

Value Based Care:

Behind Every Pharmacy Technician There Is
A True Value

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Disclosures

The speaker has no relevant financial relationships to disclose

The mentor has no relevant financial relationships to disclose



Learning Objectives for Pharmacists and Technicians

1. Explain how the role of the pharmacy technician developed within a multi-disciplinary team to improve value based care
2. Describe the role of the pharmacy technician within a multi-disciplinary team
3. Describe the types of interventions that are made by the pharmacy technician
4. Describe the patient care outcomes measured and tracked by the pharmacy technician to show value
5. Describe the challenges faced by the pharmacy technician within a multi-disciplinary team in a primary care clinical setting



Background of Value Based Care

Identify

Proactively identify populations with healthcare risks

Engage

Engage patients in decision-making

Build

Build rapport and promote supportive trusting relationship between patient and healthcare team

Improve

Improve communication among healthcare team members to streamline services and offer better service

Optimize

Optimize health of the patient

Save

Decrease healthcare cost to patient and health system



What are the value-based programs?. CMS.gov. <https://www.cms.gov/medicare/quality-initiatives-patient-assessment-instruments/value-based-programs/value-based-programs.html>. Published July 16, 2019. Accessed August 14, 2019.

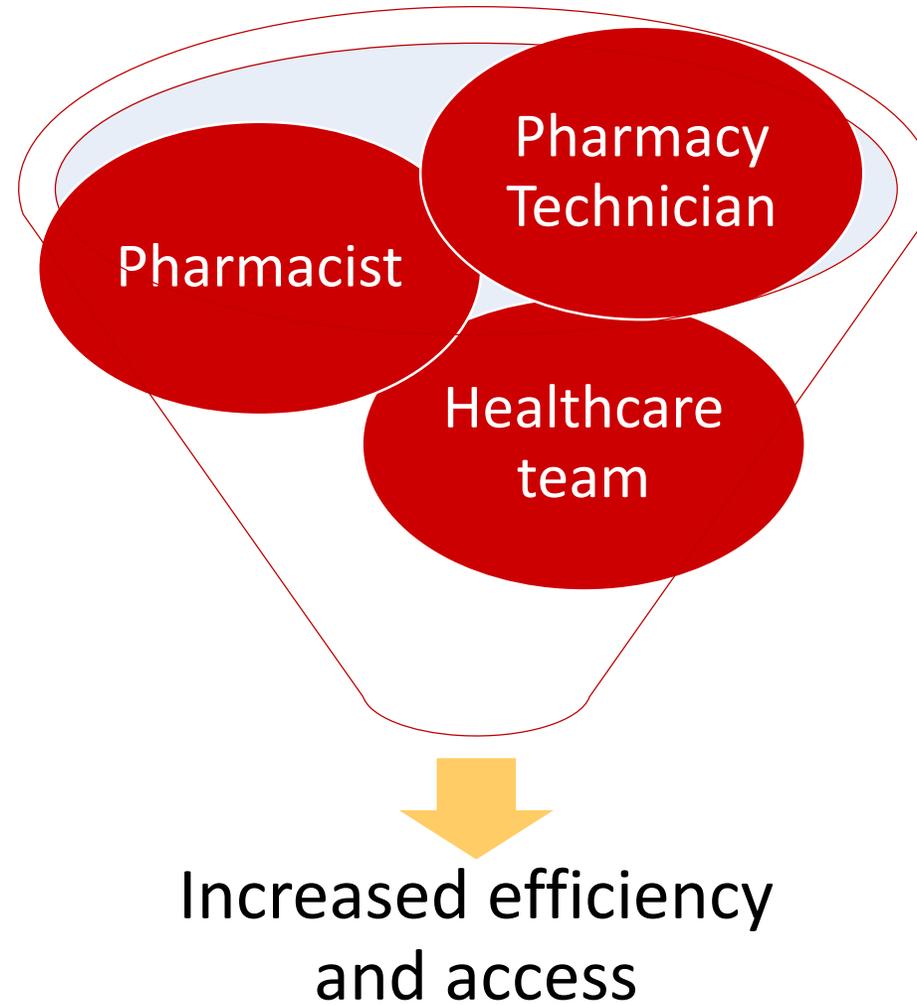
Changing Roles in Healthcare



Outpatient clinical pharmacists can have a positive impact on outcome measures such as controlling chronic diseases, adherence, and cost savings that are important to patients, healthcare providers, health systems, and payers.



ASHP Pharmacy Practice Model Initiative



A Call To Action: Better patient care within the multi-disciplinary team calls for new team members to be integrated into traditional care teams in the outpatient setting



What is the Role of the VBC Team?

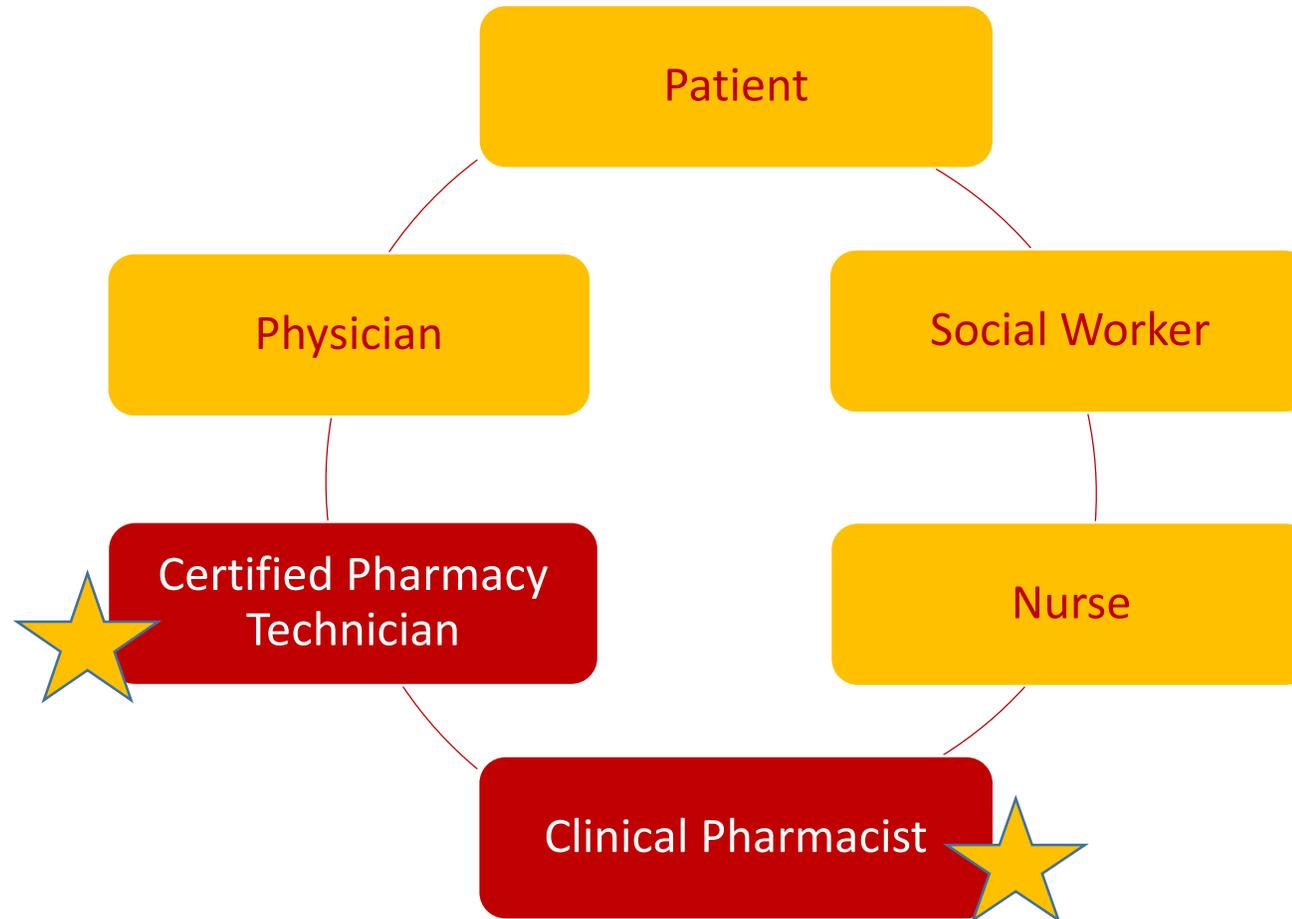
VBC typically contains registered nurses and social workers within the multi-disciplinary team to help patients successfully navigate through the health system.

- Nurses receive referrals from PCP for medical needs which could include anything from assistance with medical equipment to guiding patients through transitions of care
- Social workers receive referrals from PCP for psychosocial needs which could include anything from mental health concerns to linking patients to community resources

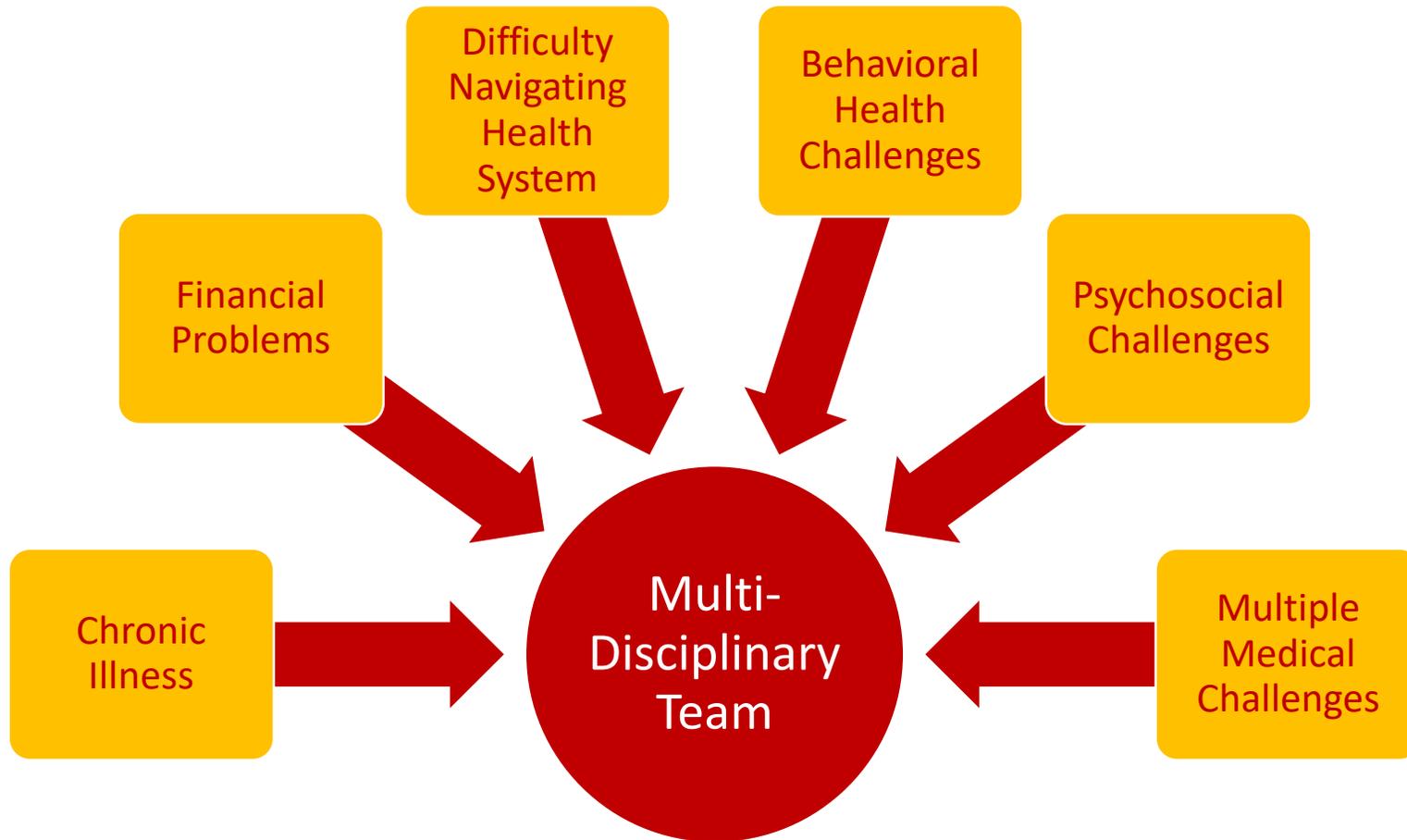
Both nurses and social workers ensure patients are safe at home.



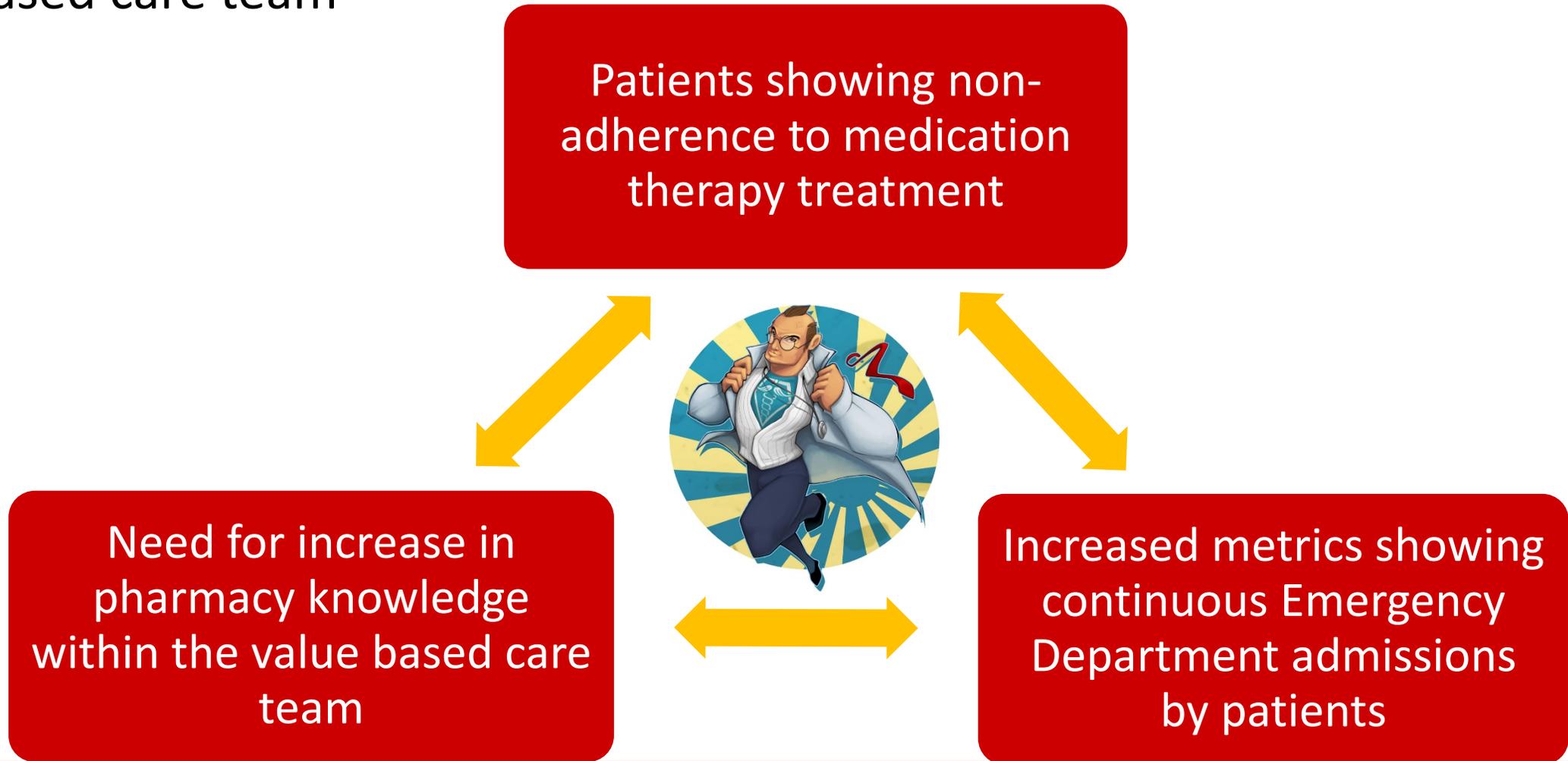
Members of the VBC Team



Types of VBC Patients



Medication-related use of the health system that shifts focus to pharmacy leads to the addition of a pharmacy technician onto a value based care team



What is the Role of Pharmacy Members on VBC Team?

The addition of pharmacy members to the multi-disciplinary team within a Primary Care setting improves patient care

Pharmacy Technician

- Medication Access/Affordability
- Medication History
- Adherence Screening
- Triage To Care Team

Pharmacist

- Comprehensive Medication Management
- Patient Education And Adherence Counseling
- Medication Reconciliation
- Clinical Duties



Technician Role Player

The role of the pharmacy technician is an important support system within a multi-disciplinary team

Hands on clinical therapy allows for better time management for all members of the clinical team

Increased patient medication adherence leads to better patient health

Happy patient ↔ Healthy patient



Fera, et al.

Primary Care Resource Centers (PCRC) are care coordination hubs created in six Pittsburgh community hospitals with a goal to lower readmission rates for targeted diseases.

- Staffed by care transition nurses and one pharmacist

PCRC pharmacist responsibilities include inpatient and outpatient transition of care support:

- Medication review
- Medication reconciliation
- Medication education
- Addressing adherence issues
- Comprehensive medication review



Fera, et al.

Pharmacy technician added at largest PCRC site to support pharmacist with technical chart review and administrative responsibilities

PCRC technician responsibilities include:

- Monitoring for pending discharges
- Identification of possible medication discrepancies
- Documentation of pertinent laboratory and diagnostic data
- Assembly of patient education materials
- Coordinating patient medication assistance program forms
- Updating medication lists for review by pharmacist



Fera, et al.

Efficacy measure	Without technician	With technician	Result	P-value
CMR completion within 5 days of discharge (mean)	116 patients/month	163 patients/month	+ 40.5%	P<0.0223
Time required for chart review (mean)	33.5 min	20.4 min	- 42.4%	P<0.0001

Addition of pharmacy technician to care coordination team allowed for expansion of transitional care and ambulatory pharmacy services to more patients.



Assessment Question #1

Value based care typically contains ONLY registered nurses and social workers within a multi-disciplinary team.

A. True

B. False



What is the Traditional Role of a Pharmacy Technician?

Pharmacy technicians primarily work in a non-clinical, dispensing role within the health care system.

Most common types of settings for a certified pharmacy technician



Community Pharmacy



Specialty Pharmacy



Hospital Pharmacy

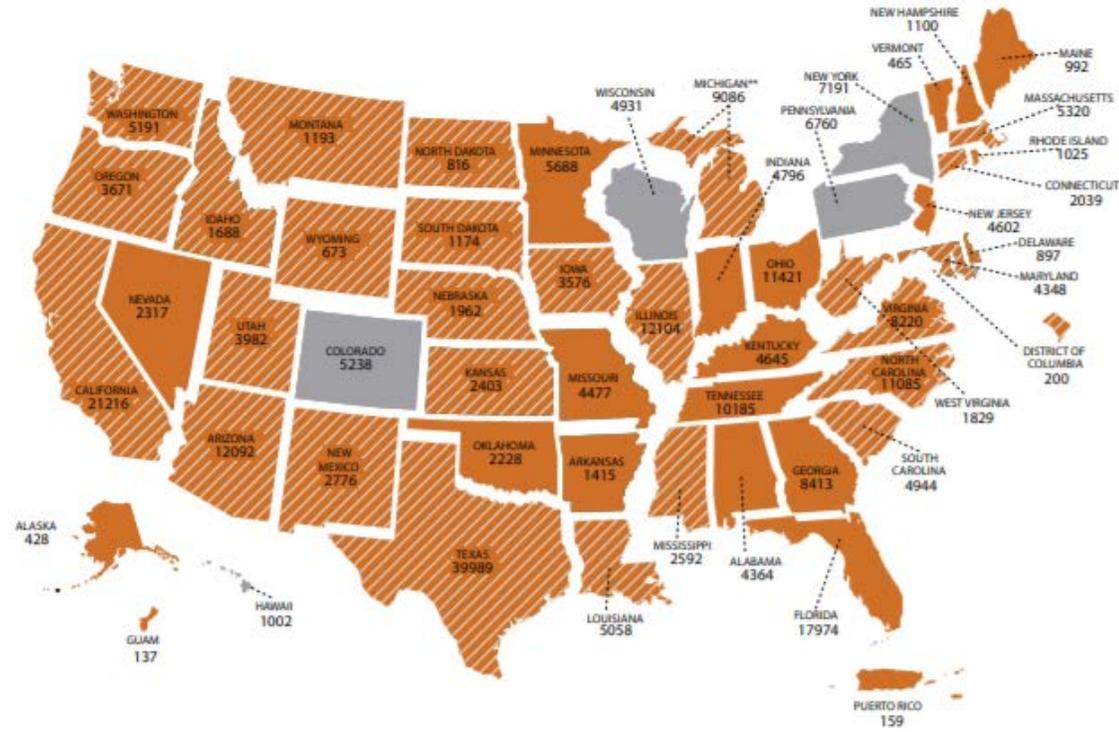


Long-term Care Pharmacy

PTCB. Coming Soon: Advanced Certified Pharmacy Technician Credential. Available at: <https://www.ptcb.org/get-certified/coming-soon-advanced-certified-pharmacy-technician-credential>. Published 2017. Accessed August 14, 2019.



Technician Regulations



As of 2017, 45 states regulate pharmacy technicians and only 24 states (including Illinois) include national certification in their regulations.

Illinois has over 12,000 nationally certified pharmacy technicians.

PTCB. CPhT Map and Technician Regulatory Snapshot. Available at: <https://www.ptcb.org/docs/default-source/default-document-library/ptcb-dec2016-map-8-5x11-vert-b.pdf?sfvrsn=0>. Published 2017.

*Reproduced with permission from the Pharmacy Technician Certification Board (PTCB)



Illinois Law: Technician Scope of Practice

Technicians
may...

- Obtain a medication history
- Assist a pharmacist in the practice of pharmacy

Technicians
may **NOT**...

- Counsel a patient
- Complete drug regimen review
- Complete clinical conflict resolution



Technician Credentialing

- Pharmacy Technician Certification Board (PTCB): national credentialing body
- Advanced credentialing will be available soon through assessment-based certificate programs

Technician Product
Verification

Medication History
and Medication
Reconciliation

Controlled
Substance
Diversion
Prevention

Billing and
Reimbursement

Hazardous Drug
Management



Expansion of Certification



- The expansion of the PTCB certification created many new opportunities for pharmacy technician roles within the health care system.
- This allows for an evaluation of the qualities of current pharmacy technician roles which fit the expanded definition of the role of a pharmacy technician by knowing what tasks can be done in accordance with state law.



Innovative Roles for Technicians

- Data analytics
- Supporting research functions
- Conducting medication histories
- Anticoagulation clinic support
- Coordinating patient assistance programs
- Provision of post-fracture care
- Screening for service eligibility
- Collecting information for clinical plan development



Qualities of a Successful Pharmacy Technician Within a Multi-disciplinary Team

Innovative

- ✓ Value based care requires problem solving and ideas for short and long term solutions
- ✓ Thinking outside the box

Adaptable

- ✓ Each value based care patient is different and require different levels of intervention
- ✓ Change in workflows as a new addition
- ✓ Team player

Organized

- ✓ Time management and patient prioritization



Qualities of a Successful Pharmacy Technician Within a Multi-disciplinary Team

Independent

- ✓ Patient intervention outcomes, defining roles and health system cost savings

Good communicator

- ✓ Ability to effectively and efficiently communicate within the multi-disciplinary team
- ✓ E.H.R. documentation
- ✓ Telephone encounters
- ✓ E-mail/written communication
- ✓ Face-to-face interactions



Qualities of a Successful Pharmacy Technician Within a Multi-disciplinary Team

Attention to detail

- ✓ Data collection
- ✓ Careful interpretation of referrals
- ✓ Analyzing patient needs

Going the extra mile

- ✓ Team work within the multi-disciplinary team allows for better time management



Assessment Question #2

According to Illinois law, which tasks can a pharmacy technician perform within a multi-disciplinary team?

- A. Patient drug education
- B. Gathering medication histories
- C. Benefits investigation into cost-effective therapy options and formulary alternatives
- D. Both B and C
- E. All of the above



Ready Player One...



- Once we know what benefits pharmacy technicians bring to the multi-disciplinary team, we can shape the role to what is required of the position by all members
- This allows the pharmacist within VBC the ability to focus on clinical role



Referrals...Referrals...Referrals...

Pharmacy technicians can receive many different types of referrals for patient intervention within a primary care practice



Types of Referrals

Directly from the
VBC team (nurses,
social workers,
physicians)

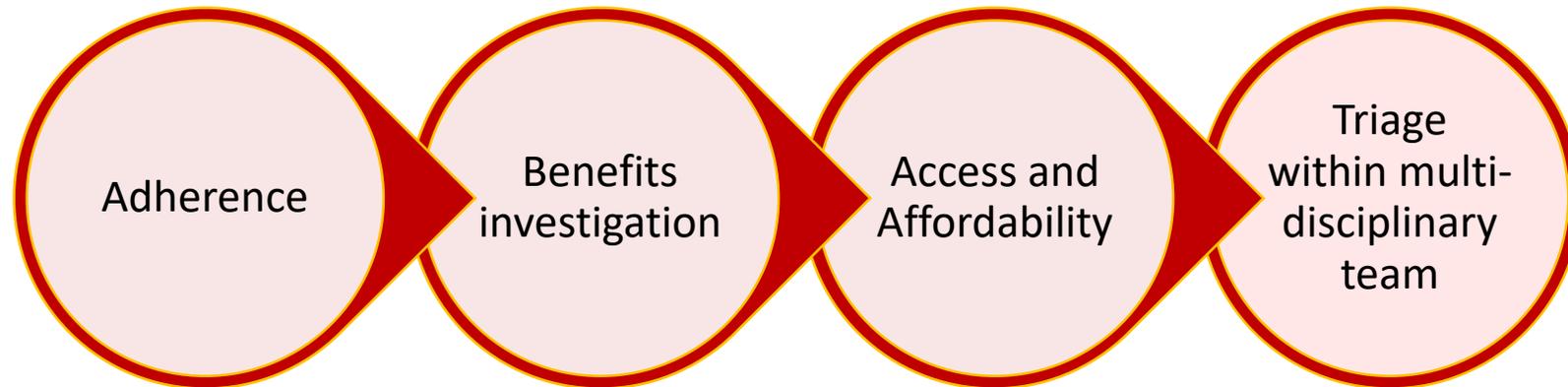
Other health
system providers

Quality metric
reports



What Do We Do With a Referral?

Allowing for pharmacy technician clinical intervention within a multi-disciplinary team will lead to better adherence to disease state therapy



Pharmacy Technician Interventions Within a Multi-disciplinary Team

- 
- Obtain medication histories and evaluate medication adherence
 - Benefits investigation into cost-effective therapy options and formulary alternatives
 - Provide patient with financial assistance (manufacturer co-pay cards/patient assistance programs)
 - Triage patients to pharmacist and health care team for clinical intervention/education



Adherence Phone Calls

Medication adherence phone calls by the pharmacy technician

- Targeted patient list from quality metric reports
- Updating current medication list within the medical record
 - Document in note to pharmacist any new or discontinued medications (OTC, vitamins, supplements) not documented in patient chart
- Evaluate possible adherence issues
 - Communicate with health care team



Benefits Investigations

Benefit investigations made by the pharmacy technician assist the VBC team with drug formulary preferences

Save time and energy of team members for a more focused plan of action

Reduce the number of prior authorizations for prescription medications

Notify team prior to prescribing whether a prior authorization is required

Lead to patient savings, increased adherence and health care cost savings



Access and Affordability



Ability to Triage

Triage to pharmacist when patient need is outside pharmacy technician scope of practice in accordance with Illinois law

Medication
education and
counseling

Medication
management

Medication
side effect
management

Medication
reconciliation



Ability to Triage

Triage to appropriate VBC team member for patients in need of non-pharmacy assistance

Transportation
issues

Housing

Insurance
enrollment

Mental health
resources

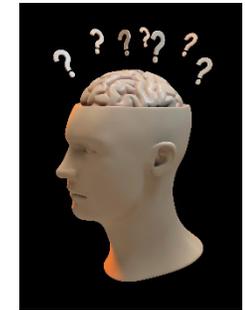
Complex
health care
needs



Patient Case Study

The intervention by the pharmacy technician within a multi-disciplinary team resulted in continued medication adherence and better health of the patient.

61 y.o. Female Type 2 Diabetes Mellitus Recently Uninsured



Patient had become uninsured and currently had only a 2 day supply left of her insulin prescription. She was distraught at the thought of going through the weekend without insulin and had no idea how she could afford her medications...



Assessment Question #3

Based on the case, which of the following interventions is appropriate for the pharmacy technician to assist this patient?

- A. Triage to social worker to apply for insurance
- B. Triage to pharmacist to educate patient on medication management
- C. Enroll patient in manufacturer patient assistance program
- D. All of the above



Patient Case Study Results

- Pharmacy technician secured a short term supply of insulin
- Pharmacy technician enrolled the patient in a Patient Assistance Program to cover her insulin
- Assisted with applying for Medicaid so the patient would no longer be uninsured
- Relieved her anxiety level considerably noted by her MD in the last office visit
- As a result, the patients A1c level dropped from 10.4 to 8.2 in 6 months



Outcomes



Measuring True Value

- Data metrics and record keeping show the benefit of the pharmacy technician within the multi-disciplinary team within the primary care clinical setting
- Measuring and tracking cost savings for interventions reflect the value of this position



Types of Outcome Measurements

Disease state

- Recording the disease state for each intervention can show the multi-disciplinary team trends in needs

Time spent

- Record the amount of time that is spent on each patient intervention to get an overall idea for time management

Cost savings

- Defined as a reduction in a patient's out of pocket expense directly related to the intervention



Common Disease States Within My Practice

Related Disease States

Anticoagulation

Asthma/COPD

Diabetes

Dyslipidemia

HIV

Hypertension

Osteoporosis

Other

Rheumatology



Cost Savings Results Within My Practice

- Cost savings is defined as a reduction of the patient's out-of-pocket expense directly related to the pharmacy technician intervention
- Cost savings was reported for 58 patients from May 1, 2018 – December 31, 2018
- Reported cost savings to patients of at least \$23,493 per month in total
- This related to a patient cost savings of \$405 per patient per month



Assessment Question #4

What are valuable metrics to track for a pharmacy technician role within a multi-disciplinary team?

- A. The disease state of a patient in each of the pharmacy technician interventions
- B. How much money a patient saved on a prescription due to the pharmacy technician intervention
- C. How much time the pharmacy technician spent on a patient intervention
- D. All of the above



Challenges



Types of Challenges in Implementation

Ensuring health system funding to support the new position

Identifying a highly skilled pharmacy technician

Initial small amount of direct referrals

Staff education about the role of the position

Hard to model such a new position as a pilot program

- Unique workflow
- Unknown results
- Unknown team cohesiveness



With Challenges Come Opportunities

The implementation of the pharmacy technician to a value based care team comes with plenty of opportunities for all those involved

Improves both patient and staff engagement

Cost effective way to extend the reach of clinical pharmacy services within the primary care clinical setting

Expanding the role of a pharmacy technician



Assessment Question #5

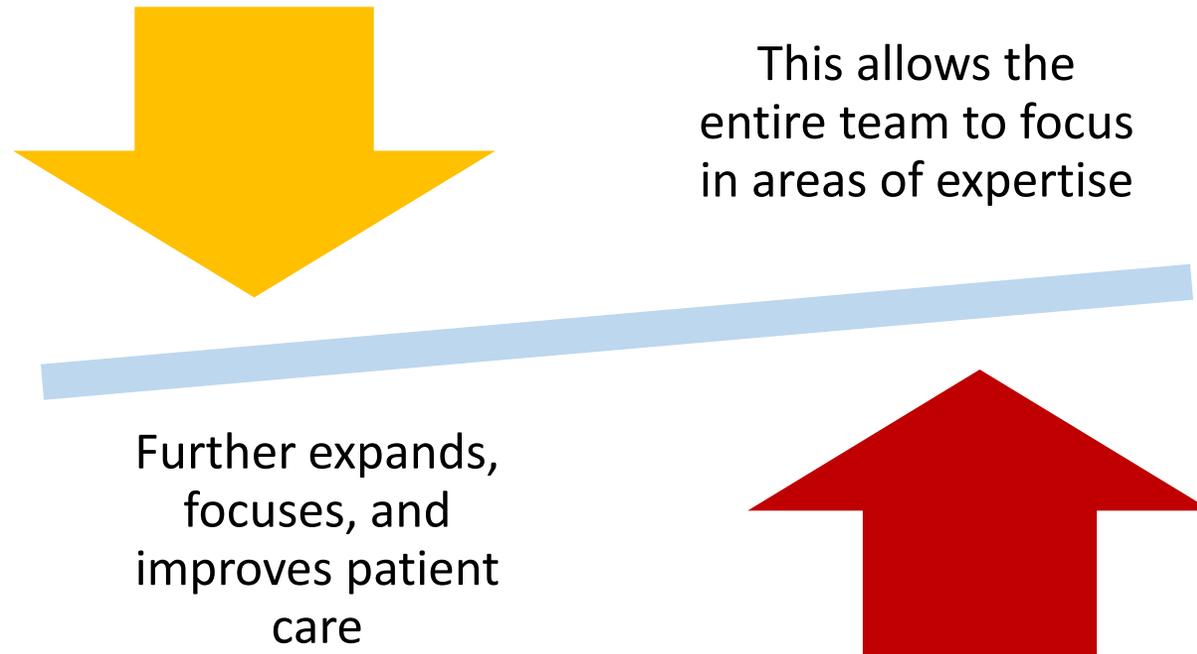
The implementation of a pharmacy technician within a multi-disciplinary team may come with which of the following challenges:

- A. Starting off with a low number of direct referrals
- B. Positional funding within the health system
- C. Staff education about the role of the position
- D. Shortage of highly skilled pharmacy technicians
- E. All of the above



Conclusion

The implementation of a pharmacy technician within a multi-disciplinary team is necessary for overall better patient care



Thank You

Questions?

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