

Team Up. Pressure Down. Diabetes Community Pharmacy Project Fact Sheet

Goal: Prevent heart attacks and strokes through improved control of blood pressure among people with diabetes.

Project Activity: Engage community pharmacists in the provision of medication-management and self-management support for people with diabetes to increase their medication adherence and improve their disease self-management. Pharmacists will implement the adapted Million Hearts™ *Team Up. Pressure Down. Diabetes* (TUPD DM) materials for people with diabetes taking medication to control their blood pressure.

Opportunities

This project provides an opportunity for you to promote a service that your pharmacy is offering to your community. You may have an increase in patient volume in response to strong word-of-mouth impact.

Pharmacists reported increased job satisfaction as well as increased patient satisfaction. They felt a greater connection with patients during the visit. They were able to utilize the clinical and coaching aspect of a pharmacist's role in diabetes care, education, and support. Spending time on this project allowed for greater ability to interact with patients who are involved in, concerned about, and taking actions to improve their health.

You are provided with useful, free patient education materials and funding to make this happen. Pharmacists noted the benefit of sustainable approaches to medication adherence including synchronization, bubble packaging, and auto-refill programs. Additionally, support of upper management and decision makers can ensure that you and your staff are supported in delivering this service successfully.

The public health impact includes the potential for cost-savings and high return-on-investment when providing care to underserved populations with highest health costs, complex medication regimens, and low access to care.

Potential challenges

It's good to be aware of several challenges that have created barriers for pharmacists that have previously implemented this project. This includes business-related factors such as staffing, workflow, meeting space, scheduling, and time constraints. Patient factors include their perceived need for counseling, engagement in counseling and use of the education materials, and health literacy and numeracy skills. Transfer of prescriptions to mail order kept some patients from visiting the pharmacy regularly. Data related to medication adherence has its limitations such as PDC does not reflect real-time data due to the time lag, and some pharmacies lacked an integrated data system so that without documentation capability into a health system or provider's EHR, it is necessary to manually send documentation and referrals.

Support from DPHHS

The Montana Department of Public Health & Human Services is pleased to engage with community pharmacists on this project. The Diabetes Program has a federal grant from the CDC to fund this work in 2017-2018 and will provide the following:

- Free education materials adapted from the Million Hearts™ TUPD initiative mailed to your pharmacy. Materials will serve 40 patients with diabetes. Additional copies available upon request.
- Funding (\$5,000) will support your time spent in reviewing these education materials, any necessary adjustments to business plans and workflows, and reporting deliverables.
- Templates are provided to assist in meeting the following:
 - 1st payment will be made for \$2,500.00 upon receipt of the letter of intent, request for materials, and invoice due on or before **June 15, 2017**.
 - 1st deliverable with your project plan will be due on or before **August 15, 2017**.
 - 2nd payment will be made for \$2,500.00 upon receipt of the final deliverable and invoice due on or before **March 15, 2018**.
 - Expect payment within 30 days after DPHHS has received these items.
 - Submit deliverables and invoices to Sarah Brokaw by Mail to Montana Diabetes Program, PO Box 202951, Helena, MT 59620-2951, Fax 406-444-7465 or Email sbrokaw@mt.gov.

Project Materials

Million Hearts™ patient education and pharmacy resource materials. A description and link to materials are online at <http://dphhs.mt.gov/publichealth/diabetes/pharmacists>. Hard copies will be mailed to the pharmacy.

- Project overview:
 - Welcome letter from the Million Hearts Executive Director
 - Fact sheet about *Team Up. Pressure Down.*
 - Overview of *Team Up. Pressure Down.* Tools, Implementation, and Evaluation
 - Key messages for pharmacies & pharmacists
 - Montana's *TUPD DM* Project Fact Sheet 2017-2018
- Pharmacist resources:
 - Poster
 - Discussion Tool Pocket Guide
 - Blood Pressure and Diabetes Guide
 - DRAW® Tool Worksheet
 - Video Vignettes
 - Continuing Education Program
 - Patient Tracking Tool
- Patient resources:
 - Promotional Postcard
 - My Blood Pressure and Medications Journal
 - Medication Tracker Wallet Card
 - Magnet
 - Medication Reminder Sheet

Medication Adherence: Defined as the proportion of days covered (PDC) value of $\geq 80\%$.

Other Tools and Resources

Validated point-of-care tools to assess medication adherence and patient barriers to adherence:

- Adherence Estimator
- ASK-20 Questionnaire Adherence Survey
- Beliefs about Medicine Questionnaire (BMQ)

Medication Therapy Management (MTM), which includes the following core elements:

- Comprehensive medication review
 - Identifying medication-related problems (MRP)
 - Appropriateness-Effectiveness-Safety-Adherence (*in that sequence*)
 - Prioritize plan for MRP resolution
- Personal medication record
- Medication-related action plan
- Intervention and/or referral
- Documentation and follow-up

Contact information

- Sarah Brokaw, Program Manager, at (406) 444-9154 or sbrokaw@mt.gov.
- Susan Day, Officer Manager and Financial Specialist, at (406) 444-6677 or sday@mt.gov.
- For more information about our program, please visit www.diabetes.mt.gov.