



Phase I Demonstration Project:

Highlights from Year-Long Initiative



Improving Quality through Effective Pharmacy Performance Measurement & Medication Use





Background on Collaborating Partners



Collaborating partners:

Purdue University School of Pharmacy/Purdue University PharmaTAP

- Provided coordination of research team and pharmacy partners
- Developed pharmacist training materials, as well as provided training
- Developed secure site/web enabled e-report cards
- Coordinated report updates
- Collected and analyzed feedback from pharmacists on report cards

Regenstrief Institute

- Coordinated efforts of receipt of claims data from private and public payers
- Completed data analysis of claims data to provide PQA measures.



Background on Collaborating Partners



Collaborating partners:

Pharmacies:

- CVS/pharmacy
- Kroger Pharmacy
- Wishard Health Services

Polis Center

- Provided neighborhood-level contextual data to accompany the aggregate individual-level patient (customer) data

Indiana Pharmacists Alliance

- Engaged pharmacists in Central Indiana regarding the PQA Project



Background on Participating Sites



Number of pharmacies

- 25 pharmacies
- 87 pharmacists and pharmacy managers

Pharmacy Characteristics

- 3 clinic pharmacies (Wishard Health Services)
- 3 grocery store pharmacies (Kroger)
- 19 chain store pharmacies (CVS/pharmacy)



Data Sources and Related Issues



Data Sources

- Regenstrief/IHIE (RHIO) received claims data from multiple sources, including private and public payers
 - Indianapolis (Marion County) and 5 Collar Counties

Data Challenges

- BAA and IRB agreements between all participants
- Additional limitations with data/patients as part of the agreement
- Health Plan Data was difficult to obtain
- Discovery: Local Plan Data Warehouse did not have needed data detail
- Great difficulty finding additional claim detail (finding the claims)



Data Sources and Related Issues



Data Reliability

- Medications filled by outside payers (\$4 generics)
- Discontinuity in payer coverage
- Individuals receiving Medicare Part D

Your Pharmacy Quality Measures

Your pharmacy quality measures are based on the reporting period. Your pharmacy quality measures are compared to the Information Exchange (IHIS) area.

Demo Store

555 Street Name
Indianapolis, IN 55555
Marion County

 Hide Store Demo

Married Population
and Over:

Median Household

Households with P
of All Households:

Population with HS Diploma or More as % of
Pop 25 and Over: 89%

Median Owner Occupied Housing Value: \$80000

Population:

Median Age: 30

Population Driving to Work as % of Workers
16 and over: 99%

Required Reading and Tasks:



Read through the Educational Material

Before you begin, please be sure to read through the educational material on the provided CD or by visiting the [education page](#) within this site.



View Your Report(s)

Once you have read through the educational material, you may view your pharmacy's report by clicking on the "Your Pharmacy Quality Measures" link at the top of the page.



Read How To Improve Your Results

After viewing your report, review the [Improving Your Results](#) section in the *Educational Materials* to discover ways in which you can improve upon those measures marked as an **improvement opportunity**.



Complete the Feedback Survey by July 3, 2009

Once you have read through the education material and viewed your report(s), please complete the feedback survey by clicking the Feedback Survey button on the top right of the report page.



Take the
Feedback
Survey



Have not completed
Feedback Survey for
period. Please
complete by July 3, 2009

Your Pharmacy Quality Measures

Your pharmacy quality measures are based on Indiana customers receiving prescriptions from your store during the reporting period. Your measures were generated from information gathered and analyzed by Indiana Health Information Exchange (IHIE) and the Regenstrief Institute, then reported by Purdue University. Your prescription quality measures are compared to those on all Indiana Medicaid prescription in the central Indiana five county area.



Demo Store

555 Street Name
Indianapolis, IN 55555
Marion County

Select a Reporting Period: (?)

06/01/2007 - 07/01/2008



You have not completed the Feedback Survey for this period. Please complete by July 3, 2009

Hide Store Demographics

Married Population as % of Population 15 and Over:	55%	Population with Bachelor's Degree or More as % of Pop 25 and Over:	8%
Median Household Income:	\$22000	Persons Living in Poverty as % of Population for whom Poverty Status has been determined:	29%
Households with Public Assistance Inc as % of All Households:	4%	Population Age 65 and Over as % of Total Population:	10%
Population with HS Diploma or More as % of Pop 25 and Over:	89%	Median Age:	30
Median Owner Occupied Housing Value:	\$80000	Population Driving to Work as % of Workers 16 and over:	99%





Population Taking Public Trans to Work as % of Workers 16 and over:	1%
Management/Professional Occup as % of Employed Civilian Population:	23%
Non-Hispanic Asian Population as % of Total Population:	2%
Non-Hispanic Multi Race Population as % of Total Population:	.9%
Non-Hispanic Caucasian Population as % of Total Population:	88%
Household Language of Spanish as % of All Households:	6%

16 and over:

Hispanic Population as % of Total Population:	3%
Employed Persons as % of Labor Force 16 and Over:	88%
Non-Hispanic African Amer Population as % of Total Population:	7%
Non-Hispanic Other Population as % of Total Population:	.08%
Household Language of English as % of All Households:	95%

A " - " indicates that your store did not meet the minimum number of patients for that measure

Store Loyalty is a rough estimate reported using a denominator of how many people qualified for the particular measure, and a numerator of how many of those people had all of their available Rx fill data (for this measure's medication) from a single pharmacy store."

Asthma		Rank	Your Results	Participant Average	Improvement Opportunity	Store Loyalty
	Absence of Controller Therapy (Lower % is better)	1 of 1	50% (20/40)	50%		79%
	Suboptimal Asthma Control (Lower % is better)	7 of 23	69% (40/58)	5%		79%
Cardiovascular Disease		Rank	Your Results	Participant Average	Improvement Opportunity	Store Loyalty
Gap in Therapy (Lower % is better)						
	ACEI or ARB	6 of 23	29% (9/31)	31%		65%

Cardiovascular Disease	Rank	Results	Average	Opportunity	Loyalty
Gap in Therapy (Lower % is better)					
+ ACEI or ARB	6 of 23	29% (9/31)	31%		65%
+ Beta Blockers	3 of 21	21% (6/28)	31%		96%
+ Calcium-channel Blocker (CCB)	3 of 9	28% (14/50)	37%		12%
+ Cholesterol Medications	2 of 18	18% (9/50)	29%		40%
Patients with High Adherence (Higher % is better)					
+ ACEI or ARB	1 of 23	74% (23/31)	45%		65%
+ Beta Blockers	6 of 21	46% (13/28)	41%		96%
+ Calcium-channel Blocker	6 of 9	34% (17/50)	38%	!	12%
+ Cholesterol Medications	14 of 18	30% (15/50)	49%	!	40%
Diabetes					
	Rank	Your Results	Participant Improvement Average	Opportunity	Store Loyalty
+ Suboptimal Treatment Regimen (Lower % is better)	6 of 13	12% (4/34)	10%	!	68%
Patients with High Adherence (Higher % is better)					
+ Total (all drugs)	8 of 13	29% (10/34)	45%	!	68%
Gap in Therapy (Lower % is better)					
+ Total (all drugs)	5 of 13	32% (11/34)	35%		68%
Medication Dosing (Lower % is better)					
+ Total (all drugs)	2 of 13	3% (1/34)	1%	!	68%

A " - " indicates that your store did not meet the minimum number of patients for that measure

Store Loyalty is a rough estimate reported using a denominator of how many people qualified for the



Pharmacists' Reactions to Performance Report Cards



Training was provided through a variety of mechanism based on pharmacy partner preference, and included:

- Instructional module provided on report card website
- Reading material provided on report card website
- Face-to-face consultation with pharmacy managers
- Face-to-face consultation with individual pharmacists

Distribution of Pharmacy Report Cards

- Report cards were provided on website developed by associates of the Purdue University Technical Assistance Program

Feed back survey

- Collected electronically by multiple e-prompts on report card site and by pharmacy manager



Pharmacists' Reactions to Performance Report Cards



Feedback Survey Domains and Example Questions

Overall Perception of the Reports

- The reports were useful
- The reports were understandable
- The Website was easy to navigate

Strongly Agree/Agree

67.5%

67.6%

81.1%

Overall: the reports were understandable and easy to use.

Many pharmacists would like a live training session

> 40%

Relevance of Specific Measures

Overall: Pharmacists thought the clinical measures were important and relevant

83% to 92%

Impact on Quality Measures

Overall: Pharmacists thought they could not impact the quality measures because of work load and 3rd party issues

67% to 75%



PQA Medication Use Measures:

How did they perform ?



Measurement Performance Issues

- Absence of controller therapy
- Measures for diabetes medications
- Use of high risk medications in elderly

Pharmacy measurement performance

- Inclusion criteria for measures
- Store loyalty measurement
- Variability between performance measures



PQA Medication Use Measures:

How did they perform ?



Lessons learned relative to:

The measures themselves:

- Demonstrated variability between pharmacies
- Varied among the medication categories for GAP and PDC measures

Pharmacists:

- Were interested in improving quality
- Understood the measures
- Wanted additional training to understand how to impact the measures
- Thought they could not impact the measures because of work load, 3rd party and health system issues.

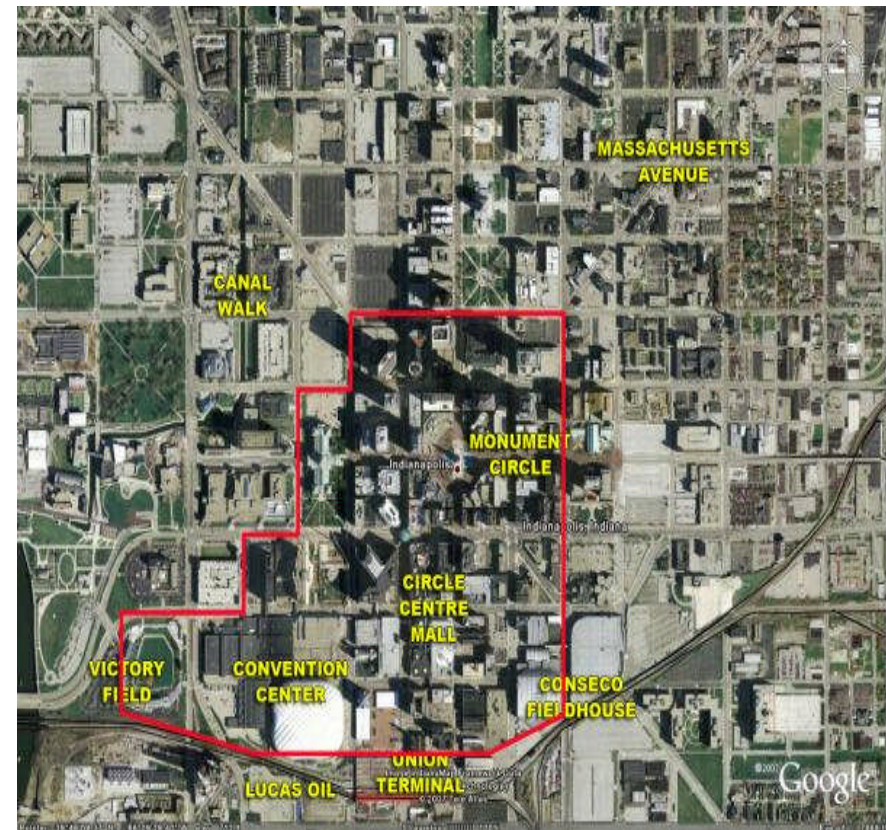


PQA Medication Use Measures: How did they perform ?



Store Characteristics:

- Polis Center at IUPUI contracted to generate neighborhood-level contextual data to accompany the aggregate individual-level patient (customer) data.
- Contextual data includes: median household income, total population living in poverty, households with public assistance income, employed population, median age, ethnicity, educational attainment, mobility (e.g., public transportation or driving to work), and preferred language spoken in the home.





Pharmacy Consumer Experience Survey



- Three of the 25 pharmacies have completed the pharmacy consumer experience survey
- Obstacles
 - BAA/agreement with national chains for a regional project
 - Finding the correct person to approve the project and agreement
 - Finding the correct person to pull the sample data from the stores
- Based on limited data, the survey:
 - Appeared to have no ceiling or floor effects
 - Demonstrated variability among questions



Three Key Learnings - # 1



#1 Multiple partnerships with varying levels of commitment added to the complexity of the project

- Multiple payers from multiple sources
- Multiple pharmacy partners with varying characteristics, priorities, and concerns



Three Key Learnings - # 2



#2 Pharmacy partners should be part of the planning process to encourage “ownership” of the project



Three Key Learnings - # 3



#3 Strategies need to be developed to address pharmacists concerns about the constraints of their environment

- Interventions may need to be developed to assist pharmacists in thinking about how they can impact performance measures



Next Steps for the Collaboration



- Working with members of Phase I demonstration group to develop intervention
- Project includes:
 - Partnership with Wishard Health Services and Regenstrief Institute
 - Continuing education for pharmacists
 - Patient intervention with a focus on health literacy