OUTCOMES
Pharmaceutical Health Care®
MTM SMARTER

Outcomes Pharmaceutical Health Care® Implementation Guide

After pharmacy contracting and pharmacist training have been completed, follow this step-by-step guide to begin successful participation in an Outcomes MTM Program:

Step 1 – Identify Eligible Patients

- After logging in to the Outcomes system, utilize the "Patients" tab to view a list of eligible patients.
- Using dispensing group codes, run a report of all Outcomes-eligible patients.
- Make a notation ("Outcomes eligible") in the profile of each eligible patient.
- Train technicians to notice online message of "PT OUTCOMES MTMS ELIG 515-237-0001" and similarly flag these patients as eligible.
- Place a reminder near the pharmacy's intake window to remind staff to look for Outcomes-eligible group cards.

Step 2 – Prepare the Pharmacy

- Place Patient Education & Monitoring forms near the computer on which prescriptions are entered so that forms may be placed with orders for Outcomes-eligible patients.
- Place Encounter™ worksheets near the computer the pharmacist uses to verify orders so the worksheets may be easily accessed/referenced when drug therapy problems arise.
- Place an accordion folder, with tabs labeled 1-31, in an accessible area in the pharmacy. This will be used to track claims, on a daily basis, which require follow-up to be completed.
  - Partially-completed claim worksheets, along with Patient Education & Monitoring forms, should be placed behind the tab for the day on which follow-up is scheduled to occur.

Step 3 – Targeted Intervention Program (TIP®)

- TIPs are pharmacy- and patient-specific, centrally-identified interventions distributed to the pharmacy network on a regular basis. They are mailed/faxed and uploaded to the TIP queue in the Outcomes web-based documentation platform.
- Acting on all TIPs for the pharmacy is a great way to get started in the program.

Step 4 – Get Started with Pharmacist-Identified Services

- Cost Efficacy Management claims
  - Formulary management
    - Help patients change to formulary-preferred products.
  - Prescription to non-prescription therapeutic interchanges
    - Help patients change to more cost-effective OTC products.
  - Provide and document subsequent Patient Education & Monitoring.
- Patient Education & Monitoring claims
  - Each Outcomes-eligible patient may receive Patient Education & Monitoring on each new or changed prescription therapy.
  - Cover the 7-point education check list that appears on the Encounter worksheet and Patient Education & Monitoring form, then schedule follow-up. Place the partially-completed worksheet in the accordion file.

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(Implementation Guide continued)

- During follow-up, ask about symptom control (if appropriate), side effects, and compliance as well as answer patient questions.
- If any problems are detected (e.g. poor compliance, side effects, suboptimal symptom control), help the patient to improve therapy and document the subsequent intervention(s).
  - The subsequent claims will often be Estimated Cost Avoidance (ECA) Level 2 or higher.

Step 5 – Expand Involvement

- Comprehensive Medication Reviews
  - Promote the service to Outcomes-eligible patients.
    - Reminder while waiting for prescriptions to be filled.
    - Reminder after counseling.
  - Schedule 30-minute appointments with interested Outcomes-eligible patients.
  - Complete the CMR (see "Comprehensive Medication Review Guide").
  - If any problems are detected, help the patient to improve therapy and document the subsequent intervention(s).
    - The subsequent claims will often be ECA Level 2 or higher.

- Patient Compliance Consultations
  - Overuse/Underuse
    - Closely monitor refill dates for Outcomes-eligible patients.
    - If a patient is identified as being non-compliant, the pharmacist should speak with the patient about overuse/underuse and help the patient to understand appropriate use of the medication.
    - Establish an appropriate time for follow-up. Place the partially-completed claim worksheet in the accordion file.
    - During follow-up, ask about symptom control (if appropriate), side effects, and compliance as well as answer patient questions.
  - Administration/Technique
    - Each month, target medications which are often used inappropriately.
      - Place a compliance program reminder for the pharmacy staff at the pharmacy's intake window and in the counseling area that reads, "Remember to ask Outcomes-eligible patients about (targeted medication)".
    - Suggestions for targeted medications:
      - Metered dose inhalers
      - Bisphosphonates
      - Injectable diabetes medications
    - When picking up monthly refills, ask Outcomes-eligible patients who use that month's targeted medication, "How do you use this medication?"
    - If a patient describes or demonstrates inappropriate use of the medication, the pharmacist should help the patient to understand appropriate use of the medication.
    - Establish an appropriate time for follow-up. Place the partially-completed claim worksheet in the accordion file.
    - During follow-up, ask about symptom control (if appropriate), side effects, and compliance as well as answer patient questions.

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