

PANEL ON HIGHLIGHTING INNOVATIONS IN PHARMACIST-DELIVERED CARE - North Carolina: A Source of Pharmacy Innovation

Bryan Bray, PharmD

The comprehensive medication management services provided by Medication Management, LLC consists of clinical pharmacists integrated into the health care team in a physician's office setting and in a virtual context with the other health care providers. Collaborative drug therapy management comprises the majority of the delivery of the services in the physician's office setting. The approach is highly integrated among all health care providers including physicians, physician extenders, nurses, and case workers. The referral of patients is driven by those patients on complex medication regimens and those experiencing medication-related problems. The clinical pharmacists practicing physically separate from the physician practice rely on a broader coordination of care and focus on those patients transitioning from the health care system such as hospital discharges. Outcomes include the traditional clinical disease specific parameters but also include reductions in hospitalizations and overall cost savings to the health care system as well as patient satisfaction. The comprehensive medication management services are innovative in that advanced trained clinical pharmacists are placed in a face-to-face relationship with a clinically complex patient in need of detecting and resolving medication-related problems. Additionally, clinical and cost data is used to not only identify those patients that may benefit from services but also to measure the effectiveness of the services. Return on investment of the health care dollars for the services have consistently demonstrated savings in the range of \$8-\$15 saved for each dollar invested in the services.

The lessons learned include:

1. Comprehensive medication management services can be provided by a clinical pharmacist embedded within a physician practice or physically separate.
2. Collaborative drug therapy management is an innovate approach that drives the model of care.
3. The ability of a patient to meet individualized treatment goals is highly dependent on an integrated, coordinated approach with the entire health care team.
4. Patients with the most chronic disease states dependent on the most chronic medications benefit the most.
5. The model of care is highly driven by quality of care and outcomes.
6. The greatest challenge to universal adoption of the model is adequate reimbursement for clinical pharmacists' services.