Disclosures

- Dr. Applegate & Dr. Prohaska have no disclosures to report
Learning Objectives

PHARMACIST

1. State the purpose of Project: IMPACT Diabetes.

2. Describe the results collected from Project: IMPACT Diabetes communities.

3. Discuss the impact of Kansas House Bill 2146 and collaborative practice regulations on providing disease state management (DSM) programs.

4. Evaluate resources needed to establish a DSM program in your pharmacy.

TECHNICIAN

1. State the purpose of Project: IMPACT Diabetes.

2. Describe the results collected from Project: IMPACT Diabetes communities.

3. Identify potential roles for a pharmacy technician in a disease state management (DSM) program.
Self-Assessment Question #1

Which of the following disease state outcomes showed improvement in Project: IMPACT Diabetes patients?

a) Hemoglobin A1c
b) Low-density lipoprotein (LDL) cholesterol
c) Body mass index (BMI)
d) All of the above
Self-Assessment Question #2

- Among U.S. adults with diabetes, approximately what percentage has never been diagnosed or is unaware they have the disease?
  a) < 1%
  b) 10%
  c) 30%
  d) 50%
Self-Assessment Question #3

What tasks can a pharmacy technician perform in the daily operations of a disease state management program?

a) Scheduling patient appointments
b) Requesting laboratory data from providers
c) Entering laboratory data into patient charts
d) All of the above
Diabetes Epidemic

- Fast Facts
  - 29.1 million people in United States with diabetes
    - 9.3% of U.S. population
    - 21 million diagnosed with diabetes
    - 8.1 million undiagnosed
  - Estimated 86 million adults aged 20 years or older have pre-diabetes
Diabetes Epidemic – Another Look

Figure 2. Annual Number of U.S. Adults Aged 18–79 Years with Diagnosed Diabetes, 1980–2010

Source: National Diabetes Surveillance System, National Health Interview Survey data.
Estimated Annual Diabetes Costs in the U.S.

- Total: $245 billion
  - Direct costs: $176 billion
  - Indirect costs: $69 billion

- Compare to State of Kansas 2013 budget: ~$14.4 billion

### Diabetes Medication Use

**Treatment of diabetes among people aged 18 years or older with diagnosed diabetes, United States, 2010–2012**

<table>
<thead>
<tr>
<th>Medication Type</th>
<th>Number of adults using diabetes medication* (millions)</th>
<th>Percentage using diabetes medication (unadjusted)</th>
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</thead>
<tbody>
<tr>
<td>Insulin only</td>
<td>2.9</td>
<td>14.0</td>
</tr>
<tr>
<td>Both insulin and oral medication</td>
<td>3.1</td>
<td>14.7</td>
</tr>
<tr>
<td>Oral medication only</td>
<td>11.9</td>
<td>56.9</td>
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<tr>
<td>Neither insulin nor oral medication</td>
<td>3.0</td>
<td>14.4</td>
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</table>

*Does not add to the total number of adults with diagnosed diabetes because of the different data sources and methods used to obtain the estimates.

## Recognizing a Significant Need

### Diabetes Toll in the U.S.

<table>
<thead>
<tr>
<th></th>
<th>How Pharmacists Can Help…</th>
</tr>
</thead>
<tbody>
<tr>
<td>200 daily limb amputations</td>
<td>Monofilament Foot Exams</td>
</tr>
<tr>
<td>24,000 new cases each year</td>
<td>Eye Exam Referrals</td>
</tr>
<tr>
<td>Cardiovascular disease accounts for 67% of mortality from diabetes</td>
<td>A1c, BP &amp; Cholesterol</td>
</tr>
<tr>
<td>Leading cause of death – 1 every 10 minutes</td>
<td>Diet, exercise, lifestyle, patient self-management</td>
</tr>
<tr>
<td>$1 out of every $5 in health care spent on Diabetes ($176 billion/yr)</td>
<td>Typical &gt;$1,000+ per patient per year reductions vs. projected</td>
</tr>
</tbody>
</table>
Background

- 2008 – Balls Food Stores (BFS) partners with American Pharmacists Association (APhA) Foundation to implement HealthMapRx disease management program
- 2010 – Start Now program initiated at BFS incorporating the HealthMapRx process of care
- 2011 – BFS partners with APhA Foundation as one of 25 communities in Project: IMPACT Diabetes
  - National diabetes self-management initiative designed to improve the health of underserved populations with limited access to quality care
- 2014 – Kansas House Bill 2146
  - Pharmacists in Kansas may now enter into collaborative practice agreements with physicians to provide team-based patient care
Balls Foods Stores is a proud participant in the APhA Foundation’s **Project IMPACT: Diabetes.**

**Project IMPACT: Diabetes** is made possible through the generous support of the BMS Foundation within their *Together on Diabetes* initiative.
The Asheville Project

- Pharmacists monitoring medications and clinical indicators for patients with diabetes, asthma, hypertension, and lipid therapy management
- Average net savings of $1,622 - $3,356 per person with diabetes each year for 5 years compared to baseline year
- 50% reduction in sick days
- No patient enrolled in the program has filed a worker’s compensation claim since the program’s inception
- Patients continue to have improved outcomes, increased QOL, & increased medication adherence
Objectives of Project IMPACT: Diabetes

- Scale successful efforts from the Asheville Project and subsequent research projects 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 **C**ommunities **T**ogether
Project IMPACT: Participating Communities

Getting quality diabetes care to patients who need it most…
Project IMPACT: Diabetes

- Our Community
  - Balls Food Stores (BFS) – family owned supermarket chain with 28 stores in Kansas City metro; operate as Price Choppers and Hen House Markets with pharmacies and specially trained pharmacists
  - 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
Incidence of Diabetes in Adults
Kansas: 8%
-Wyandotte Co: 11.7%
Missouri: 8%

Incidence of Pre-Diabetes in Adults
Kansas: 6.1%
Missouri: No data
Process of Care & Role of Pharmacists

- Patient experience
  - PCP visits – encouraged minimum 2 visits in 12 months
  - Pharmacist visits – average 6.1 visits in 12 months
  - Additionally referred participants to free dietician led Nutrition Education Store Tours offered at BFS
  - 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
Patient Self-Management Credential for Diabetes

- Used in APhA Foundation’s Patients Self-Management Program for Diabetes and Diabetes Ten City Challenge
- Used in 25 Project IMPACT: Diabetes Communities:

  - May not reach Skills or Performance with some patients in first year – keep trying to improve on areas of weakness during each visit
Clinical and Process Measure Reporting

- Demographic Information
  - Age
  - Ethnicity
  - Gender
  - IMPACT Start Date
  - Local HIPAA Consent Date
  - Withdrawal Date & Reason (as applicable)

- Visit Information
  - Visit Number
  - Visit Date/Time
  - Length of Visit (in minutes)
  - ACE/ARB Therapy
  - Aspirin Therapy
  - Hypertension Therapy
  - Cholesterol Therapy
  - MTM Core Elements

- Assessment Information
  - Assessment Date/Time
  - A1C
  - BMI
  - Systolic Blood Pressure
  - Diastolic Blood Pressure
  - LDL Cholesterol
  - HDL Cholesterol
  - Triglycerides
  - Total Cholesterol
  - Smoking Status
  - Eye Exam
  - Foot Exam
  - Influenza Vaccine
About Our Project: IMPACT Patients

- **Patients**
  - 40 study patients cared for within Project IMPACT: Diabetes
  - All were covered beneficiaries of a waste management company
  - Participants came from various social and financial backgrounds
  - Same pharmacist team provides similar process of care to over 300 other patients with diabetes and cardiovascular disease

- **Barriers to Care**
  - Participant schedules
  - Participant re-engagement in health care system
  - Lower level of education and health literacy
Project IMPACT: Diabetes– Interim National Results

A1C

FEWER RISK FACTORS

1,580 PATIENTS

STATISTICALLY SIGNIFICANT IMPROVEMENT

LDL CHOLESTEROL

SYSTOLIC BLOOD PRESSURE

0.7%

0.2

7.3 mg/dL

1.9 mmHg

LOWER BLOOD SUGAR

HEALTHIER DIET AND EXERCISE

* Interim Data
# Project IMPACT: Diabetes Interim National Results

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<tr>
<th></th>
<th>N =</th>
<th>Baseline</th>
<th>After 7mo</th>
<th>Change</th>
<th>P Value</th>
<th>Days Experience</th>
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<td>1580</td>
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<td>8.3</td>
<td>-0.7</td>
<td>0.000</td>
<td>206.5</td>
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<td>BMI</td>
<td>1699</td>
<td>35.1</td>
<td>34.9</td>
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<td>131.8</td>
<td>129.9</td>
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<tr>
<td></td>
<td>N</td>
<td>Baseline</td>
<td>After 7mo</td>
<td>Change</td>
<td>P Value</td>
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<td>A1C</td>
<td>38</td>
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<td>0.045</td>
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<td>181.1</td>
<td>164.2</td>
<td>-16.9</td>
<td>0.002</td>
<td>265.3</td>
</tr>
</tbody>
</table>

NSS: Not statistically significant
Start Now Participant Outcomes

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

- Identify at least one partner in your community that would be willing to implement a disease state management program with your pharmacy.

- What resources would you need to begin implementing a disease state management program at your practice site?

- How could you utilize your support staff to assist in implementing a disease state management program?
Kansas House Bill 2146
Current Collaborative Practice Laws

- Kansas House Bill 2146 legally allows collaborative practice agreements between physicians and pharmacists
  - Written agreement
  - Protocol-driven

- Missouri also has similar legislation in place
Evaluating Resources Needed

- Clinically-minded pharmacists
  - Ongoing education to stay current with changes in guidelines
  - Dedication to providing a high level of care
- Wellness focused employer, PBM, or community
- Private areas to meet with patients
- Medical records/ patient charts
  - Electronic platform or paper charts
  - Physical space to store paper charts
Balls Food Stores’ Resources

- Support from corporate leadership
- Pharmacists
  - Community residents
- Schools of Pharmacy
  - Administration
  - Faculty
  - Students
- Care Coordinator & Pharmacy Benefit Manager (PBM)
Roles for Technicians

- Enrollment processing
- Scheduling
- Patient engagement – outbound calls
- Data entry – labs, paperwork
- Data requests – lab requests
- Printing, faxing
Lessons Learned

**WINS**

High satisfaction with care from patients participating in the Start Now program

Expansion of relationship with Deffenbaugh Industries after completion of initial project

**OPPORTUNITIES**

Use of ancillary staff, pharmacy residents, and store staff decreases cost of providing service

Reaching out to employers in the community to expand services provided
Making an IMPACT in Your Community

- Include pharmacists on the health care team
- Align the incentives for patients, providers, and payers
  - Patient transportation or copay incentives
  - Payment for clinical services for all providers
  - Savings in overall health care costs for payers
- Use the Patient Self-Management Credential
Summary

- Results of Project: IMPACT Diabetes continue to demonstrate the benefits of pharmacist involvement in the patient care process
- Kansas HB 2146 empowers pharmacists to establish and provide DSM programs
- Resources needed to establish a DSM program will vary by site, but include several common elements
- Technicians can play a key role in establishing and maintaining an efficient patient care process for a DSM program
Self-Assessment Question #1

- Which of the following disease state outcomes showed improvement in Project: IMPACT Diabetes patients?
  - a) Hemoglobin A1c
  - b) Low-density lipoprotein (LDL) cholesterol
  - c) Body mass index (BMI)
  - d) All of the above
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  b) 10%
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What tasks can a pharmacy technician perform in the daily operations of a disease state management program?

a) Scheduling patient appointments
b) Requesting laboratory data from providers
c) Entering laboratory data into patient charts
d) All of the above
References


IMPACT - COLLABORATE - ENACT!

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11/3/2014