Capitalizing on Opportunities for Reaching Patients: Utilization of Providers In Delivering Medication Therapy Management (MTM) Services

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BACKGROUND

- Medication therapy management (MTM) is a service or group of services designed to optimize therapeutic outcomes for patients. MTM is underutilized given that only about 11% of Medicare beneficiaries receive these services. 
- MTM services are provided in various ways (e.g., in-person, telephonic, direct as patient outreach). However, patient outreach is not always feasible in some situations.
- Communication between pharmacists and providers during the provision of MTM services is challenging in some outpatient settings.
- Interprofessional communication is essential in providing comprehensive, quality healthcare for patients.

GOAL AND PURPOSE

- Goal: To determine if outreach via facsimile was an efficient method of engaging providers in completing comprehensive medication reviews (CMR) via telephone for patients who were unable to directly participate (e.g., cognitive impairment) in the MTM process.
- Providers in collaboration with the University of Arizona Medication Management Center (UAMMC) and The Ohio State University Medication Management Program (OSU-MMP) developed the Provider Outreach Program (POP) to address this deficiency (e.g., CMR completion) in patient care.

PROGRAM DESCRIPTION

- The program’s faxing capabilities (e.g., manual fax line) were accomplished through the POP established communication with providers to facilitate CMR completion rates.
- The POP implementation showed a higher success rate of CMR completion compared to similar programs.
- The most common reason given was the patient was no longer under the care of the provider according to the facsimile.
- Providers In Delivering Medication Therapy Management (MTM) Services

RESULTS

- The pharmacist presented the concern and the provider agreed the patient should not be taking the medication a computer-generated medication reconciliation.
- The pharmacist enhanced the MTM process by incorporating patient information consisting of:
- An up-to-date medication list
- Drug allergies
- Communication

OUTLOOK

- The results indicate that there was a higher completion rate of CMRs observed for the POP compared to standard MTM services.
- Further investigation is warranted to determine if CMR refusal of the POP was significant and to identify reasons why providers choose not to participate.
- Additional work is needed to determine whether other outreach programs produce similar results when implemented with diverse populations.

REFERENCES