## Conceptual Framework: The Process of Medication Use Coordination in the Context of Total Cost of Care Management

### Clinical Goal: Optimization of Patient Medication Regimen

### Marker of Process Improvement: Drug Therapy Problems (DTPs)

### Process Goal: Best Possible Coordination

**Trigger Points**

<table>
<thead>
<tr>
<th>Core Tasks</th>
<th>Pre-Prescription</th>
<th>Point of Prescription</th>
<th>First Fill</th>
<th>First Refill</th>
<th>Successive Refills</th>
<th>Other Key/Potential Trigger Points</th>
<th>Return Visit/Follow-up with Prescriber</th>
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**Enabling Factors**

- Payment Support
  - Payment model support for medication management (5 current and emerging scenarios)

- Data Capabilities
  - Best possible medication record at the point of care (including adherence data)
  - Decision support at point of prescription and point of dispensing (formulary, prior authorization, drug-drug/drug-allergy alerts)
  - Relevant medical record (i.e., clinical) at the point of medication review

- Provider Skill-Set
  - Relevant pharmacology skill at point of care and point of dispensing

**Metrics**

- **Patient-Level Metrics**
  - Example: Fill status notification, adherence scores

- **Metrics of Functions or Capabilities**
  - Example: Meaningful Use measures (active medication lists, e-prescribing function, etc.)

- **Population-Level Metrics**
  - Examples: ACO Measures, Medicare Star Ratings
  - Direct Measures: Proportion of Days Covered metric
  - Indirect Measures: Medicare ACO hypertension metric

- **Outcomes Measures**
  - Aspirational metrics: Medication errors reduced, ADEs prevented, drug therapy problems resolved

- **Cost Measures**

**Wild Cards**

- Safe, effective, and efficient patient medication care for:
  - Diabetes treated with injectable insulin,
  - Depression and anxiety,
  - Serious mental illness,
  - Opioid/controlled substance abuse,
  - And co-morbidities

**Patient/Environmental Barriers**

- Example: Transportation