

LMS



Bill Semrad and Jennifer Lester from Aurora St. Luke's Medical Center in Milwaukee were among 49 pharmacists who learned the dynamics of the MTM program software during a live pilot training session in February. In all, 103 pharmacists have been trained on the MTM software to-date.

WPQC Live!

MTM initiative speeds ahead

by Kari Trapskin, PharmD,
PSW Director of Health Care Quality Initiatives

The last two years have been spent planning and preparing for a successful launch of the Wisconsin Pharmacy Quality Collaborative (WPQC).

Wednesday, March 19, 2008, marked the launch of the WPQC program with the first participating payor, Unity Health Insurance. Starting in Dec. 2007, 57 pharmacies across the state have been trained on WPQC pharmacy network best practice requirements, WPQC MTM services and documentation and billing processes using the McKesson MTM software platform. At the time this article was submitted, three additional payor organizations were working through the WPQC contracting and data integration process: Group Health Cooperative of South Central Wisconsin, United Health Care of Wisconsin and the Wisconsin Department of Health and Family Services for its Medicaid, Senior Care and Badger Care programs.

WPQC TRAININGS INCLUDE BEST PRACTICE ROUND TABLE SESSIONS

Following the two live WPQC pilot pharmacy training sessions held at the UW Pyle Center in early 2008, WPQC pharmacists participated in roundtable discussions that focused on the WPQC quality-based network requirements. As described in previous issues of *JPSW*, these 12 network requirements were developed based upon community pharmacy best practices. Examples include:

- Use of a standard procedure to show each patient each medication dispensed

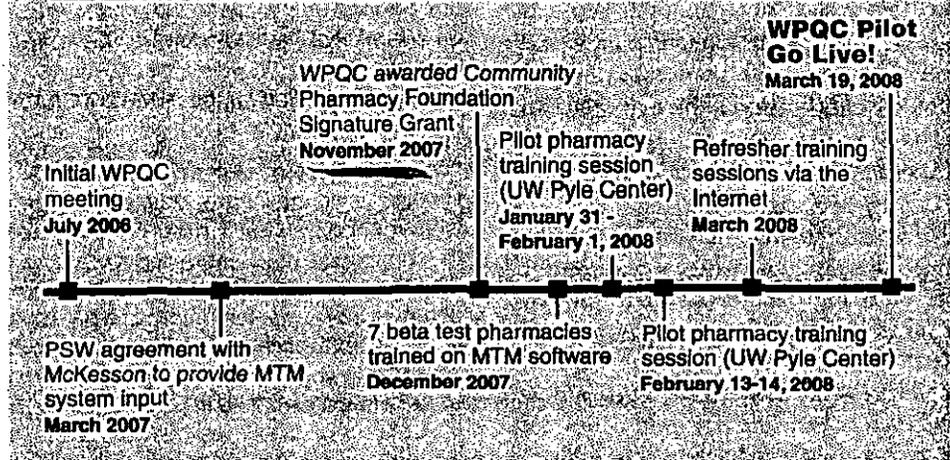
- Implementation of a continuous quality improvement (CQI) program for medication risk management
- Establishing and maintaining standards for communicating and executing Class I drug recalls and necessary actions pertaining to FDA drug safety alerts.

Participating pharmacies are required to have policies and procedures in place for each requirement and will be asked quarterly for evidence demonstrating that they are meeting the requirements. During the round table discussions, each requirement was explained and participants raised questions, brainstormed and shared methods that their pharmacies were already using or planned to use to consistently meet the requirements. The discussion among the participating pharmacists focused on the importance of these requirements in improving patient safety and the quality of pharmacy services provided through the WPQC program. The sessions were so successful that a similar session will be held at the 2008 PSW Educational Conference for all members interested in learning how others have implemented these best practices consistently in their practices.

THE MCKESSON MTM SOFTWARE SOLUTION

Throughout last year, WPQC worked with McKesson and several of its business units — RelayHealth, AccessHealth and McKesson Health Solutions — to develop the McKesson MTM Solution, recently launched as part of the RelayHealth platform. The group of 57 WPQC

WPQC timeline



pharmacies will serve as the pilot group of pharmacies for software testing. The accompanying article describes details of McKesson's interest in MTM. Having the mutual interest in advancing MTM and the practice of pharmacy has made for a good working relationship with McKesson. By leveraging the unique strengths and resources of each organization, together PSW and McKesson will establish the area's premiere MTM program. The MTM software application will evolve based on pilot user input to provide pharmacists with a consistent patient management, documentation and billing tool for MTM services.

The application currently contains a standardized patient management, online documentation and billing feature and diabetes screening assessment component. Documentation and billing for stand-alone pharmaceutical care or cognitive service interventions can be accomplished using the system. In addition, users can document and bill for comprehensive medication review services within the software system. The user is able to place interventions in a queue to perform at the time or to flag for future visits with the patient.

The software system provides the capability to fax prescribers regarding medication recommendations and to alert the prescriber that his/her patient was provided adherence or medication device instruction services, either as part of a comprehensive medication review or as a stand alone service. Additionally, the system allows an updated personal medication record to be sent to each prescriber and provided to each patient as part of a care plan that is generated based upon results from the visit with the patient.

The first condition-specific screening assessment incorporated into the system is the diabetes assessment. This assessment provides a common framework and tool for pharmacists to use with diabetic patients and to help identify gaps in care as related to national guideline-based management of diabetes.

REFLECTIONS ON MTM GOING FORWARD

The March/April 2008 issue of *JPSW* contained an article written by Brian Jensen in which he described his reflections on

Addressing Challenges

McKesson MTM offering creates opportunities for pharmacists

Health care is the world's most complex and challenging business. As new therapies and technologies redefine patients' needs and the care that providers can offer, McKesson continues to lead the industry by delivering innovative solutions that address health care's evolving challenges while opening new business opportunities for its customers.

This year, McKesson observes its 175th anniversary as the world's leading health care services company. The company distributes products from approximately 2,500 pharmaceutical and medical/surgical suppliers to more than 25,000 retail pharmacies, 35,000 physician practices, 5,000 hospitals, 10,000 extended care facilities, and 750 home care agencies. McKesson's health care information technologies span the spectrum of care, linking these providers with more than 600 health plan customers that cover more than 25 million people.

MCKESSON

Empowering Healthcare

DRIVING THE EVOLUTION OF COMMUNITY PHARMACY

Now is a challenging time for community pharmacies. Revenues are threatened by AMP legislation and shrinking reimbursements from government and private payors. Mail order dispensing continues to gain market share. An increasing number of specialty drugs are not available through retail pharmacies. Facing these developments, many independents are struggling, and some have chosen to sell their pharmacies and retire.

Acting again to drive its customers' success, McKesson has made a major commitment to medication therapy management (MTM). McKesson views MTM as a pivotal opportunity to transform the role of community pharmacy and to improve pharmacies' financial performance with new revenues.

As demonstrated by the Asheville Project and other efforts to measure the value of delivering cognitive and primary care in community pharmacies, MTM has shown solid potential to enhance patient outcomes, increase collaboration among care teams and help control the soaring health care costs that negatively impact the U.S. economy.

"Many pharmacists chose their profession because they wanted to help people improve and manage their health," noted McKesson Vice President June Fallon. "We intend to implement an end-to-end MTM solution that moves pharmacists beyond dispensing to a broader role as the medication experts in an integrated patient-care team. Counseling and education are key functions, and pharmacists' professional training and convenient community locations make this a natural solution."

DEFINING STANDARDS, BUILDING RESPONSIVE INFRASTRUCTURE

"When McKesson made the choice to enter MTM, our goal was to be a leader in the field," said Kevin Connor, general manager and vice president, McKesson Managed Care. "We created our MTM infrastructure by integrating proven solutions in a comprehensive platform. These assets include the RelayHealth Intelligent Network, the third-party reimbursement expertise of our AccessHealth subsidiary, care guidelines from our medication management unit, and our network of 25,000 independent and chain pharmacies."

Partnering with the Pharmacy Society of Wisconsin (PSW) and private and government payors in the Wisconsin Pharmacy Quality Collaborative (WPQC) proved to be the ideal opportunity to understand and focus on real needs, develop effective technical solutions and help define standards and practices that align all parties around common goals.

"PSW is a recognized leader among the nation's pharmacy organizations. The investment in pharmacy's future made by PSW over the past two years to develop WPQC is aligned with McKesson's strategy. PSW has an exceptional executive team which has engaged the state's leading practitioners behind a common vision and a common pursuit. Its decision to seek a partnership with innovative health plans in the state in an effort to simultaneously improve quality and reduce health care costs by focusing on improving medication use is what excites us at McKesson. We are appreciative of the opportunity to be part of making it happen," said Fallon.

With experience gained through the WPQC MTM pilot program, McKesson is further refining its solution to deliver on the promise of MTM: an expanded role and new revenue source for pharmacy, more personal and integrated care for patients and increased efficiency and lower coverage costs for health care payors. ●

service oriented pharmacy practice during his career, beginning in the late 1970s. He reviewed the terms "clinical pharmacy," "pharmaceutical care," "cognitive services," and now "Medication Therapy Management (MTM)" – similar terms describing a concept that the profession has been striving to attain for years. Regardless of when or where pharmacy training was completed, as Brian described, we can all identify with the idea of providing good, quality care to patients. We also know that the current system does not consistently provide pharmacists this opportunity. One goal of WPQC has been to advocate for and develop an incentive-based pay-for-performance program that provides a mutually favorable program for both pharmacists and payors and positively complements prescriber care of patients. The uniqueness of what WPQC represents in terms of MTM services lies in the collaborative forum in which the program was defined. Representatives from multiple payor organizations and pharmacies met

for over one year to define the WPQC MTM program. PSW has coordinated the collaborative based on the recognition that input from both pharmacists and payors is paramount in order to develop and maintain a standardized MTM program that will continue past the initial pilot phase of one year. The program has come a long way since its conception two

years ago, and it is our hope that with the solid participation of pharmacists within the 57 participating WPQC pharmacies, the state of Wisconsin will be able to realize the long-time goals of the pharmacy profession. ●

 ONGOING WPQC UPDATES
WWW.PSWI.ORG/PROFESSIONAL/WPQC.HTM

Community Pharmacy Foundation (CPF) Awards One of Two Signature Grants to PSW

CPF awarded PSW with one of its top Signature Grants this year in support of PSW's work on WPQC. This is the first CPF grant that PSW has received. The CPF funding will support PSW's work to administer and conduct the WPQC program with the expectation that the results and experiences gained through WPQC will be shared with interested persons across the country. CPF is an organization whose primary purpose is to assist community pharmacy practitioners by providing resources for research and development to encourage new capabilities and continuous improvements in the delivery of patient care. For more information about CPF, please visit the CPF website, WWW.TCPF.ORG/.

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