

CASE STUDY

SOUTH DAKOTA HEALTH LINK



SUPPORTING COMMUNITY PHARMACISTS WITH MEDICATION THERAPY MANAGEMENT

BACKGROUND

South Dakota Health Link (SDHL) connects hospitals, federally qualified health centers, primary care providers (PCPs), specialists, labs and pharmacies as well as public health and other state agencies. Health Link is provided by the South Dakota Department of Health and guided by an active advisory council working toward a common goal: foster the sharing of information through a secure platform to improve the quality, safety and efficiency of care provided to all citizens.

With the shift towards value-based care, pharmacists are expanding their role as essential members of the health care team. Community pharmacy practice is also evolving from a principal focus on medication distribution to expanded clinically-oriented patient care services. The need for access to clinical information and to improve care collaboration with other providers is essential for a patient-centered approach, enhancing patient health and medication outcomes.

MEDICATION THERAPY MANAGEMENT PROGRAMS

Pharmacists use Medication Therapy Management (MTM) program services to do in-depth medication reviews, follow-up phone calls to assess and promote patient adherence to medications, and other clinical services as determined by the patient's insurance plan. MTM services ensure patients are receiving optimal therapeutic outcomes for all medications they may be taking. MTM also helps health providers limit patient medication abuse and misuse through patient education to ensure patients are able to use the prescription properly for their specific condition.

MTM programs cover a broad range services such as:

- Clinical analysis through comprehensive medication reviews (CMRs) of prescriptions, over-the-counter medications, vitamins and supplements for possible interactions or adverse effects
- Development of optimized medication treatment plans to enhance medication therapy adherence and compliance

- Monitoring the safety and efficacy of medications
- Improved communication and care coordination among pharmacists and other healthcare providers

“SDHL provides great information regarding past home medications, lab values and demographics that allows us to target our call to specifics and be more efficient while talking to the patient”

- Alex Middendorf, Pharm.D. MBA
Assistant Professor of Pharmacy Practice,
South Dakota State University College of
Pharmacy and Allied Health Professions

THE CHALLENGE: ACCESSING CLINICAL DATA

Pharmacists regularly perform medication reviews on patients, but a major challenge for community pharmacists is access to complete and accurate clinical data. For many pharmacists, obtaining clinical information is manual, slow and time-consuming; information is sent by fax from clinic or hospital staff as opposed to direct access to complete clinical data in electronic health records (EHRs). The primary source of information currently used for clinical analysis during medication reviews is community pharmacy dispensing records and assumptions of health conditions based on medications filled.

During a clinical analysis, pharmacists seek to identify current or potential Drug Therapy Problems (DTPs) such as:

- Indications/Appropriateness
- Need for therapy
- Efficacy/Effectiveness of drugs: Suboptimal Drug, too low/high of a dose and the cost efficacy
- Safety: adverse drug reaction and drug interaction
- Adherence: overuse or underuse

Absent or inadequate clinical data results in missing or falsely identified DTPs. This impacts a pharmacists' confidence level for specific DTPs identified, and in turn,

they may be less likely to recommend an intervention to the patient's PCP.

SOLUTION: SHARING DATA TO SUPPORT MTM PROGRAMS

Lewis Drug, a trusted neighborhood pharmacy and market leader for more than 70 years, has been expanding its community service offerings and working with SDHL to address the challenges of on-demand access to patient information as well as supporting health and wellness services, including screenings, vaccinations, blood sugar testing and more.

In 2016, SDHL contracted Medicity to lead discovery sessions in support of a community wide rollout for the Point of Care Exchange, Community Health Record. SDHL, South Dakota State University College of Pharmacy and Allied Health Professions and Lewis Drug collaborated to evaluate the impact of health information exchanges (HIE) on MTM programs and community pharmacy workflows. SDHL's new Clinical Engagement Program assisted community pharmacists with aligning the services available through SDHL to current clinical programs, initiatives and workflows to support end-users and identify potential opportunities for improvements to current workflows.

The Point of Care Exchange was deployed in multiple Lewis pharmacies across South Dakota to enable pharmacists' access to clinical data to support their MTM program and other direct patient care services.

FINDING A BETTER WAY

Through SDHL's Point of Care Exchange, Lewis Drug community pharmacists can view clinical data from more than 63 hospitals and 300 Ambulatory Care Clinics across South Dakota and its bordering states. Point of Care Exchange allows pharmacists to review patient data and collect pertinent information such as:

- Patient health conditions/diagnoses
- Lab values
- Medications dispensed from other pharmacies
- Past discontinued medications
- Recent visit information
- Hospitalization history

BY THE NUMBERS

25

PHARMACISTS
USING SDHL

6

RETAIL COMMUNITY
PHARMACIES

LEWIS DRUG LOCATIONS

- o Sioux Falls
- o Madison
- o Brookings
- o Milbank
- o Dell Rapids
- o Mitchell

“A patient with multiple chronic disease states and medications was incurring high costs for brand name medication co-pays per month to manage her Diabetes. Using SDHL, I was able to review her previous medication regimen and recommend a less expensive, more effective medication therapy which provided a significant cost savings for the patient”

- Cory Wegehaupt, Pharm.D.
Lewis Family Drugs, Mitchell, SD

With Point of Care Exchange in place, pharmacists have been able to:

- Reduce unnecessary phone calls/faxes to and from providers
- Confirm diagnosis for drug/dose appropriateness
- Enable accurate and specific patient counseling on prescriptions

- Provide accurate immunization histories
- Better educate patients through discharge counseling to limit hospital admissions and readmissions
- Confirm diagnosis codes for Medicare Part B billing to save time for pharmacy, clinical and health system staff
- Create more efficient workflows so pharmacists have more time to provide direct patient care services
- Confidently identify DTPs and contact PCPs with interventions to optimize medication use
- Enhance Comprehensive Medication Reviews (CMRs) resulting in more productivity

MTM is increasing throughout the country with the expanded focus on clinical pharmacy practice and eligibility for pharmacists to receive financial incentives and reimbursement from payers to provide MTM services directly to eligible mutual patients.

For more information on SDHL's Clinical Engagement Program please visit: <http://www.sdhealthlink.org/service-offerings/>

For more information on Medicity Professional Services, please visit <http://www.medicity.com/professional-services>.

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