

MeRIT Project; Implementation of Pharmacist Patient Care Services Facilitators and Barriers: Insights from the Ohio Medicaid Project

Rebecca Lahrman, PharmD, MS, BCACP¹; Stuart Beatty, PharmD, BCACP, FAPhA¹; Brianne Porter, PharmD, MS¹; Young Eun Shin, PharmD, MS²; Ana Hincapie, MS, PhD²

1. Ohio State University College of Pharmacy 2. University of Cincinnati, James L. Winkle College of Pharmacy

INTRODUCTION

- Ohio Pharmacists were recognized as providers in January 2019¹
- Four managed Medicaid payers began to provide pharmacist services to their patients delivered through independent community pharmacies, FQHCs and ambulatory clinics²
- Individual payers designed their own programs and took different implementation approaches
- These programs provided reimbursement to pharmacists for healthcare services for patients
- This a new access point for patients and an incentive for pharmacists to engage in the care of their patients
- As these services expand statewide and nationwide, the lessons learned from the initial programs can provide valuable guidance

SIGNIFICANCE

This research will inform pharmacists across multiple practice settings of facilitators and barriers of how to implement patient care services that are covered by payers to increase access to care.

AIM

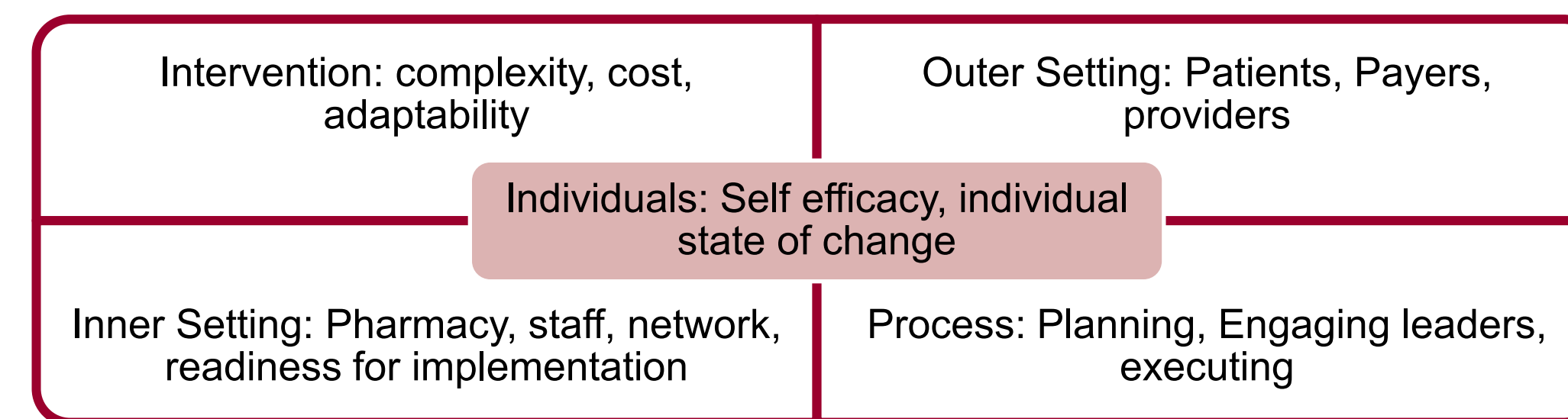
- To identify the barriers for the pharmacist/pharmacies to implement patient care services billed to Ohio Managed Medicaid and describe opportunities to overcome them
- To identify what facilitators helped the pharmacists to provide patient care services.

STUDY DESIGN

Qualitative analysis using structured interviews. The structured interviews followed the Consolidated Framework for Implementation Research (CFIR) construct to identify themes related to barrier and facilitators³

METHODS

- Key pharmacy personal at each location were interviewed from seventeen pharmacies offering patient care services under Ohio Medicaid
- CFIR constructs allows for systematical assessment of barrier and facilitator across five domains to create generalizable themes
- Questions from CFIR framework focused on inner pharmacy setting, outer payer setting, and process implementation
- Transcripts of the structured interviews were coded and analyzed using Nvivo software
- Data analysis included peer debriefing analysis and thematic analysis



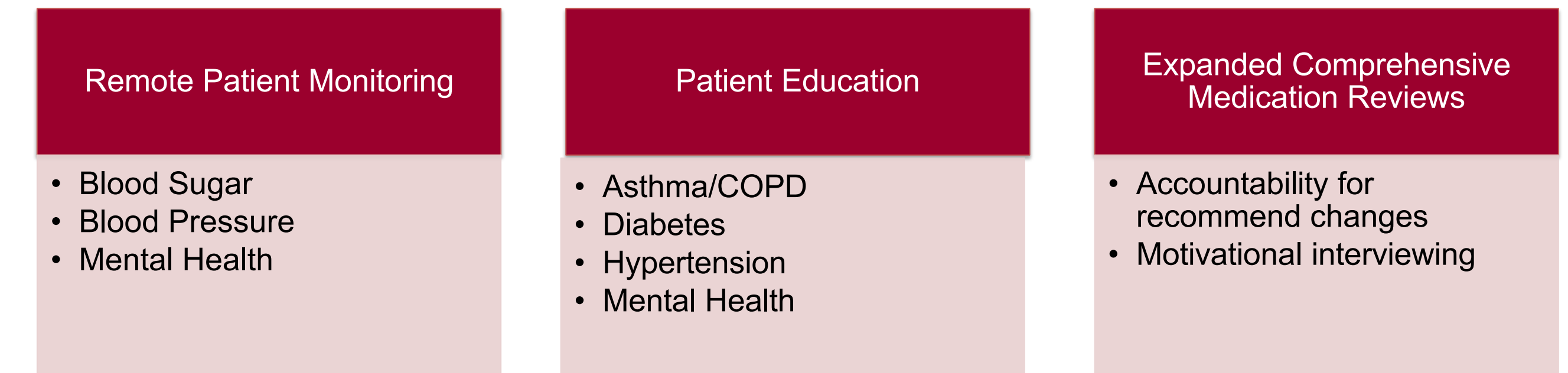
PRELIMINARY RESULTS

11 Pharmacists Interviewed with 16 unique locations, One location did not participate

Plans	Community Pharmacy	FQHC/ Ambulatory clinics
UHC	2	
CareSource	2 (only one interviewed)	
Buckeye		3
Molina	5	

PRELIMINARY RESULTS CONTINUED

Patient Interventions: Patient Care Services



THEMES

Facilitators

- Technology
 - Preexisting process
 - Software for billing
 - Documentation support
- Payers
 - Flexibility given for program design
 - Allowing virtual/phone appointments
 - Collaboration with state association
- Pharmacist Role
 - Understanding interdisciplinary role
 - Relationships with providers
- Pharmacist Patient Relationship
 - Flexibility to meet known patient needs
 - Patients excited to engage
- Team buy in
 - Provider support after understanding
 - Team effort to identify patients

Barriers

- Social Determinates of Health (SDOH)
 - Need for social work involvement
 - Education to payers on SDOH barriers
- Retro-fitting documentation
 - Lack of capabilities in current software
 - Time lost in using outdated technology
- Open Ended Program Structure
 - Desire to have formal rules
 - Initial hurdle became a strength
- Billing system
 - Changing systems
 - Credentialing process
- Workload Prioritization
 - COVID-19 response
 - Staffing
- Providers
 - Eligible providers for CPAs
 - Lack of understanding filling unmet need

PRELIMINARY CONCLUSIONS

Provider status pilot program were implemented. Facilitators for implementation included the leverage of technology, and relationship with payor while barriers identified include providers lack of support and need to address patients SDOH

REFERENCES

- Provider status. Provider Status. <https://www.ohiopharmacists.org/ops/opa/pi/sp/provider-status>. Accessed September 28, 2021.
- Beatty S. Provider Status Implementation Update November 2020. https://www.ohiopharmacists.org/ops/opa/pi/show_detail/333684?layout_name=layout_details&model_name=news_article. Accessed September 28, 2021.
- Highlights Tools Interview Guide Tool CFIR-Eric Strategy matching CFIR tools and templates additional resources contact US. The Consolidated Framework for Implementation Research. <https://cfirguide.org/>. Accessed September 28, 2021.