COLLABORATIVE CARE IN YOUR CLINIC
PURPOSE

- Discuss the impact of pharmacists in managing chronic conditions as part of the health-care team
- Describe outcomes associated with Balls Food Stores pharmacist-administered disease state management program, Start Now
- Review current collaborative practice regulations
- Identify opportunities for pharmacist collaboration in your clinic
BALLS FOOD STORES: WHO WE ARE

- Balls Food Stores (BFS)
  - Family owned supermarket chain with 27 stores in Kansas City metro
  - Operate as Price Chopper and Hen House Markets with pharmacies and specially trained pharmacists
  - Community leader in innovative pharmacy services
  - Pharmacy department mission: We will promote individual wellness to enhance the overall health of our community
PHARMACISTS & DISEASE MANAGEMENT: A BRIEF HISTORY

- 1997-The Asheville Project
  - City saved $4 for every $1 invested in program
  - Total mean direct medical costs decreased $1,200 PPPY
  - Mean A1c ↓, # optimal A1c ↑, lipids improved

- 2006-Diabetes Ten City Challenge
  - Total health care costs decreased $1,079 PPPY
  - Statistically significant improvement: A1c, LDL, and systolic BP
  - HEDIS measures improved:
    - Influenza vaccination rates
    - Eye examination rates
    - Foot examination rates

- 2010-Project IMPACT: Diabetes

PPPY = Per Patient Per Year
OBJECTIVES OF PROJECT IMPACT: DIABETES

- Scale successful efforts from the Asheville Project and Diabetes Ten City Challenge by placing pharmacists on diabetes care teams in communities across the United States
- Establish a nationwide program utilizing the APhA Foundation’s structure and process model in an effort to reach communities that are the most affected by diabetes
- Project IMPACT: Diabetes Principles:
  - Disproportionate share populations
  - Collaborative care with pharmacists
  - Continuous quality improvement
  - Patient self-management credentialing
  - Minimum dataset reporting

**IMP**roving America’s **Communities** Together
PROJECT IMPACT: DIABETES

- Our Community
  - Balls Food Stores (BFS) – Supermarket community pharmacy chain in the Kansas City metropolitan area
  - Deffenbaugh Industries – Leading trash collection and disposal company in the Midwest
  - Reason for partnership – To positively impact rising healthcare costs of Deffenbaugh Industries through a program similar to one already in place for our own employees and dependents
PROCESS OF CARE & ROLE OF PHARMACISTS

- **Patient experience**
  - PCP visits - Encouraged minimum two visits annually
  - Pharmacist visits – Average 6.1 visits in 12 months
  - Additionally referred participants to free dietician led Nutrition Education Store Tours offered at Balls Food Stores
  - Laboratory data – Minimal collection baseline and one follow-up

- Pharmacist provided one-on-one education consultation to participants, 30 minutes per visit

- Pharmacist communicated with other health care providers via progress notes and telephonic communication
PROJECT IMPACT: DIABETES – NATIONAL RESULTS

Improving America’s Communities Together

- 126 Pharmacists
- 37 Nurse Practitioners
- 17 Social Workers & Behavior Therapists
- 108 Physicians & Specialists
- 22 Dietitians
- 107 Other HCPs

1,836 Diabetes Patients

A1C Lower Blood Sugar

0.8%
BFS START NOW PROGRAM OUTCOMES

- Over 12 months of follow-up, the average Start Now patient:
  - Decreased A1c by 0.7%
  - Decreased LDL-C by 11.9 mg/dL
  - Decreased mean arterial pressure (MAP) by 3.8 mmHg
BFS – Start Now Program Components

- Diabetes self-management program
- Cardiovascular disease self-management program
- Tobacco cessation classes
- Biometric screenings
  - Know Your Risk, Know Your Numbers (KYRKYN)
- Medication reconciliation post-hospital discharge
BFS & PATIENT CARE: FUTURE
COLLABORATIVE CARE IN YOUR CLINIC

How pharmacists can help:
- Educate patients regarding medications & disease states
- Improve third-party quality measures
- Assist during patient transitions of care
- Recommend or refer patients for preventive health screenings
Medication & Disease State Education

- Disease state management/education
- Adherence counseling
- Medication reconciliation
- Complete medication reviews
- New medication/device counseling
- Asthma action plan development/counseling
- Warfarin teaching/INR management
- Insulin teaching
QUALITY MEASURES

- Adherence counseling
- Focused intervention on quality metrics
  - CMS Star Ratings
  - HEDIS
    - A1c reduction
    - LDL reduction
    - Use of specific medication classes for a given indication (i.e., beta-blockers after MI, ACE inhibitors in diabetes)
**Transitions/Coordination of Care**

- Medication reconciliation
- Transitions of care coordination
- Medicare Part D/Health Information Exchange enrollment coordination
Preventive Healthcare

- Vaccine/travel health screenings
- Referrals for preventive healthcare services
  - Mammogram, colonoscopy, others
- Annual wellness visits for Medicare patients
THE FUTURE IS NOW!
QUESTIONS?
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