

COLLABORATIVE CARE IN YOUR CLINIC



Employee Wellness Services offered by

balls food stores



PROJECT
IMPACT
IMPROVING AMERICA'S
COMMUNITIES TOGETHER

11/24/2014

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



hen house
your pharmacy

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

IMProving 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



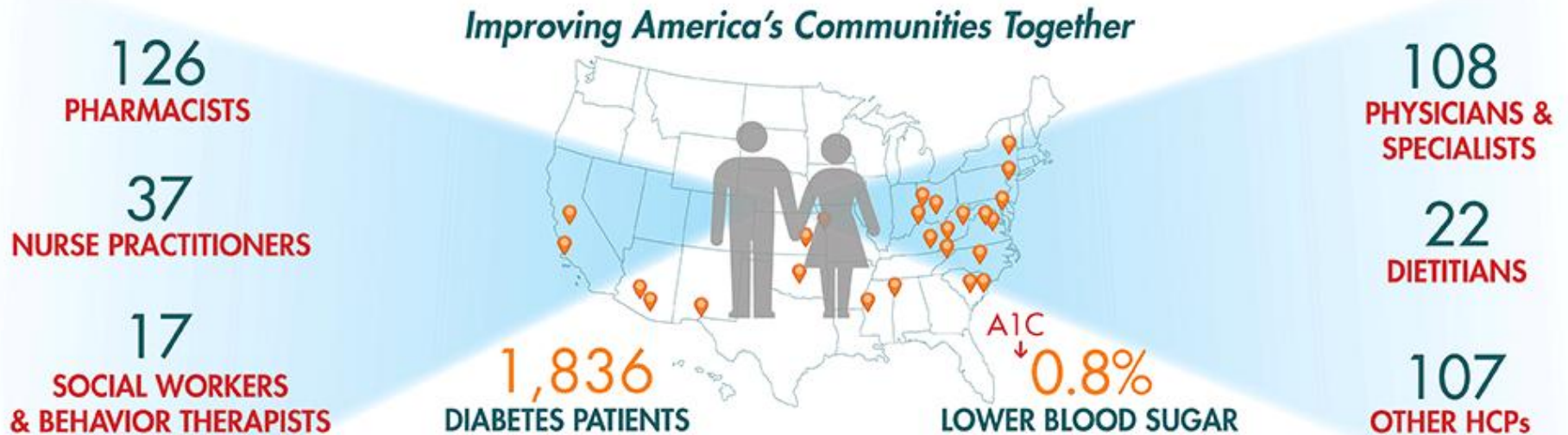
hen house
your pharmacy

Deffenbaugh[®]
INDUSTRIES

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



11/24/2014

BFS START NOW PROGRAM OUTCOMES

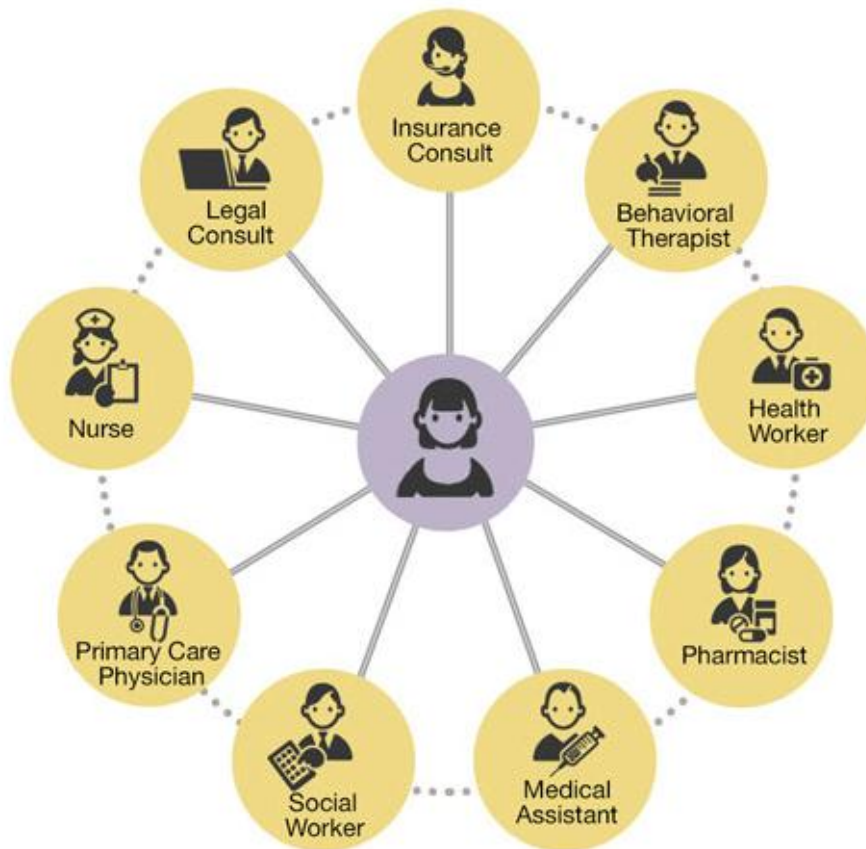
- Over 12 months of follow-up, the average Start Now patient:
 - Decreased A1c by 0.7%
 - Decreased LDL-C by 11.9 mg/dL
 - Decreased mean arterial pressure (MAP) by 3.8 mmHg

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

Patient-Centered Medical Home



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 (ie, 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?

StartNow@ballsfoods.com



Employee Wellness Services offered by

balls food stores



PROJECT
IMPACT
IMPROVING AMERICA'S
COMMUNITIES TOGETHER

11/24/2014