….”

**Discharge**
“You are supposed to take…….”
(Profile # 3)
A “Discontiguous Set” of Care Delivery Settings

Pharmacy
Dispensing without MTM

Hospital
Med Rec “Light”

Home Health - Rehab - Skilled Nursing Facility
Transitions without MTM

Clinic
Prescribing in Information Vacuum
Inadequate, Misaligned or Non-Existent Payment Systems for Medication Optimization

*Also Incredibly Cost-inefficient in Today’s HIT/HIE Environment*
“It Takes a Village”

Patient Identification

Hospital
Transitional Care Manager (TCM)

Problem Identification

Network
Network Pharmacist (PharmD)

Problem Resolution/Identification

Home
Primary Care Manager (PCM)

Problem/Provider Identification

Network
Network Pharmacist (PharmD)

Problem Identification

Clinic
CCNC Physician (PCP)

Informatics Center

- Prescription
- Fill History?
- Adherence?
- Patient Medication Taking
  * Behavior
  * Active List
  * Challenges
- Which Prescribers?
- Which Problems?
- Medical
  - Chart Active
  - Medication List?

- Is Patient Enrolled?
- Discharge
- Medication List?

Other Care Team Members

- Administrative Claims Data
- Health Information Exchange
- Provider/Extender Derived Data
Multiple Credentials in Multiple Settings Contributing

- PHARMACeHOME (intensive medication management app) patient count (in past 30 days):

<table>
<thead>
<tr>
<th>Credential</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>RN</td>
<td>7,469</td>
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<tr>
<td>PharmD</td>
<td>5,296</td>
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<tr>
<td>CPhT</td>
<td>2,627</td>
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<tr>
<td>Non-Licensed Program Support</td>
<td>675</td>
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<tr>
<td>RPA/RPT</td>
<td>621</td>
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<tr>
<td>RPh</td>
<td>592</td>
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<tr>
<td>Non-Licensed CM</td>
<td>179</td>
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<tr>
<td>Non-Licensed Program Personnel</td>
<td>177</td>
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<tr>
<td>LPN</td>
<td>170</td>
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<td>CCM</td>
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<td>BS</td>
<td>118</td>
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<tr>
<td>Non-Licensed CM Support</td>
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<tr>
<td>MSW</td>
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<tr>
<td>BSW</td>
<td>60</td>
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<tr>
<td>LCSW</td>
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<tr>
<td>TBD</td>
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<tr>
<td>NP</td>
<td>11</td>
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<td>LCAS</td>
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<td>LPC</td>
<td>4</td>
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<tr>
<td>MPH</td>
<td>4</td>
</tr>
</tbody>
</table>
Data Use Case: Shared Statewide Pharmacy Home Process
(Patient Discharged from UNC, but lives in Onslow)

Hospital
Transitional Care Manager (TCM)
Meets with Patient, Gathers Discharge instructions, Counsels and Refers to PCM

Home
Primary Care Manager (PCM)
Meets with Patient at Home, Gathers Drug Use inventory, Assessment and Self-Management

Network
Network Pharmacist (PharmD)
Reviews All Medication Lists (Discharge, Home, Claims) for Discrepancies

Clinic
CCNC Physician (PCP)
Visit Scheduled, PCP Receives Problem List and Care Coordination Plan
Each dot represents the home address of a client who received transitional care services between over a single year.
Where We Are Going: Long Run
Multi-Payer Medical Home Vision: Pharmacist Role

CCNC “Medical Home” Pharmacist
~ 1:10,000 Enrollees

PCMH Panel #1
- CMRs
- Post Acute Med Recs
- Gap Identification and Resolution
- Referrals
- Pharmacy Admin

PCHM Panel #2
- CMRs
- Post Acute Med Recs
- Gap Identification and Resolution
- Referrals
- Pharmacy Admin

Service Provision To:
1. PCMH Prescribers
2. PCMH Office Staff
3. PCMH Patients