

Background

- ❖ In 2006, the Centers for Medicare and Medicaid Services (CMS) mandated all Medicare Part D paying health plans provide Medication Therapy Management (MTM) services to their qualifying patients.
- ❖ MTM services are provided to patients to optimize medication use and improve care coordination; however, CMS has not yet implemented standardized methods for conducting a MTM encounter with the patient.
- ❖ Patients satisfaction has been assessed using various MTM practice models; however, there is limited data available with the telephonic practice model.
- ❖ With patient satisfaction being a quality measure for Part D health plans, this study can provide insight into current practice.

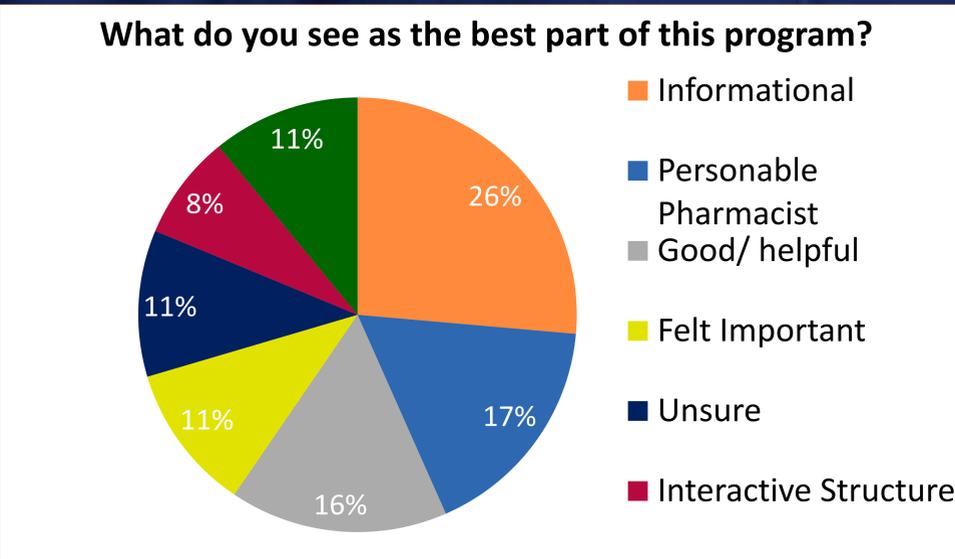
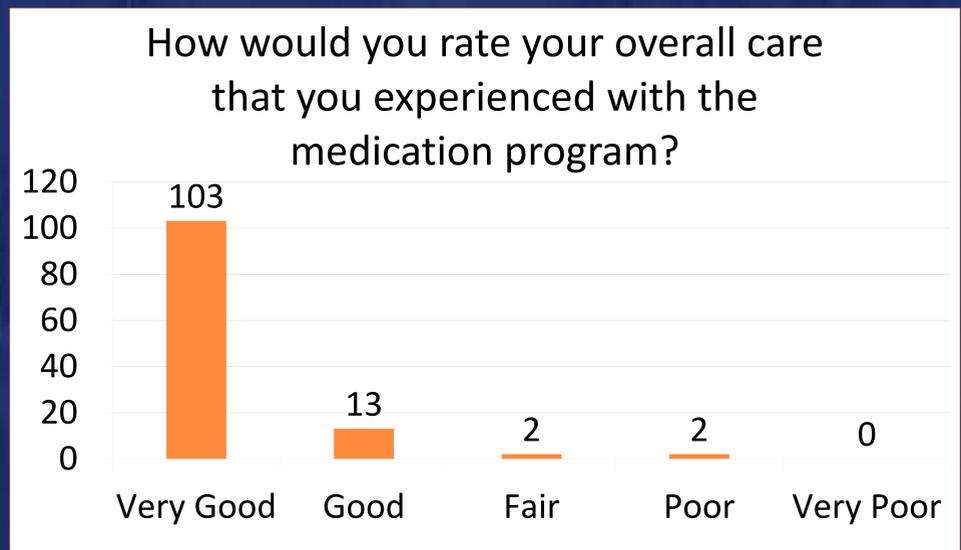
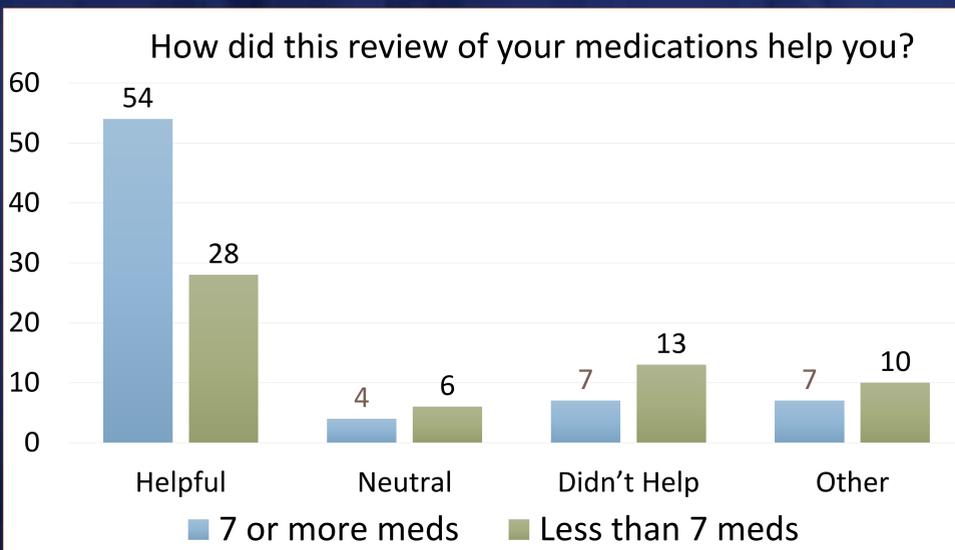
Objective

- ❖ To assess the level of patient satisfaction after engaging in a telephonic comprehensive medication review (CMR) with a pharmacist and/or a student pharmacist.

Methods

- ❖ This study is a retrospective, observational analysis of patient satisfaction data obtained from telephonic CMRs conducted with patients enrolled in Florida Medicaid—for the Aged and Disabled (MEDS-AD) waiver program.
- ❖ Members enrolled in the MEDS-AD waiver program who agreed to participate in the CMR were included in this study.
- ❖ After completion of the CMR, the member was live-transferred to a different pharmacist intern or pharmacist, when possible, for the administration of the survey questions.
- ❖ The survey answers were de-identified and evaluated using content analysis and Likert scale analysis.
- ❖ All members with a successful CMR also received a follow-up phone call within 30 days to determine if the Patient Medication List (PML) was received, and to reassess the benefits of the initial review.
- ❖ Sub-group analysis was also conducted based on the number of medications taken by the patient.

Results



- ❖ A successful CMR was conducted on 129 patients.
- ❖ At the 30-day follow up, 69 patients were available to administer additional survey questions.

➤ Did you find the mailed documents to be helpful?

Yes	59.4%
No	15.9%
Haven't seen it	18.8%
Other	5.8%

➤ Did participating in the phone call with the pharmacist help with your understanding of your medications?

Yes	81%
No	12.7%
Neutral	4.8%
Unsure	1.6%

Conclusion

- ❖ Overall, patients were satisfied with the telephonic MTM model primarily because they found the review to be educational and amiable.
- ❖ Patients taking at least 7 medications found the review to be more helpful than those taking less than 7 medications.