



Utilizing Wellness as a Portal for Medication Therapy Management and Condition Care Services in a Community Based Employer Setting

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Introduction

Health-Care Facility

- Blanchard Valley Health System
- Non-profit, integrated regional health system
 - Includes
 - › 150-bed hospital
 - › 25-bed critical access hospital
 - › The Center for Medication Management
 - › Continuing care entities
 - Wellness and medication therapy management services are provided at
 - › The Center for Medication Management
 - › Local industrial facilities
 - › Educational facilities
 - › Other health-care facilities
 - One of the largest employers in the area with 2100 plus associates
 - Serves an eight-county region

Purpose

- Pharmacists have a responsibility to integrate goals of public health into their practices
- A need to lower medication costs and overall healthcare dollars was identified
- Center for Medication Management (CMM) developed a business model incorporating wellness, medication therapy management (MTM), and condition care services
 - › Initial step involves
 - › Disease screening
 - › Wellness education
 - › Activities include
 - › Disease prevention
 - › Medication safety
 - › Health education
 - › Pharmacists provide
 - › Patient assessment for medication related issues
 - › Laboratory monitoring for effectiveness of specific medications
 - › Counseling
 - › Education

Description of the Program

- Business model developed by CMM involves contracting directly with company's benefit department
- A three pronged approach to outcomes
 - › Patient satisfaction
 - › Financial savings
 - › Clinical results
- Program is divided into two separate components
 - › Initial wellness/MTM session
 - › Ongoing condition care program/MTM sessions
- Initial wellness/MTM session acts as a screening tool for entry into condition care program
- Current condition care pathways include
 - › Diabetes
 - › Hypertension
 - › Asthma
 - › Hypercholesterolemia
 - › Heart failure

Experience with the Program

- 16 quarter study period
- Patient satisfaction

Patient Satisfaction Survey				
Question Summary	Company One	Company Two	Company Three	Average
Ease of use	4.55	4.85	4.88	4.76
Program compared to others	NA	4.74	NA	4.74
Professionalism, friendliness	4.85	4.98	4.96	4.93
Quality of services	4.85	4.84	4.87	4.85
Overall satisfaction	4.63	4.83	4.84	4.77
Average score (all questions)	4.72	4.85	4.89	4.81
Would you recommend?	Yes=100%	Yes=100%	Yes=99.04%	Yes=99.68%
Was it a good use of your time?	Yes=95%	Yes=100%	Yes=99.04%	Yes=98.01%
Response rate	20/45=44.4%	87/91=95.6%	313/394=79.44%	420/530=79.25%

Rating Scale
 5 Excellent
 4 Good
 3 Average/Neutral
 2 Below Average
 1 Poor

Experience with the Program (continued)

- Financial Savings
 - › Average hard dollar cost savings of \$253 per patient

Financial Savings Initial Year					
	Company One	Company Two	Company Three	Total	Average
Number of condition care patients	21	27	168	216	72
Hard Dollar Savings					
Medication related changes (hard dollar savings)	\$7,844	\$10,685	\$36,158	\$54,687	\$18,229
Hard dollar savings/patient/year	\$374	\$396	\$215	\$253	\$253
Soft Dollar Savings					
Lipid level at goal	N/A	\$16,975	\$51,604	\$68,579	\$34,290
A1c level at goal	N/A	\$3,384	\$9,024	\$12,408	\$6,204
Other recommendations/weight loss	\$11,889	\$21,120	\$49,588	\$82,597	\$27,532
Soft dollar savings/patient/year	\$566	\$1,536	\$656	\$757	\$945
TOTAL	\$19,733	\$52,164	\$146,374	\$218,271	\$72,757
TOTAL SAVINGS/PATIENT/YEAR	\$940	\$1,932	\$871	\$1,011	\$1,011

- Clinical Results
 - › Significant reduction in LDL levels
 - › 75% of patients were at A1c goal by last visit

Clinical Outcomes (Condition Care Patients)				
All Patients				
	Initial visit	Last visit	Difference	P value
HDL n=275	47.8(±15) mg/dL	47.6(±16) mg/dL	-0.2 mg/dL	p=0.312
Triglycerides n=275	148.8(±88) mg/dL	149.7(±88) mg/dL	+0.9 mg/dL	p=0.421
LDL n=274	120.4(±46) mg/dL	114.1(±39) mg/dL	-6.3 mg/dL	*p<0.003
Diabetic Patients				
	Initial visit	Last visit	Difference	P value
LDL (Diabetic) n=52	106.6(±42) mg/dL	91.0(±33) mg/dL	-15.6 mg/dL	*p<0.0001
A1c (Diabetic) n=53	6.9(±1.6)%	6.7(±1.2)%	-0.2%	p=0.079
Patients with A1c at goal (6.9 or below) n=53	35	40	+5	
Wellness (All Patients)				
% Body fat n=191	34.2(±8.3)%	33.1(±8.8)%	-1.1%	*p<0.0001
Weight loss 10 pounds or more n=292		16% (47 patients)		

*Statistical significance

- Recommendations
 - › Entrusting patients to help take control of their health

Pharmacist Recommendations Initial Wellness and MTM Session (Excludes Condition Care Patients) Year One					
	Company One	Company Two	Company Three	Total	Average
Number of patients	21	51	252	324	108
Medication related changes	15	14	48	77	25.67
Physician referrals	0	5	44	49	16.33
Employee assistance program (EAP) referrals	0	0	9	9	3
Weight loss/diet/exercise	5	12	95	112	37.33
Preventative screens/test recommended	1	9	79	89	29.67
Tobacco cessation	1	3	13	17	5.67
Other referrals	2	2	16	20	6.67
Total recommendations	24	45	304	373	124.33
Recommendations/patient	1.14	0.88	1.21	1.15	1.15

Discussion

- MTM services provided at initial visit reduce costs and provide opportunity to educate patients
- Medication review and face-to-face education make this program different than traditional employer sponsored wellness programs
- This model demonstrates sustained profitability without grant funding
- This model is based in a community hospital setting rather than a large teaching institution
- Vision is that community pharmacists and other hospital based pharmacists will be incorporated as the program grows

Conclusion

- The incorporation of wellness activities into traditional pharmacy MTM services provides an avenue for pharmacists to have a positive impact on their community and the patients they serve
- In order to provide a long term vision for the profession of pharmacy, a new business model is needed, and that model must be sustainable without grant funding or the support of research based teaching institutions
- The direct marketing of MTM and wellness services to community business leaders supports this vision