

Analyzing the success rates of pharmacist interventions in resolving medication therapy problems (MTPs) at

University of Florida's Medication Management

Center (UF MMC)

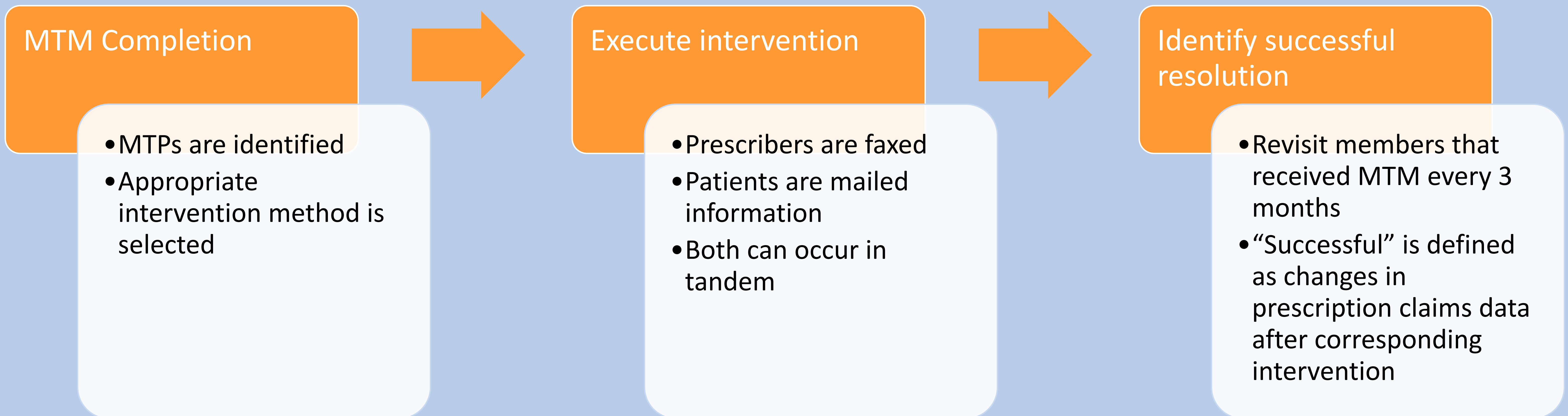


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Background

- ❖ Centers for Medicare and Medicaid Services (CMS) requires Medication Therapy Management (MTM) Programs to report the number of MTPs identified and their resolution rates.
- ❖ During telephonic MTM appointments at UF MMC, pharmacists address MTPs through faxing recommendations to prescribers and mailing communication to members.
- ❖ This study examines resolution rates based on the type of MTPs categorized as: indication, effectiveness, safety, or adherence.
- ❖ The study also analyzed the success rates based on the method of intervention. Methods include communication sent to: prescriber only, member only, both member and prescriber.

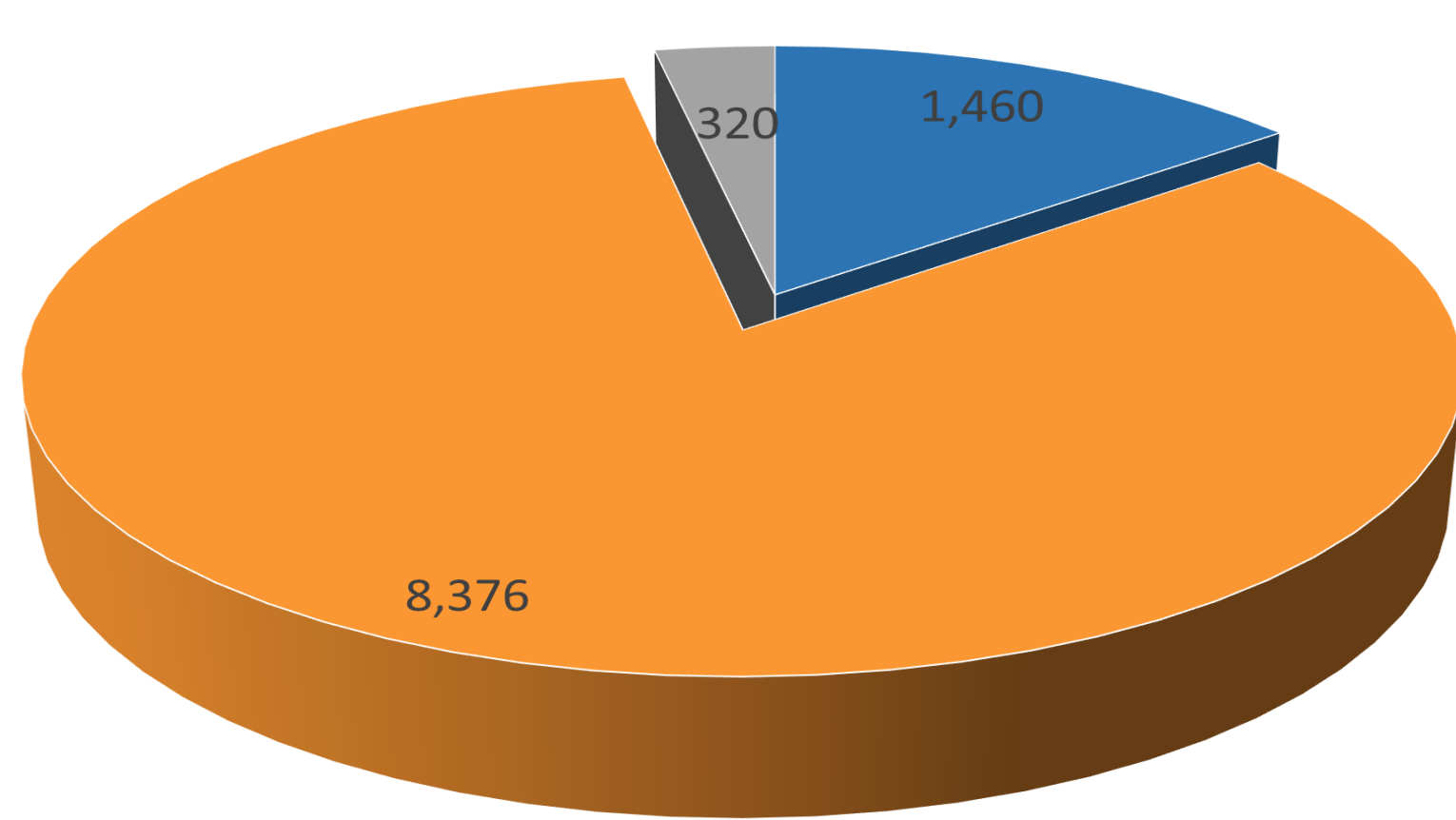


Methods

- ❖ Population: MTM eligible beneficiaries insured by WellCare Health Plans, Inc. who received MTM services in 2015
- ❖ Design: Retrospective analysis
- ❖ Outcome: Number of MTP interventions, resolution rate of MTPs
- ❖ A successful resolution was one that resulted in a change in prescription claims data after corresponding intervention was made
- ❖ Categorization: MTPs were categorized using the newly developed PQA framework which corresponds with SNOMED codes
- ❖ Analysis: Method of intervention was identified (prescriber only, member only, both); Resolution rates were calculated for each MTP category and method of intervention

Results

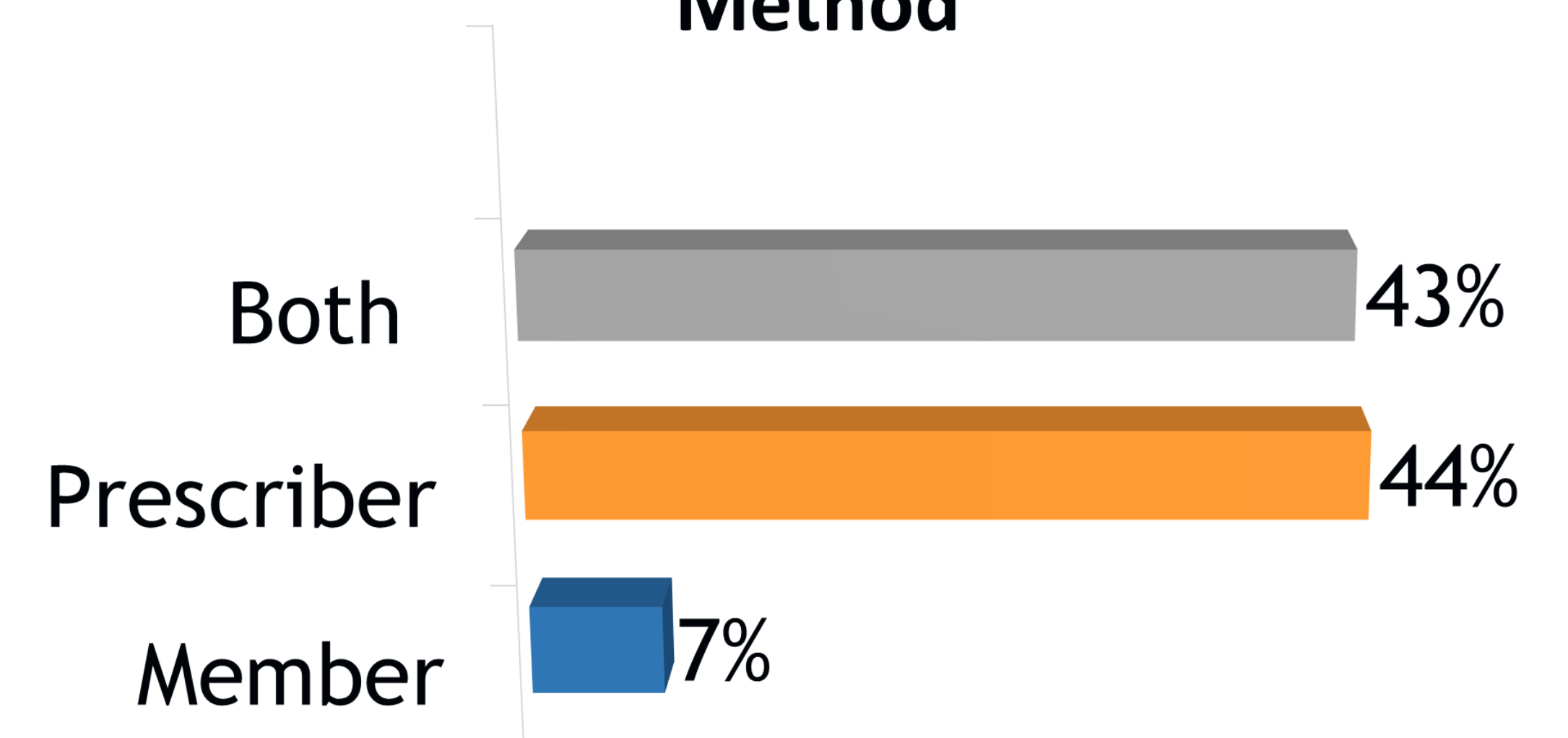
Number of Intervention Methods (n=10,156)



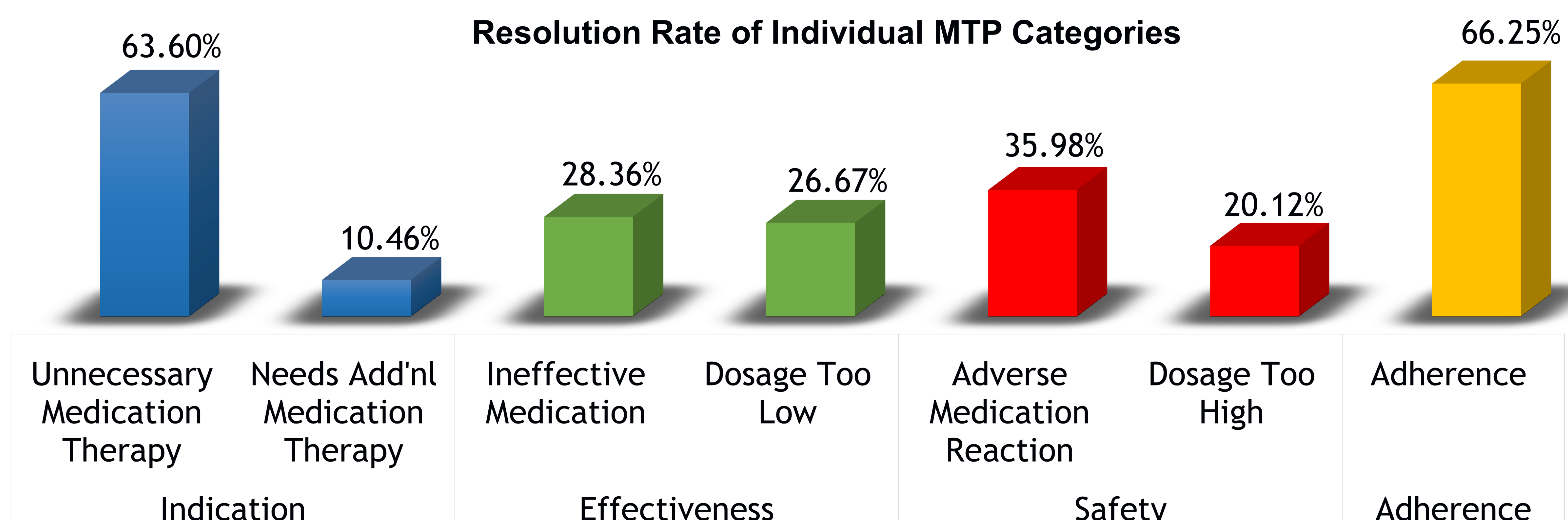
■ Member ■ Prescriber ■ Both

- ❖ MTM services were provided to 6,508 patients
- ❖ 50,727 MTPs were identified
- ❖ Interventions were performed on 10,156 MTPs

Resolution Rates Per Intervention Method



Resolution Rate of Individual MTP Categories



Conclusion

- ❖ The success of resolving MTPs is lower when only the member is contacted, compared to recommendations communicated to the prescriber alone and in tandem with the member.
- ❖ Resolving MTPs varies based on type of MTP, and there is considerable room for improvement in all categories.
- ❖ Indication and adherence were our most successful categories for resolving MTPs.