



Phase I Demonstration Project:

Highlights from Year-Long Initiative



Improving Quality through Effective Pharmacy Performance Measurement & Medication Use





Background on Collaborating Partners



- Outcomes Pharmaceutical Health Care
 - National MTM program administrator
 - Existing web-based documentation/reporting platform
- Kerr Drug
 - Regional pharmacy chain (~90 pharmacies in NC)
 - Headquarters in Raleigh, NC
- Collaboration
 - Outcomes and Kerr Drug have collaborated on number of MTM initiatives, including CheckMeds NC Program



Background on Participating Sites



- 85 participating pharmacies
- 30 pharmacists
 - Clinical team
 - Management



Data Sources and Related Issues



- Data Source
 - Kerr Drug Prescription Records
- Data Challenges
 - Minimal
 - Established data feed between Kerr Drug and Outcomes
- Data Reliability
 - If patient uses multiple pharmacies, data source provides incomplete view of patient



Report Card Scores

Help with interpreting reports

Comparison to peers

<u>NCPDP</u>	<u>Pharmacy Name</u>	<u>Measure</u>	<u>Good Score Low?</u>	<u>High or</u>	<u>Score</u>	<u>Outcomes System Average Score</u>	<u>Comparison to Average</u>
0116245	SENIOR CARE PHARMACY	Proportion of Days Covered - Beta Blockers	HIGH		91%	78%	+
0116245	SENIOR CARE PHARMACY	Proportion of Days Covered - ACEI-ARBs	HIGH		84%	77%	+
0116245	SENIOR CARE PHARMACY	Proportion of Days Covered - Calcium Channel Blockers	HIGH		100%	84%	+
0116245	SENIOR CARE PHARMACY	Proportion of Days Covered - Biguanides	HIGH		N/A	N/A	N/A
0116245	SENIOR CARE PHARMACY	Proportion of Days Covered - Sulfonylureas	HIGH		N/A	N/A	N/A
0116245	SENIOR CARE PHARMACY	Proportion of Days Covered - Thiazolidinediones	HIGH		N/A	N/A	N/A
0116245	SENIOR CARE PHARMACY	Proportion of Days Covered - Statins	HIGH		86%	77%	+
0116245	SENIOR CARE PHARMACY	Gap in Therapy - Beta Blockers	LOW		19%	24%	+
0116245	SENIOR CARE PHARMACY	Gap in Therapy - ACEI-ARBs	LOW				
0116245	SENIOR CARE PHARMACY	Gap in Therapy - Calcium Channel Blockers	LOW				
0116245	SENIOR CARE PHARMACY	Gap in Therapy - Biguanides	LOW				
0116245	SENIOR CARE PHARMACY	Gap in Therapy - Sulfonylureas	LOW				

Display multiple pharmacies & measures together

All reports export to spreadsheet; display all on-screen information plus measure descriptions and number of patients



Pharmacists' Reactions to Performance Report Cards



- Pharmacists believe reports are accurate
- Pharmacists care about results of measures
 - May help with targeting MTM services
 - Heightened awareness for problem areas
- Concerns about ability to affect change with prescribers, patients



PQA Medication Use Measures:

How did they perform ?



- Measure Performance



Measure Performance



Measurement	Min.	Max.	StDev	Average	Median
Proportion of Days Covered - ACEI-ARBs	0.54	0.77	0.055	0.66	0.67
Proportion of Days Covered - Beta Blockers	0.54	0.80	0.059	0.67	0.67
Proportion of Days Covered - Calcium Channel Blockers	0.53	0.87	0.066	0.73	0.73
Proportion of Days Covered - Biguanides	0.35	0.80	0.082	0.55	0.56
Proportion of Days Covered - Sulfonylureas	0.45	0.86	0.080	0.65	0.65
Proportion of Days Covered - Thiazolidinediones	0.29	0.88	0.105	0.58	0.58
Proportion of Days Covered - Statins	0.41	0.69	0.059	0.57	0.57
Gap in Therapy - ACEI-ARBs	0.21	0.44	0.050	0.32	0.32
Gap in Therapy - Beta Blockers	0.16	0.49	0.056	0.31	0.30
Gap in Therapy - Calcium Channel Blockers	0.09	0.46	0.068	0.24	0.24
Gap in Therapy - Biguanides	0.23	0.58	0.073	0.40	0.41
Gap in Therapy - Sulfonylureas	0.00	0.56	0.086	0.34	0.33
Gap in Therapy - Thiazolidinediones	0.12	0.57	0.097	0.38	0.37
Gap in Therapy - Statins	0.30	0.55	0.054	0.42	0.42



Measure Performance



Measurement	Min.	Max.	StDev	Average	Median
Dosing - Biguanides (DOS)	0.00	0.08	0.013	0.01	0.01
Dosing - Sulfonylureas (DOS)	0.00	0.06	0.013	0.01	0.01
Dosing - Thiazolidinediones (DOS)	0.00	0.33	0.045	0.01	0.00
Diabetes Suboptimal Treatment (SUB)	0.17	0.54	0.067	0.32	0.33
Suboptimal Asthma Control (SAC)	0.00	0.21	0.049	0.05	0.04
Absence of Controller Therapy (ACT)	0.00	1.00	0.378	0.52	0.00
High-Risk Medications in Elderly - 1+ Rx Total	0.11	0.38	0.055	0.23	0.25
High-Risk Medications in Elderly - 1+ Rx 65-74	0.10	0.40	0.057	0.23	0.24
High-Risk Medications in Elderly - 1+ Rx 75-84	0.09	0.38	0.062	0.24	0.25
High-Risk Medications in Elderly - 1+ Rx 85+	0.10	0.52	0.074	0.23	0.25
High-Risk Medications in Elderly - 2+ Rx Total	0.03	0.17	0.028	0.08	0.08



PQA Medication Use Measures:

How did they perform ?



- Insufficient Sample Size
 - 7% of pharmacies had sufficient sample size to report Dosing – Thiazolidinedione (DOS)
 - 0% of pharmacies had sufficient sample size to report Absence of Controller Therapy (ACT)
- Lessons
 - PDC, GAP measures seem to tell same story
 - TZD compliance most variable across sites
 - DOS, ACT measures had questionable utility



Pharmacy Consumer Experience Survey



- Patients rated pharmacies very highly in:
 - “Clarity of written information about medicines”
 - “General pharmacy staff communications”
- Somewhat lower scores in:
 - “Health and medicine related staff communication and counseling”
 - “Pharmacy care”
- Overall scores were very high



Three Key Learnings - # 1



#1 Involvement of both payors and providers—and resulting integration of data sources—is ideal.



Three Key Learnings - # 2



#2 Pharmacists generally like and want this type of feedback.



Three Key Learnings - # 3



#3 However, pharmacists want details, not just population-level reports.



Next Steps for the Collaboration



- Interest in Phase II Demonstration Projects (with involvement of University of North Carolina)
- Continue to work together on ChecKmeds NC Program and other MTM initiatives