Improving Healthcare Quality Through a Community-based MTM Call Center

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Inception in 2012

Cut in Reimbursement

Product base → Service base
Patient-Centered Care

Payor

Provider

Pharmacy

Patient
How to Build Trust

Payor

Pharmacy

Relationship
Early Beginnings...

- 1 Registered Pharmacist
- 3 Ancillary Staff

Target Project

2,000 patients
...Now

- **11** Registered Pharmacists
- **6** Registered Dietitians
- **1** Psychologist
- **85** Ancillary Staff
  - Technicians
  - Call center specialists

Population

37,000+
patients
Provider Therapy Recommendations

- Diabetes focused MTM performed by a clinical pharmacist
- Each WeCare patient receives at least 1 MTM workup/year
- Workups are faxed to the provider’s office
- Providers may inquire about the disease management protocol
Disease Management Program

**Contact** How are patients reached?
- Cold call to patient
- Patient incoming call with questions
- Physician referral for management or education

**Priority** Which patients to target?
- Uncontrolled diabetes (A1C ≥ 8%)
- Drug alerts (contraindications, drug-drug interactions, etc.)
Pharmacist Interventions

December 2015

<table>
<thead>
<tr>
<th>Intervention Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Dose/Interval</td>
<td>1,043</td>
</tr>
<tr>
<td>Refill Med/Supplies</td>
<td>414</td>
</tr>
<tr>
<td>Add Drug</td>
<td>258</td>
</tr>
<tr>
<td>DC Drug</td>
<td>199</td>
</tr>
<tr>
<td>Correct Improper Administration</td>
<td>150</td>
</tr>
<tr>
<td>Substitute Drug</td>
<td>66</td>
</tr>
<tr>
<td>Restart/Titrate to prescribed dose</td>
<td>65</td>
</tr>
<tr>
<td>Substitute Dosage Form</td>
<td>61</td>
</tr>
<tr>
<td>Other (e.g. Hold Drug, Change PRN to schedule, etc.)</td>
<td>64</td>
</tr>
<tr>
<td>Total Interventions</td>
<td>2,320</td>
</tr>
</tbody>
</table>

Top Drug Related Problems

- Med Counseling lacking/insufficient: 26%
- Out of refills: 19%
- Drug dosing subtherapeutic: 18%
- Discrepancy in prescribed dose: 13%
- Inadequate patient self management: 15%
- Other (e.g. ADR, Drug Interaction, etc.): 9%
# Pharmacist Education

**December 2015**

<table>
<thead>
<tr>
<th>Education Topics</th>
<th>Key</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medications</td>
<td></td>
<td>660</td>
</tr>
<tr>
<td>Self-monitoring/management</td>
<td></td>
<td>559</td>
</tr>
<tr>
<td>Nutrition/Physical Activity</td>
<td></td>
<td>338</td>
</tr>
<tr>
<td>Prevent, detect, treat acute/chronic complications</td>
<td></td>
<td>329</td>
</tr>
<tr>
<td>DM as a disease process/treatment options</td>
<td></td>
<td>144</td>
</tr>
<tr>
<td>Other (e.g. Behavior change, GDM)</td>
<td></td>
<td>122</td>
</tr>
<tr>
<td><strong>Total Education Provided</strong></td>
<td></td>
<td>2,232</td>
</tr>
</tbody>
</table>

![Pie chart showing distribution of education topics]
## Pharmacist Consultations

### 4th Quarter 2015

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>High Risk</strong> (A1C ≥ 10%)</td>
<td>2,556</td>
<td>38.8%</td>
</tr>
<tr>
<td><strong>Moderate Risk</strong> (A1C 8-9.9%)</td>
<td>1,900</td>
<td>28.8%</td>
</tr>
<tr>
<td><strong>Low Risk</strong> (A1C &lt; 8%)</td>
<td>1,667</td>
<td>25.3%</td>
</tr>
<tr>
<td>No labs</td>
<td>465</td>
<td>7.1%</td>
</tr>
<tr>
<td><strong>Total Consults</strong></td>
<td>6,588</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Consult Type

- **Protocol**: 73%
- **Non-Protocol**: 27%

### Total Call Attempts

- **Total**: 41,314
- **Successful**: 15.9%
Department of Nutrition
Diabetes Self-Management Education

The Department of Nutrition focuses on a food/lifestyle-based approach to patient wellness

Using MI techniques we increase a patient’s intrinsic motivation to achieve lasting behavior change

- Goal setting and strategizing to increase a patient’s confidence in their ability to make dietary/lifestyle changes
- Prioritizing health related needs by increasing a patient’s awareness of his/her diet related risks
- Healthy food creation and substitution
- Portion control
- Exercise initiation/continuation
Department of Nutrition
2015 Metrics

- **Total Interventions**
  - Appropriate food choices, quantities, and meal timing
  - Education on self-monitoring of blood glucose
  - Education on signs, symptoms, and treatment of hypoglycemic events
  - Education on risks of continuing current eating/lifestyle behaviors
  - Goal setting
  - Exercise (with MD approval)
  - Total: 16,376

- **Success Rate**
  - The rate of which patients accept a nutrition consultation
  - 44.2%

- **Education handouts sent**
  - 5,866
Lessons Learned

• If you do not try, you will not know how far you will get

• You need to be all in
Hurdles

Connecting with patients

Building relationships with providers

Healthcare personnel are expensive
Future Plans

- Asthma/COPD
- Chronic Heart Failure
- Comprehensive Medication Review
Thank You

Questions?

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