



COMPLETED GRANT SYNOPSIS

Get the medications right: a nationwide snapshot of expert practices: **Comprehensive medication management in ambulatory/community pharmacy**

Authors

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Objectives

- Briefly define the various level of MTM and highlight the key elements necessary to be considered CMM, referencing key sources;
- Explore the role of the community pharmacy/pharmacist in CMM-level practice;
- Assess CMM at the community pharmacy/pharmacist practice level (e.g., who is doing it and how they are accomplishing it);
- Identify and focus on up to five expert community pharmacy/pharmacist practices and up to 10 emerging community pharmacy/pharmacist practices that best represent CMM levels of service and integration into ACO/PCMH/coordinated care teams;
- Identify enabling factors (and barriers to success) to inform expert practices for other community pharmacy/pharmacist engagement and spread of CMM services

By aligning with the goals identified by the CPF board, this project will measure, publish and disseminate findings that assess and then document the ability--and/or barriers confronted by community pharmacists--to deliver CMM-level professional services to patients in coordinated care settings.

Methods

Design

In total, 935 individual program managers started and 618 completed the initial practice evaluation instrument—the McInnis Index for Advanced Medication Management Practice (MI-AMMP™). From there, the research team applied a six-way filter and a relative value scoring methodology to determine if practices had adequate processes in place for CMM. To qualify, each had to score above a specified level or

- Self-identify as performing CMM;
- Have access to current clinical data to assess/determine patient clinical status;
- Have broad collaborative practice agreements in place;
- Provide interventions and develop care plans that are effectively shared with the team;
- Perform adequate patient follow up; and
- Deliver CMM to a sufficiently large enough client base to ensure processes are in place for proficiency, sustainability and scalability.

The MI-AMMP scoring tool and the six-way filter allowed the research team to identify which practices were truly offering comprehensive medication management services. Through the six-way filter screen, the research team identified 33 practices for further evaluation.

Second, the MI-AMMP has a weighted scoring mechanism to determine the overall robustness of practice capability to deliver advanced disease-state MTM and CMM services by giving each practice a total score. This allowed for inclusion of a review of practices whose answers indicated they had a robust disease-state MTM/CMM practice, but may have not met all the criteria of the six-way filter. Ultimately, 22 were selected for evaluation by the project’s advisory board, which narrowed it to the 15 included in the report.

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Study endpoints	<p>1) Successfully identify 15 diverse and expert practices engaged in successful CMM team-based care.</p> <p>2) Highlight and disseminate the key attributes that allowed for success of clinical pharmacist in CMM practice and services improving outcomes for ambulatory/ community dwelling patients.</p>
Results/findings	
<ul style="list-style-type: none"> • The pharmacist’s role in CMM should be differentiated and redefined in terms of direct patient care delivery. • CMM has moved from an emerging practice to a proven element in integrated health care delivery; it is recognized by health plans, providers and policymakers as a means to achieve the Quadruple Aim. • The move to risk is accelerating expansion of CMM. • Physician buy-in and champions are crucial for CMM advancement. • Successful CMM practices, taking a whole-person approach, target patients who will gain the most benefit. 	
Conclusion	
<p>Comprehensive medication management is the key to optimal patient outcomes. These practices draw a clear roadmap for how collaborative team-based care works--and how CMM will forever change the role of pharmacists and health care delivery.</p>	