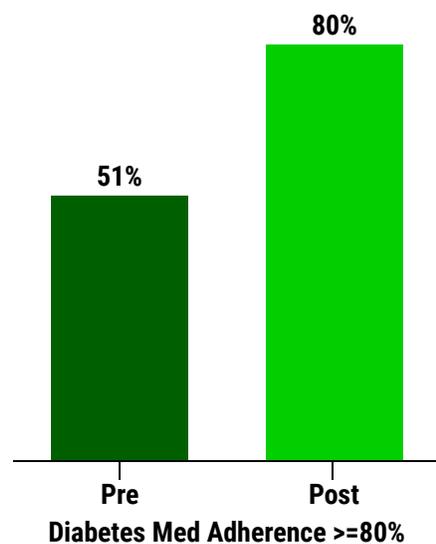
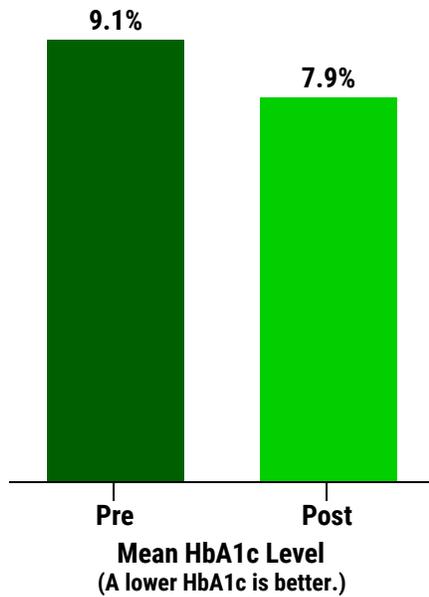




# Medication Therapy Management (MTM) Program Results for Patients with Diabetes



- Between 10/1/21 and 9/30/22, three pharmacy-clinic partners worked to improve diabetes-related health outcomes through medication therapy management (MTM).
- Measures included HbA1c level and diabetes medication adherence.



- **Three pharmacy-clinic partnerships (partners)**
- **50 patients**
- **311 patient consultations**



## Process

- Partners determined which mutual patients could benefit from pharmacist assistance to improve diabetes-related outcomes through medication compliance and adherence.
- Partners made workflow and reporting changes to improve patient outreach/follow-up and communication with each other.
- Pharmacists provided patient consultations on medication, home blood pressure monitoring, nutrition, physical activity, tobacco cessation, and other lifestyle changes.

## Barriers

- No or little reimbursement for community pharmacists spending extra time with patients.
- Less latitude given by clinics to community pharmacists compared with clinical pharmacists.

## Facilitators

- Improved internal processes and reporting systems to track and follow up with patients.
- Improved pharmacy-clinic relationship and communication allowed regular check-ins on patient health improvements.

## Successes

- Lowering A1c levels and improving medication adherence.
- Improved communication and trust was identified as a sustainable aspect of the project for most partners.
- Clinical pharmacist saved clinic providers enough time to assist more patients and increase revenue, allowing clinical pharmacist to engage patients full-time.



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