

PANEL ON ACCELERATING EFFECTIVE PHARMACY PRACTICE MODELS: CHALLENGES OF STANDARDIZATION FROM THE PROVIDER AND PAYER PERSPECTIVES - The Patient Centered Medical Home Experience

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A standardized, evidenced-based practice approach is essential for clinical pharmacist delivered services to succeed in optimizing clinical outcomes for patients and significantly contributing unique value to the health care system and the coordinated care (ACO/Medical Home) team of providers. As an example of a practice model, I will discuss the evolving concept of “comprehensive medication management” and how it is being implemented based on the work and practice over the last 30 years from the University of Minnesota School of Pharmacy and expanded into practice both nationally and internationally by the spin-off company from the University - Medication Management Systems, Inc. The research and practice of pharmaceutical care over these years within the University setting at Fairview and then MAYO, has now expanded beyond large integrated systems into community settings and even telephonically by a structured standardization of care and robust electronic therapeutic records that are highly interoperable and web-enabled.

My presentation will briefly show the approach and results including clinical and economic outcomes related to the systematic identification and resolution of drug therapy problems related to clinical goals of therapy by clinical pharmacists directly with patients in a commercial population (clinic environment), Medicaid population (telephonic), and Medicare population (community pharmacists) in collaboration with providers/prescribers.

The lessons learned include:

- An evidenced-based standardized approach with robust IT support to document drug therapy problems, communicate with patients and providers, and bill for services is critical for payer and provider acceptance.
- Adequate reimbursement for clinical pharmacists' services is key for success and expansion of comprehensive medication management services.
- Rapid improvement in clinical outcomes with reductions in total health care costs including reductions in hospitalizations, ER visits, and improvement in provider/prescribers time efficiency/productivity are well documented.
- Optimizing medication management (linked to clinical outcomes) holds the greatest promise to improve clinical outcomes and patient safety, while significantly reducing total health care costs, more so than any other single change in our delivery system.
- For success, we will need a large shift of pharmacists from dispensing activities to engagement as providers of direct patient care with a simultaneous financial realignment from dispensing to payment for professional services in collaboration with other providers.