

EMPLOYEES, PATIENTS, FAMILIES AND COMMUNITIES DESERVE MEANINGFUL PREVENTION & TREATMENT STRATEGIES THAT WORK. THE OVERARCHING GOAL IS TO FOSTER THE VISION THAT KEEPING PEOPLE HEALTHY IS A GOOD BUSINESS STRATEGY FOR MINNESOTA GOVERNMENT AND TAXPAYERS ALIKE.

HEALTHY LIVING

HEALTHY WORKING SERIES

EMPLOYER LEADERSHIP SUMMIT

Fairview Pharmacy Services
Medication Therapy Management (MTM)

*Implementing the Asheville model for corporate and community
health improvement*

Outline

- The value of MTM
- The Asheville model
- Why should I implement MTM?
- Fairview MTM results
- Patient testimonials
- Complete implementation services
- MTM in your future

The Value of MTM

Fairview MTM can help your employees manage chronic conditions and get the most from their medicines:

- Corporate and community health improvement following the Asheville model.
- Network of pharmacists for consultations.
- Reduced healthcare costs.
- Improved employee productivity and satisfaction.

The Asheville Model

- 1996: Asheville Project – a patient self management program where specially trained pharmacists are care coordinators for individuals with chronic conditions such as cardiovascular disease and diabetes.
- Results: improved disease management, lower total healthcare costs, fewer sick days, increased satisfaction with pharmacist services.
- Employers are increasingly seeking to adopt this approach.

American Pharmacists Association Foundation, http://www.aphafoundation.org/programs/Asheville_Project/

Fairview MTM: Implementing the Asheville Model

- 1997: Fairview developed its MTM patient self management program and now offers services to clients throughout MN.

Fairview MTM

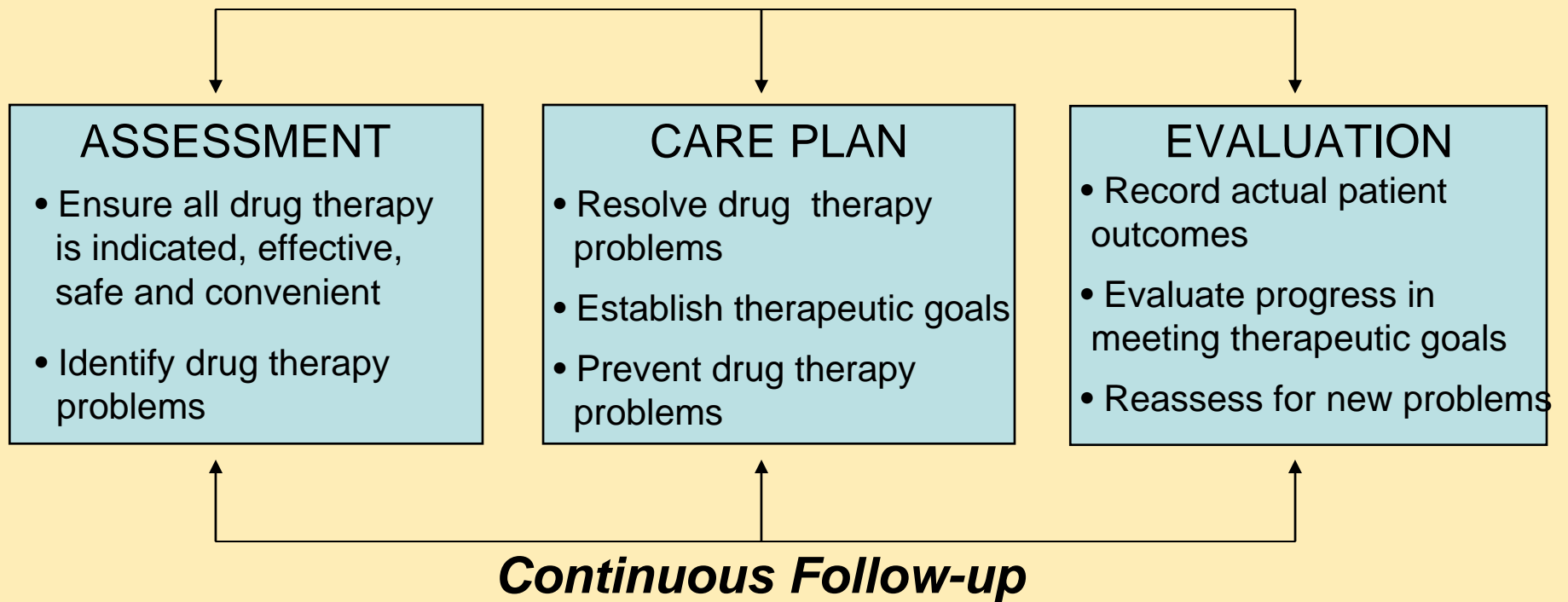
- A preventative solution
- For people with multiple chronic conditions, multiple medications
- 1-on-1, ongoing patient care by a pharmacist
- Medications that work and make patients healthier
- Decrease demand for healthcare resources

Benefit: Significant savings on overall healthcare costs.

Medication Therapy Management

As practiced by Fairview Pharmacy Services

ESTABLISH A THERAPEUTIC RELATIONSHIP



Why Implement MTM?

Costs of Drug Therapy Problems

- The cost of drug therapy related morbidity and mortality is the 5th most costly health condition
- For every \$1.00 spent on medication an additional \$1.30 is spent managing drug therapy problems
- The estimated 2000 cost was \$177 billion
- Several organizations including CMS, NCQA, and others have called for action

Johnson JA, Bootman JL: Arch Intern Med 1995;155:1949 and Ernst FR et al. J Am Pharm Assoc 2001;41:192

Costs of Drug Therapy Problems (contd.)

Total U.S. Costs = \$177 billion / year

Ernest FR and Grizzle AJ. Drug-Related Morbidity and Mortality: Updating the Cost-of-Illness Model J. APhA 41: March 2001.

MTM is cornerstone of Health Management

- Proper use of medications can lead to improved health, enhanced quality of life, and increased productivity
- Overuse, under-use, and misuse of drugs is linked to reduced health, poor quality of life, and decreased productivity
- MTM can reduce drug therapy problems and improve health and economic outcomes: reduce the demand for healthcare resources!
- Patient-centered MTM services have consistently provided a 4:1 ROI*

* Sources

Wilcox S, Himmelstein D, Wolhander S: JAMA 1994;272:292-296

Col N, Finale J, Kronhom P: Arch Intern Med 1990;150:841-845

Isetts B, Brown L, Schondelmeyer S, Lenarz L: Arch Intern Med 2003;163:1813-1820

Zarowitz B, Stebelsky L, Muma B, Romain T: Pharmacotherapy 2005;25(11):1636-1645

Garrett D, Bluml B: J Am Pharm Assoc 2005;45:130-137

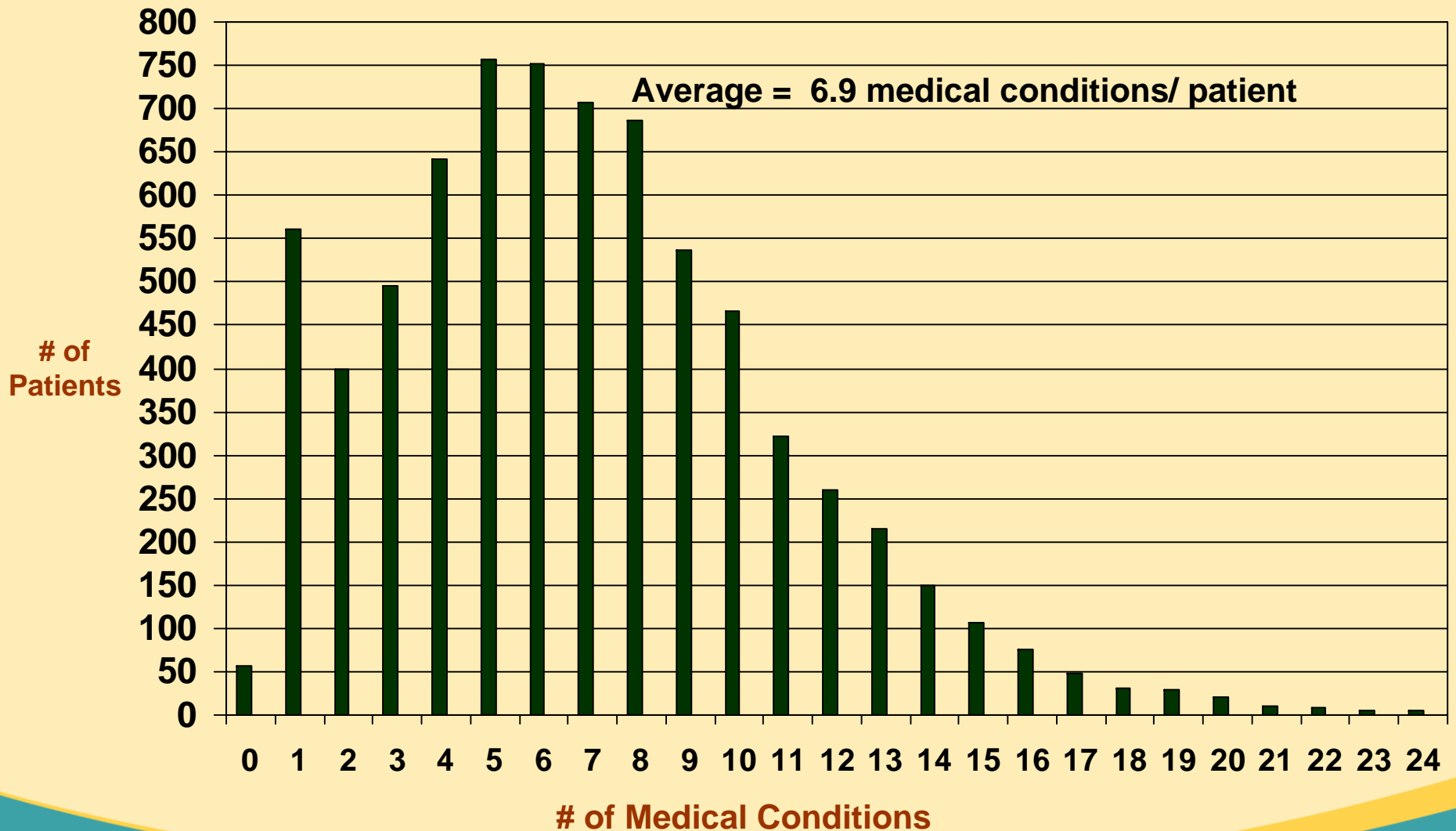
Cranor C, Christensen D: J Am Pharm Assoc 2003;43:160-172

Malone DC et al. Pharmacotherapy 2000;20:1149

Fairview MTM Results

- Since 1998, we have cared for over 7,347 patients and resolved over 25,741 medication therapy problems
- 8,258 Healthcare events were avoided
- In a study conducted with a large regional insurer, we showed a **12 to 1 ROI** when comparing overall healthcare costs of patients receiving MTM vs. matched patients who did not

Frequency of Patients by Number of Medical Conditions



Most Frequent Indications for Drug Therapy

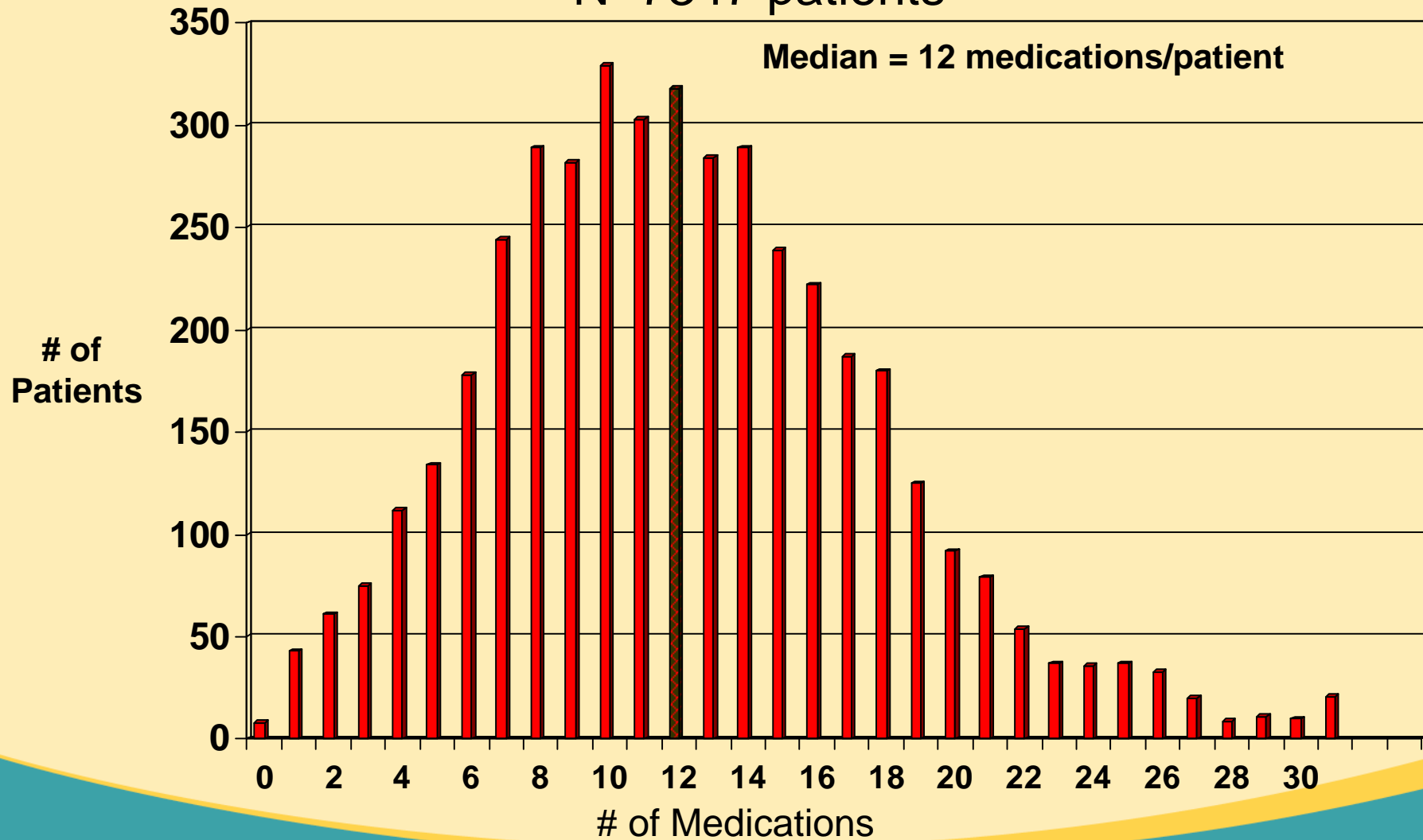
(N = 7347 Patients)

1. Hypertension
2. Hyperlipidemia (high cholesterol)
3. Nutritional/Vitamin Supplements
4. Diabetes
5. Osteoporosis
6. Prevention of MI/Stroke
7. Depression
8. Esophagitis
9. Allergic Rhinitis
10. Hypothyroidism
11. Menopause
12. Insomnia

These 12 conditions represent
84% of all indications for drug therapy

Frequency of Patients by Number of Medications

N=7347 patients



Drug Therapy Problems

(7,347 MTM Patients, Sept 1998 – Dec 2006)

25,741 Drug Therapy Problems Resolved

- 86% of patients had ≥ 1 drug therapy problem
- 46% of patients had ≥ 3 drug therapy problems
- 25% of patients had ≥ 5 drug therapy problems

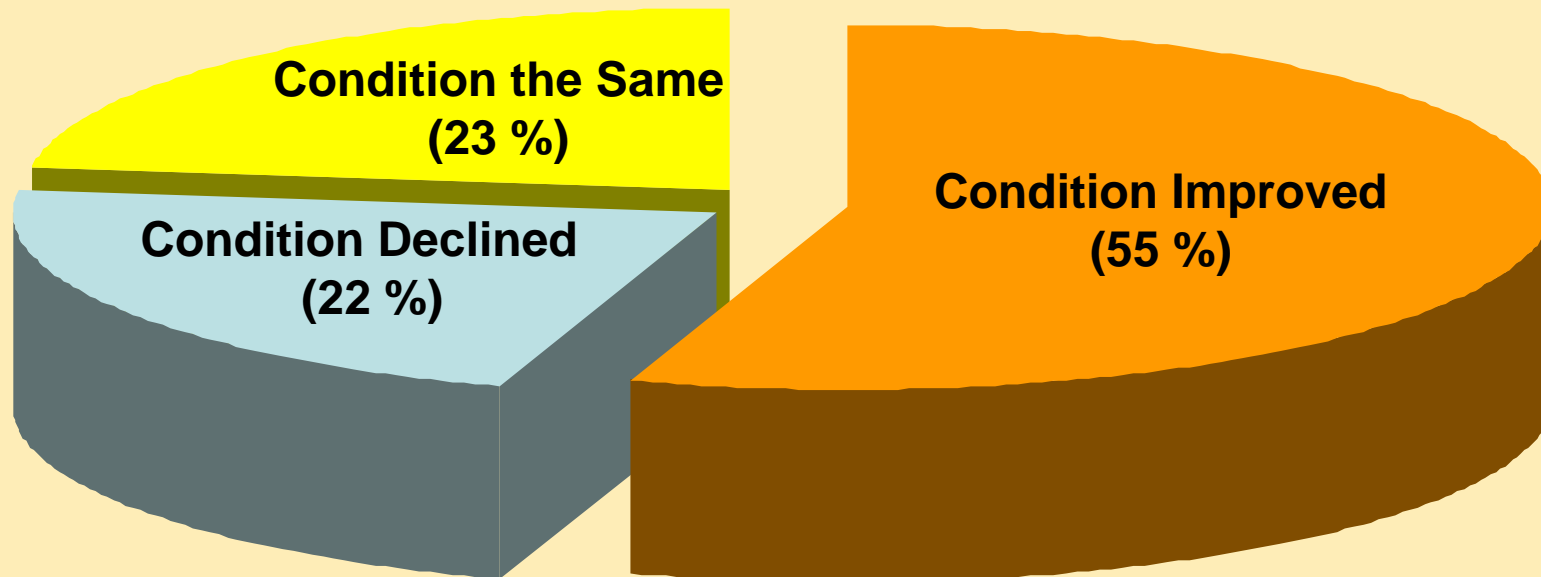
Drug Therapy Problems (DTP)

(N =25,741 Drug Therapy Problems Identified and Resolved in 7,347 Patients)

		% of DTP	
Indication	Unnecessary Drug Therapy	6%	} 37%
	Needs Additional Drug Therapy	31%	
Effectiveness	Ineffective Drug	9%	} 32%
	Dosage Too Low	23%	
Safety	Adverse Drug Reaction	9%	} 15%
	Dosage Too High	6%	
Compliance	Noncompliance	17%	} 17%
	Total	100%	

Improved Clinical Outcomes

(26,364 conditions (4,333 patients) evaluated on at least two occasions;
10,924 conditions not at goal when enrolled in program)



55% of these patients' *conditions*, that were not at goal when the patient was enrolled in the program, improved following the identification and resolution of their drug therapy problem(s)

Health Care Events Avoided

Health Care Savings*	7,347 Patients, 24,023 Encounters Sept 1998-Dec 2006	
	# Events	\$ Savings
Clinic outpatient visit avoided	6,417	\$1,700,505
Specialty office visit avoided	1,108	\$336,832
Employee work days saved	245	\$58,065
Laboratory service avoided	187	\$4,488
Urgent care visit avoided	113	\$9,266
Long-term care	3	\$168,000
Emergency department visit avoided	156	\$70,512
Hospital admission avoided	29	\$466,639
Total	8,258	\$2,814,578

*Health care savings represented by U.S. national averages for 2001
Pharmaceutical Care Practice: The Clinician's Guide, McGraw-Hill, New York, NY, 2004

Patient and Physician Satisfaction

- Patient Satisfaction Surveys
 - 95% of patients agreed or strongly agreed that their overall health and well-being has improved
 - “I want you to know (the pharmacist) has done an excellent job with me to understand my health care and because of her, my health has improved.”
 - “(The pharmacist) is excellent!! He has encouraged me through ups and downs and as a result I have lost weight and my number on my HBA1C test has been reduced significantly. Our goal is to get me off the diabetes meds. This will decrease my health care expenditures...”
 - “(The pharmacist) really cares about my health, but also cares about my finances. How to look for items (i.e., alternatives, competitive prices, and/or generic). (The pharmacist) is a great person to discuss these issues with.”
 - “I was happy for all the information I received. It was a great help for me to understand what I had to do... Thank you so much for all your help.”
- Physician Satisfaction Surveys
 - 94% agreed that their patients’ overall health and well-being improved

Patient Testimonials



Complete Implementation Services

Fairview provides:

- Network of MTM pharmacists available for consultations
- Targeting of appropriate employees
- Employee communications
- Opt-in for employees, with incentives

Critical Success Factors

Fairview provides:

- Infrastructure
 - Operational Management
 - Network
- Intervention
 - Employee Engagement
- Information (Reporting)
 - Clinical Outcomes
 - ROI

MTM in Your Future

- To keep up with the rising cost of healthcare, we must change the approach to managing the pharmacy benefit from *Cost* management to *Value* management
- Employer demand for MTM will continue to grow
- Within the next 5 years, it will be increasingly difficult to offer a medical benefit without MTM

Talk with Us About MTM

- MTM delivers overall healthcare cost reductions
- MTM will help lower the pressure for rate increases
- MTM is valued by patients and physicians alike

Thank You!

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