



Quality
Insights

Hypertension-Focused Medication Therapy Management: A Collaborative Pilot Program with Pharmacists

Lisa L. Deal Pharm.D., FASHP, BCACP, B.S.N., Quality Insights Pharmacist Consultant



OBJECTIVES

01

Introduce pharmacy medication therapy management and its core elements

02

Review hypertension prevalence, morbidity and mortality

03

Discuss hypertension MTM program with Quality Insights

QUALITY INSIGHTS overview

- ▶ Non-profit organization focused on improving healthcare quality in the pursuit of better care, smarter spending and healthier people
- ▶ Strive to be a change agent, partner and integrator of local organizations collaborating to improve care



PROJECT overview



- ▶ Implementation of Quality Improvement Initiatives to Improve Diabetes and Hypertension
- ▶ **NO COST ASSISTANCE** to eligible health care systems and independent private practices to improve individual patient care and overall population health for chronic diseases
 - ▶ Project funded by the DE Division of Public Health through a federal grant from the CDC



Medication Therapy Management

Medication Therapy Management (MTM)

- ▶ MTM is an umbrella term for medication services that include, but are not limited to, comprehensive medication review/assessment (CMR/A), the creation of medication-related action plans, pharmacist referral or intervention, and documentation and follow-up
- ▶ Evidence suggests that pharmacist-led interventions with elements of MTM delivered in a community pharmacy setting are effective in helping patients with hypertension lower their blood pressure and even achieve control



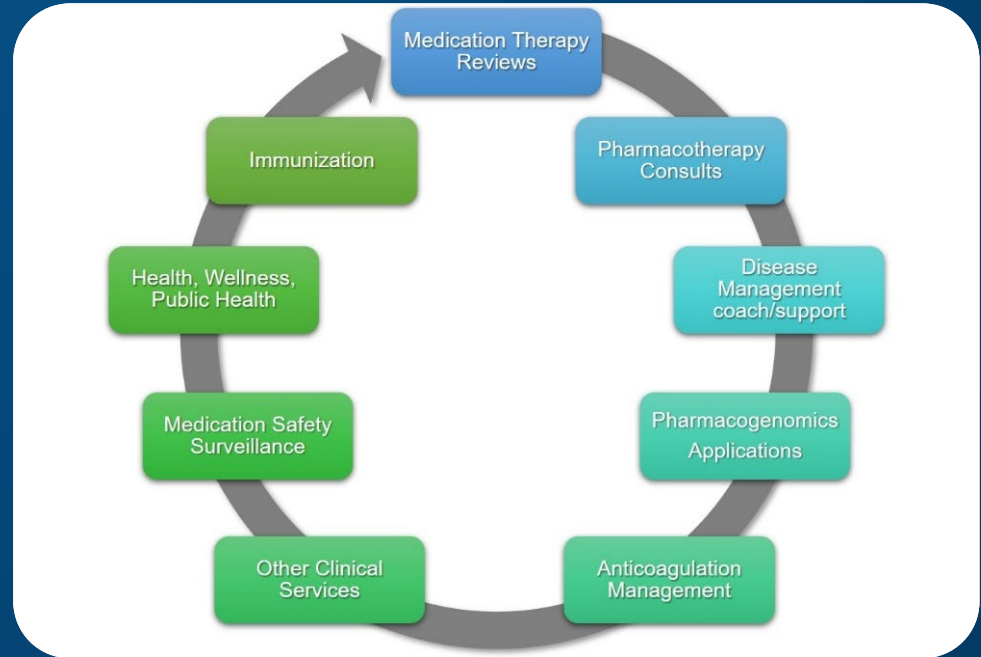


- ▶ A 2014 systematic review and meta-analysis of randomized controlled trials associated community pharmacist-led interventions with significant reductions in systolic and diastolic blood pressure compared with usual care
- ▶ Interventions included pharmacological components (eg, identifying adverse drug effects and prescribing issues), nonpharmacological components (eg, providing education on healthy lifestyle changes), or both

Cheema E, Sutcliffe P, Singer DRJ. The impact of interventions by pharmacists in community pharmacies on control of hypertension: a systematic review and meta-analysis of randomized controlled trials. Br J Clin Pharmacol 2014; 78(6):1238–47.

MTM core elements

- ▶ Medication therapy review (MTR)
- ▶ Personal medication record (PMR)
- ▶ Medication-related action plan (MAP)
- ▶ Intervention and/or referral
- ▶ Documentation and follow-up



Medication Therapy Review (MTR)

A one-on-one consultation between a pharmacist and a patient during which the pharmacist collects information about the patient's health conditions and all the medications he/she takes – whether prescribed, over-the-counter, or a natural health product

Personal Medication Record (PMR)

A comprehensive record of the patient's medications (prescription and nonprescription medications, herbal products, and other dietary supplements)



MTM Core Elements continued

Sample MAP for Patient (continued from Figure 2)

Patients, healthcare professionals, payers, and health information technology system vendors are encouraged to develop a format that meets individual and customer needs, collecting elements such as those included on the sample medication-related action plan (MAP) below.

My Medication Related Action Plan	
Patient	Mary Andrews
Doctor (Phone)	Robert Barnard, MD 201-822-5555
Pharmacy (Phone)	Grove Avenue Pharmacy 201-555-1255
Date prepared	November 1, 2020
<p>The list below has important Action Steps to help you get the most from your medications. Follow the checklist to help you work with your pharmacist and doctor to manage your medications AND make notes of your actions next to each item on your list.</p>	
Action Steps – What I need to do	Notes – What I did and when I did it
<input type="checkbox"/> Take Potassium Chloride tablet (KCL) 20 mEq once daily (available over the counter)	
<input type="checkbox"/> Check blood pressure daily using home monitor <input type="checkbox"/> If blood pressure is more than 140/86, contact your doctor or pharmacist	
My next appointment with my pharmacist is on: January 10 at 2:00 PM	

► Medication-related Action Plan (MAP)

- A plan to assist the patient with resolving issues of current drug therapy and to help achieve the goals of medication treatment. It may also include acknowledgement and reinforcement of favorable behaviors.



A collection of various colorful pills and capsules scattered on a white surface. The pills include red, yellow, blue, white, and orange capsules and tablets. A semi-transparent blue rectangle is overlaid in the center, containing the text "Revisiting JNC-8".

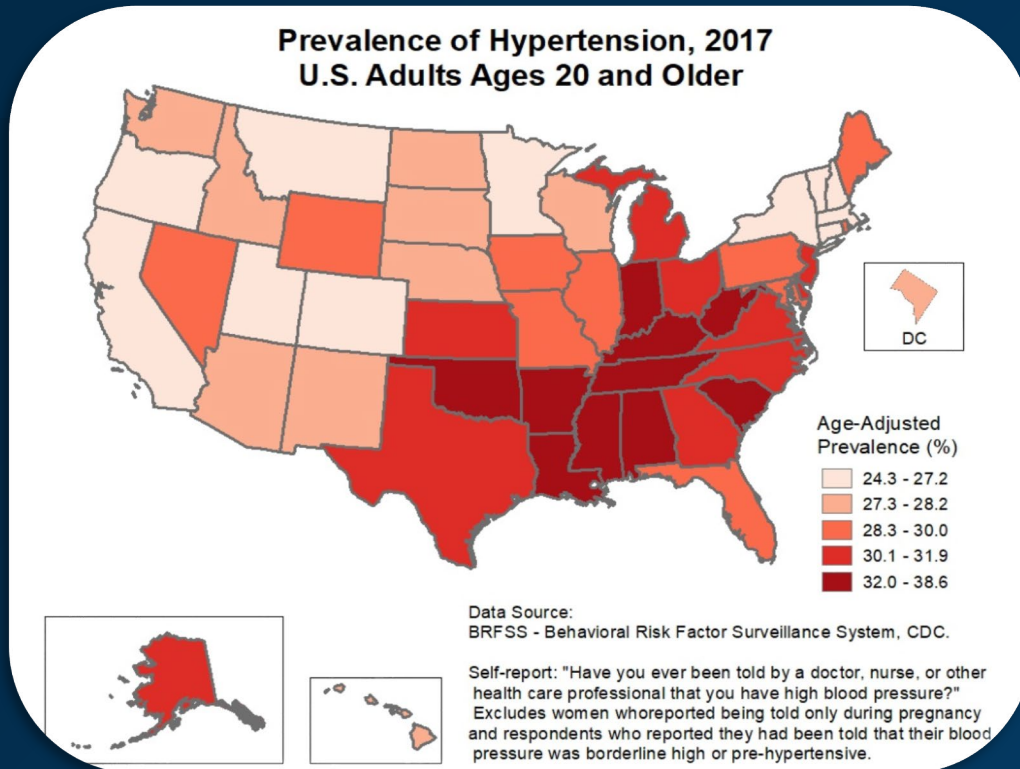
Revisiting JNC-8

Table 3. Classification of Blood Pressure in Adults (age ≥18 years)			
Classification	Systolic Blood Pressure (mmHg)		Diastolic Blood Pressure (mmHg)
Normal	<120	AND	<80
Prehypertension	120-139	OR	80-89
Stage 1 HTN	140-159	OR	90-99
Stage 2 HTN	≥160	OR	≥100

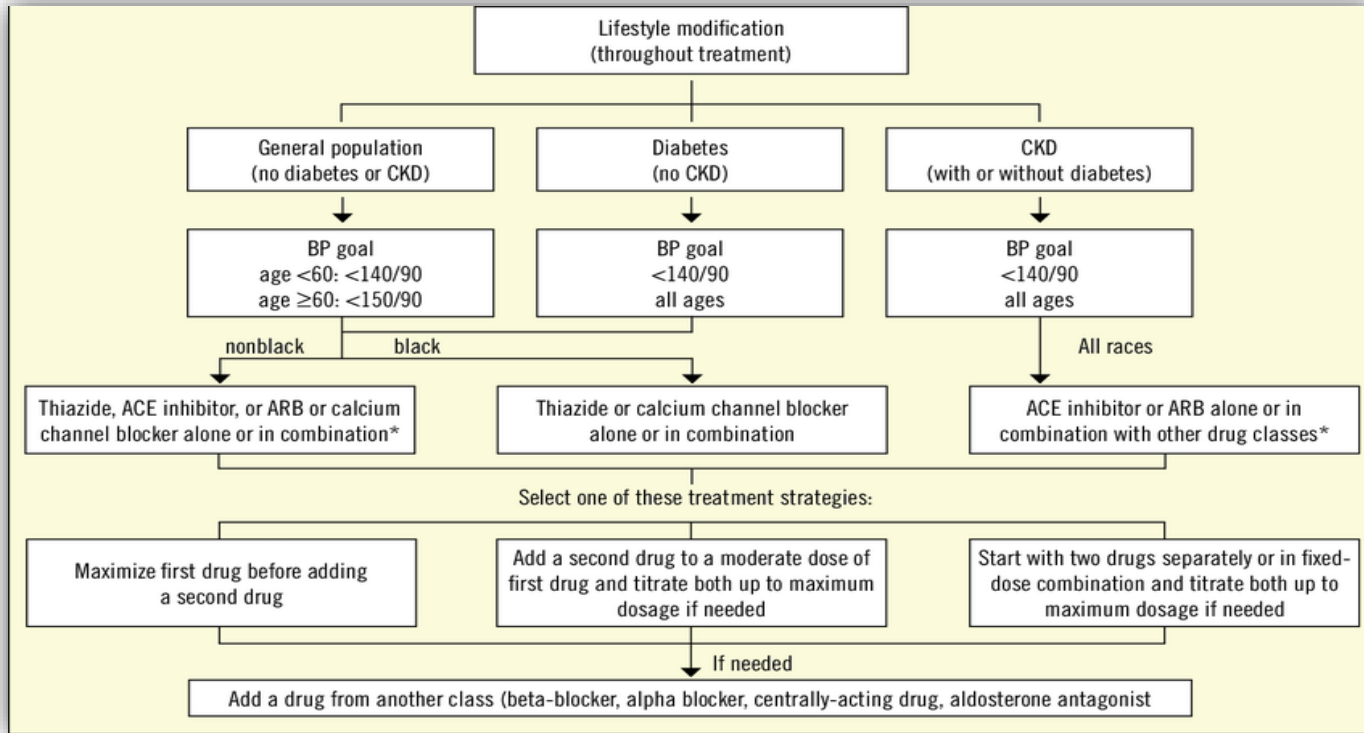
Table 4. Blood Pressure Goals	
Population	Blood Pressure Goal (Systolic/Diastolic)
< 60 years old	<140/90 mmHg
> 60 years old	<150/90 mmHg
Chronic Kidney Disease (CKD)	<140/90 mmHg
Diabetes	<140/90 mmHg



Prevalence of Hypertension



Hypertension management





Healthy Heart Ambassador - Blood Pressure Self Monitoring program



- ▶ **No cost** program aimed at improving patient blood pressure outcomes through lifestyle changes.
- ▶ Provides four months of support through Bluetooth enabled blood pressure monitor.
 - ▶ Biweekly check-ins with a health coach
 - ▶ Monthly nutrition education sessions
 - ▶ Heart healthy cooking demonstrations
 - ▶ Education of a variety of other health related topics!

Referring to HHA-BPSM

- ▶ This program is for individuals over the age of 18 who have been diagnosed with hypertension and have had no cardiac events in the last year
- ▶ There are several ways you can connect your patients with the HHA-BPSM program, including:
 - ▶ A direct referral by calling **302-208-9097**
 - ▶ Patient portal/text messaging/referral letter
 - ▶ Email: **DHSS_DPH_HHA@Delaware.gov**

Promoting Medication Adherence

E-NEWSLETTER ARCHIVE

PRACTICE MODULES

PODCASTS

HYPERTENSION CONTROL CHAMPS

AWARD WINNERS

Practice Modules

Quality Insights has developed electronic modules for participating practices to access on a variety of topics related to hypertension and diabetes prevention and control. These modules are packed with resources, links to educational events, videos, podcasts, and much more.

Medication Adherence Module - February 2022

- Medication Adherence Workflow Modifications
- Medication Adherence Practice Module Overview

Diabetes Self-Management Education and Support (DSMES) Practice Module - December 2021

- DSMES Workflow Modifications Guide
- DSMES Practice Module Overview

- ▶ Visit the [Quality Insights website](#) to download the module.



Medication Adherence Practice Module

February 2022

Implementation of Quality Improvement Initiatives to Improve Diabetes and Hypertension



This publication was supported by the Cooperative Agreement Number H01AG059164 from the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention. Publication number: 000000-00-000000





Module Sample topics



- ▶ **M**edication Adherence Strategies: What Can We Do?
- ▶ **E**ngaging a Pharmacist as Part of the Care Team
- ▶ **D**elivering Effective Communication
- ▶ **S**upport for Providers & Patients: Using the Tools at Hand

Academic Detailing

- ▶ 1:1 provider education
- ▶ Delivered by trained clinical educators
- ▶ Evidence-based, non-commercial, current information
- ▶ ADA recommendations
- ▶ Referrals to CDC-recognized lifestyle change programs



QUALITY INSIGHTS AND YOU:

Take Advantage of Evidence-Based Clinical Education on Prediabetes & Diabetes to Improve Patient Outcomes

Quality Insights is continuing our initiatives to improve the health of Delawareans by promoting evidence-based care for prediabetes and diabetes. As part of our on-going efforts, your practice can take advantage of academic detailing for diabetes and prediabetes at **NO COST** to you by signing up to participate in this project.

Please consider joining Quality Insights in this important initiative.

What is Academic Detailing?

- One-on-one outreach education for health care professionals provided by trained clinical educators
- Presents evidence-based, non-commercial aims of academic groups, research centers, and clinicians
- Effective and convenient way for providers to stay up-to-date on latest research findings
- Goal is to improve clinical care based on best available safety, efficacy, & cost-effective data



Topics Covered:

- Current national and state statistics
- American Diabetes Association recommendations on screening, early detection, and treatment
- Coding for prediabetes
- CDC-recognized lifestyle intervention programs, including how & when to refer to:
 - National Diabetes Prevention Program
 - Diabetes Self-Management Education and Support



Your participation in this work creates a foundation for your practice's quality improvement efforts, as well as prepares your practice for future value-based payment models. For additional details, please contact Ashley Biscardi at abiscardi@qualityinsights.org or call **1-800-642-8686, Ext. 137**.

This publication was supported by the Cooperative Agreement Number M50CP000516 from the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention. Publication number DECPH14D-111621





RESOURCES

Free Apps to Help You Better Manage Your Medications

MediSafe Pill & Med Reminder

This app provides reminders for all your medications and times, plus it will display all your notes, such as "take with food." Use it to track dozens of measurements, such as blood pressure, weight, and glucose, and you can also receive refill reminders so you can restock your meds. It features a drug-to-drug interaction checker, plus daily and monthly medication progress reports that you can send to a doctor or nurse ahead of an appointment. It will also send your friends and family notifications if you want help staying on track if you miss a dose.

The Pill Reminder and Medication Tracker app includes pharmacist videos that provide medication tips and reminders, such as when to take on an empty stomach. You can also access discount cards and coupons with this app at drugstores like Walgreens, Rite-Aid, and CVS. It is Android Wear smart watch enabled so you can simply shake your wrist to mark a med as taken, or tap to skip a dose. Registration is not required but is offered so you can receive automatic backup and restore which will come in handy if/when you get a new phone.

My Therapy Pill Reminder

Need help remembering to take your medication? This medicine reminder app puts all your medication needs in one place: pill reminders, a comprehensive database of over-the-counter and prescription medications, support for any dosage form (tablet, pill, inhalation, etc.) frequency, and even refill reminders. This app combines a pill tracker, mood tracker and health journal (e.g. trackers for weight blood pressure, blood sugar levels). You can share your printable health journal with your doctor. Involve family and friends to successfully manage your health together.

Medicine Time!

Install this app on your smartphone to make taking medicines much easier. You may set a variety of different reminder times for different days. The medicine schedule may be continuous or not. This free app also supports several languages, including English, Portuguese, Spanish, Deutsch, French and Italian.

Improving Medication Adherence Among Patients with Hypertension

A Tip Sheet for Health Care Professionals

Medication adherence is critical to successful hypertension control for many patients. However, only 51% of Americans treated for hypertension follow their health care professional's advice when it comes to their long-term medication therapy.¹

Adherence matters. High adherence to antihypertensive medication is associated with higher odds of blood pressure control, but non-adherence to cardiovascular medications increases a patient's risk of death from 50% to 80%.²

As a health care professional, you can empower patients to take their medications as prescribed. (We live two-way communication is critical, in fact, it doubles the odds of your patients taking their medications properly. Try to understand your patients' barriers and address them honestly to build trust.

Predictors of Non-Adherence

When discussing medications, be aware if your patient:

- Demonstrates limited English language proficiency or low literacy.
- Has a history of mental health issues (like depression, anxiety, or addiction).
- Doesn't believe in the benefits of treatment.
- Believes medications are unnecessary or harmful.
- Has a concern about medication side effects.
- Expresses concern over the cost of medications.
- Says he or she is tired of taking medications.

These can all be predictors of a patient who may struggle with adherence to medication.

Medication Adherence by the Numbers³

Adherence Rate	Percentage of Patients
For every 100 prescriptions given to a pharmacy	50-70
48-66 come out of the pharmacy	48-66
25-30 are taken properly	25-30
15-20 are taken as prescribed	15-20

¹These data applies to all medication types, not only hypertension medication.
²Ho PM, Bryant CL, Rancibid JS. Medication adherence: its importance in cardiovascular outcomes. Circulation. 2009;119:3528-3535.

Make control **your** goal.



Medication Adherence Estimator

The Adherence Estimator®

New Prescription Survey

Your doctor would like to know your thoughts and opinions about your new medicine. Please answer the following questions. There are no right or wrong answers.

Medication:

For each question, please touch the box that best describes how you feel about the medicine noted above.

1

I am convinced of the importance of my prescription medicine.

Agree completely

Agree mostly

Agree somewhat

Disagree somewhat

Disagree mostly

Disagree completely

2

I worry that my prescription medicine will do more harm than good to me.

Agree completely

Agree mostly

Agree somewhat

Disagree somewhat

Disagree mostly

Disagree completely

3

I feel financially burdened by my out-of-pocket expenses for my prescription medicine.

Agree completely

Agree mostly

Agree somewhat

Disagree somewhat

Disagree mostly

Disagree completely

SUBMIT

Care Teams: Partnering with Pharmacists

E-NEWSLETTER ARCHIVE

PRACTICE MODULES

PODCASTS

HYPERTENSION CONTROL CHAMPS

AWARD WINNERS

Practice Modules

Quality Insights has developed electronic modules for participating practices to access on a variety of topics related to hypertension and diabetes prevention and control. These modules are packed with resources, links to educational events, videos, podcasts, and much more.

Medication Adherence Module - February 2022

- Medication Adherence Workflow Modifications
- Medication Adherence Practice Module Overview

Diabetes Self-Management Education and Support (DMSES) Practice Module - December 2021

- DMSES Workflow Modifications Guide
- DMSES Practice Module Overview

- ▶ Visit the [Quality Insights website](#) to download the module.



Care Teams Practice Module

August 2021

Implementation of Quality Improvement in Hypertension and Uncontrolled Diabetes



This publication was supported by the Cooperative Agreement Number N5BCP000516 from the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention. Publication number CDDPH-HQ-081321

Medication Therapy Management e-Learn



ENROLL NOW
EDISCOlearn.com

Select the **SIGN IN** icon
in the upper
right hand corner

NEW USERS: Select Sign
Up tab to create account

Enter code:
DEPHS

DELAWARE PUBLIC HEALTH SERIES
Medication Therapy Management:
Evidence-Based Collaboration to Improve Blood Pressure Control

Improving medication adherence is an important way to increase quality and reduce cost. As a medical provider, you no doubt realize the challenges of medication adherence. One evidence-based way to address this problem is collaborating with pharmacists as extended members of your care team to provide medication therapy management (MTM).

During this course, you will explore the methods, goals, and benefits of MTM, as well as evidence that supports its effectiveness. You'll also learn how to facilitate physician-pharmacist collaboration and how to refer certain Delaware patients for no-cost, pharmacist-provided MTM.

This course is part of Quality Insights' ongoing efforts to support Delaware medical practices through our partnership with the Delaware Division of Public Health's implementation of quality improvement initiatives.

Recommended Audience
The information in this course is appropriate for providers and clinical staff.

Questions?
Please contact your Quality Insights Practice Transformation Specialist for questions about course content. For technical assistance with the learning platform, please email EDISCO@qualityinsights.org.

Quality Insights has no conflicts of interest in the development of this course.
This publication was supported by the Cooperative Agreement Number 14SC000213 between the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention. Publication number 1623PH-140-052728

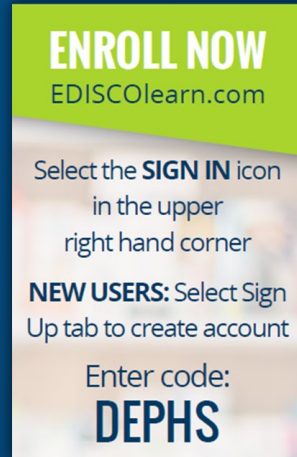
Learning Objectives

- Define medication therapy management (MTM).
- Describe two evidence-based benefits of MTM for patients and providers/practices.
- Explain how to refer Delaware patients on hypertension or cholesterol medications for MTM through the Delaware Pharmacists Society (DPS).

Course Requirements

- Complete the readings, videos, and online activities included in the 60-minute e-learn
- Pass a final knowledge check with a score of 80% or better
- Complete an evaluation



ENROLL NOW
EDISCOlearn.com

Select the **SIGN IN** icon
in the upper
right hand corner

NEW USERS: Select Sign
Up tab to create account

Enter code:
DEPHS

- ▶ Promotes provider/ pharmacist collaboration
- ▶ FREE e-course offered by DPH
- ▶ Details referral process
- ▶ EDISCOlearn.com

THANK YOU!

If you have any additional questions,
please contact Ashley Biscardi at
abiscardi@qualityinsights.org.

This publication was supported by the Cooperative Agreement Number NU58DP006516 from the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention. Publication number DEDPH-HD-040822A