


Therapeutic Substitution in Arkansas: Tools for a Successful Pharmacy Practice Model

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APA ANNUAL CONVENTION 2017

Disclosures

- ▶ I have no disclosures for this presentation



**“ The late former U.S. Surgeon General
C. Everett Koop famously
remarked that “drugs don’t work in
patients who don’t take them.” ”**

Ready for Pick-Up: Reducing Primary Medication Non-Adherence

A New Prescription for Health Care Improvement

A NEHI Issue Brief | October 2014

Objectives

- ▶ Define therapeutic substitution & outline of the law
- ▶ Describe the benefits of therapeutic substitution for providers & the pharmacy
- ▶ Provide examples of successful and unsuccessful implementation of therapeutic substitution
- ▶ Explain how to start the therapeutic substitution conversation with providers
- ▶ Examine references for success

Background

- ▶ Bobby Glaze, PharmD
- ▶ UAMS COP Class of 2014
- ▶ Pharmacist-in-charge & manager of Morrison's Clinic Pharmacy in Camden, AR
- ▶ Pharmacy practice located within Baptist Health Ouachita Valley Family Clinic, consisting of 11 Physicians, 1 Physicians Assistant, and 1 Nurse Practitioner

Therapeutic Substitution & the Law

Defining Therapeutic Substitution

- ▶ Addition to the pharmacy practice act as House Bill 1185 that was passed during the 2013 Arkansas general session
- ▶ “Prescription” means an order for medicine or medicines usually written as a formula by a physician, optometrist, dentist, veterinarian, or other licensed medicinal practitioner. It contains the names and quantities of the desired substance, with instructions to the pharmacist for its preparation and to the patient for the use of the medicine at a particular time **and may authorize the pharmacist to substitute a therapeutically equivalent drug that is at a lower cost to the patient and communicate that authorization by any generally accepted means of communication of a prescription from a prescriber to a pharmacist.**

Requirements to Substitute

- ▶ The substitution of a therapeutically equivalent drug shall occur **only after the prescriber grants such authorization** for each prescription
- ▶ The prescriber must indicate on **each individual prescription** that therapeutic substitution is allowed
- ▶ This is indicated by the writing or abbreviation of **“May Therapeutically Substitute” (MTS)** or **“Therapeutic Substitution Allowed” (TSA)**
- ▶ **“Therapeutically Equivalent”** - drug products from the same therapeutic class that if administered in appropriate amounts will provide the same therapeutic effect, identical in duration and intensity

Requirements to Substitute

- ▶ Medication must be at a LOWER cost to the patient
- ▶ Before dispensing, the pharmacist shall verbally discuss any suggested substitution with the patient:
 - Inform the patient that the patient has a right to refuse the substitution.
 - Notification that the substitute does not contain an identical ingredient to the prescribed drug.
 - Explain differences between doses and frequency of the two drugs.
- ▶ The pharmacy must notify the prescriber of a therapeutic substitution by writing or by electronic communication within 24 hours of dispensing the substitute



Benefits of Therapeutic Substitution

Benefits to Provider

- ▶ Prescriber not required to memorize insurance formularies
- ▶ Decrease in workflow interruption for office and clinical staff
- ▶ Increase in patient adherence
- ▶ Decrease in required Prior Authorizations (TSA fast pass)

Benefits to Pharmacy

- ▶ Decrease in Primary Medication Non-Adherence
 - Patient does not pick up initial fill of a new prescription
 - NEHI estimates that Primary Medication non-adherence averages between 15-30%
- ▶ Enhancement in chronic disease management
- ▶ Improvement in CMS Medicare Star Ratings

Benefits to Pharmacy

- ▶ Improved patient relationships
 - Patient's feel involved in their healthcare
 - Creates an open line of communication with a patient
- ▶ Increase in revenue

Incorporating Therapeutic Substitution

Laying the Groundwork

- ▶ **Gather your resources** for making therapeutic substitutions
 - Decide what drug classes to substitute
 - Currently, my collaborative allows substitution of PPIs, H2 Antagonist, ACE inhibitors, ARBs, Beta Blockers, sulfonylureas, inhaled albuterols, and inhaled corticosteroids
 - Find reputable dosing equivalent sources for your drug classes (ex. Pharmacist's letter)
- ▶ **Contact prospective prescribers** and provide education and resources you plan to use for substitutions
- ▶ **Prepare your communication letter** for when you make a substitution

Notification of Therapeutic Substitution

Dear Provider,

Morrison's clinic pharmacy has made a therapeutic substitution for our mutual patient. In agreement with your consent as denoted on the prescription. The following information provides details of the prescribed and substituted drugs. Please use this information to update the patient's records. For any concerns or questions please contact us. Thank you for your agreement to utilize therapeutic Substitution.

Patient:

Date of Birth:

Prescribed Drug:

Directions:

Therapeutic Substitute:

Directions:

Sincerely,

Bobby Glaze PharmD

Morrison's Clinic Pharmacy

Personal Success & Failures

- ▶ Initiation of Therapeutic Substitutions Service in August 2016
 - Since then, we have made 437 substitutions
 - 107 substitutions in January alone (72 albuterol inhalers)
 - 90% of substitutions have come from 3 classes (PPI's, Albuterol Inhalers, & Inhaled Corticosteroids)
- ▶ 1 year for full implementation and support for providers
 - Focused on nursing staff to aid utilization
- ▶ 6 (out of 13) prescribers that regularly utilize the service



Approaching Prospective Providers

Seeking the Appropriate Provider

- ▶ Build on established Relationships
- ▶ Look for someone who regularly seeks your recommendations
- ▶ Engage pharmacist-friendly providers



Starting the Conversation

- ▶ Try to arrange a time to meet in person to have the discussion.
- ▶ Come prepared with a copy of the law, your drug equivalent charts, and your communication letter.
- ▶ Be sure to highlight the benefits that providing this service offers to the prescriber and your pharmacy.
- ▶ Bring examples of what substitutions would be made so the provider feels comfortable.


References for Success

References

- ▶ Arkansas State Board of Pharmacy
 - <http://www.pharmacyboard.arkansas.gov/>
 - Pharmacy Lawbook Section A Page 4 Definition (17)
- ▶ Pharmacist's Letter/Physician's Letter
 - Click on the Formulary/Drug Comparison Tab on the home screen
 - Go to dosage comparison charts
 - <http://pharmacistsletter.therapeuticresearch.com/cat5717-Drug-Information-Dosage-Comparison-Charts/Browse.aspx?s=PL>



Questions?



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Real world success stories

Workflow innovation

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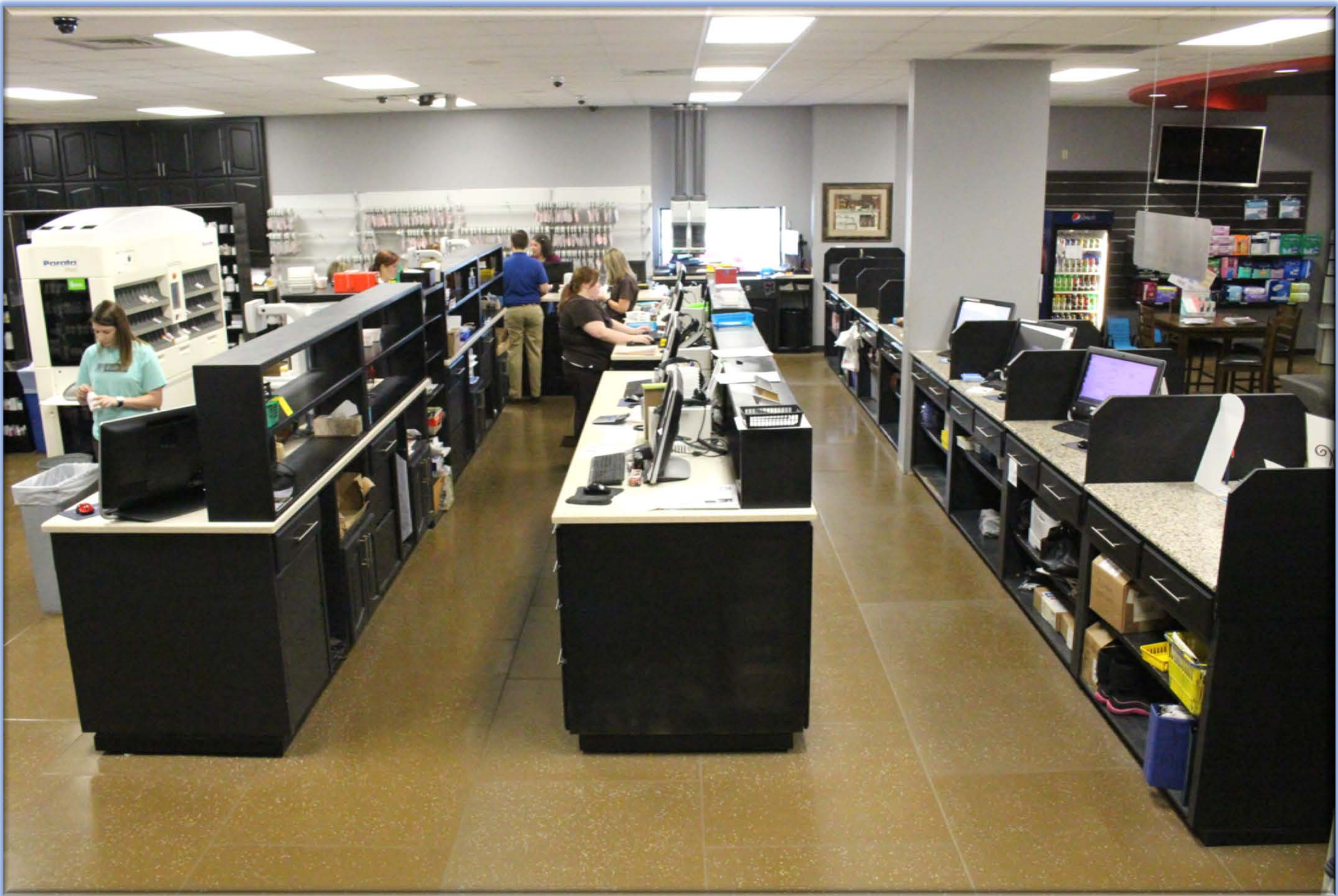
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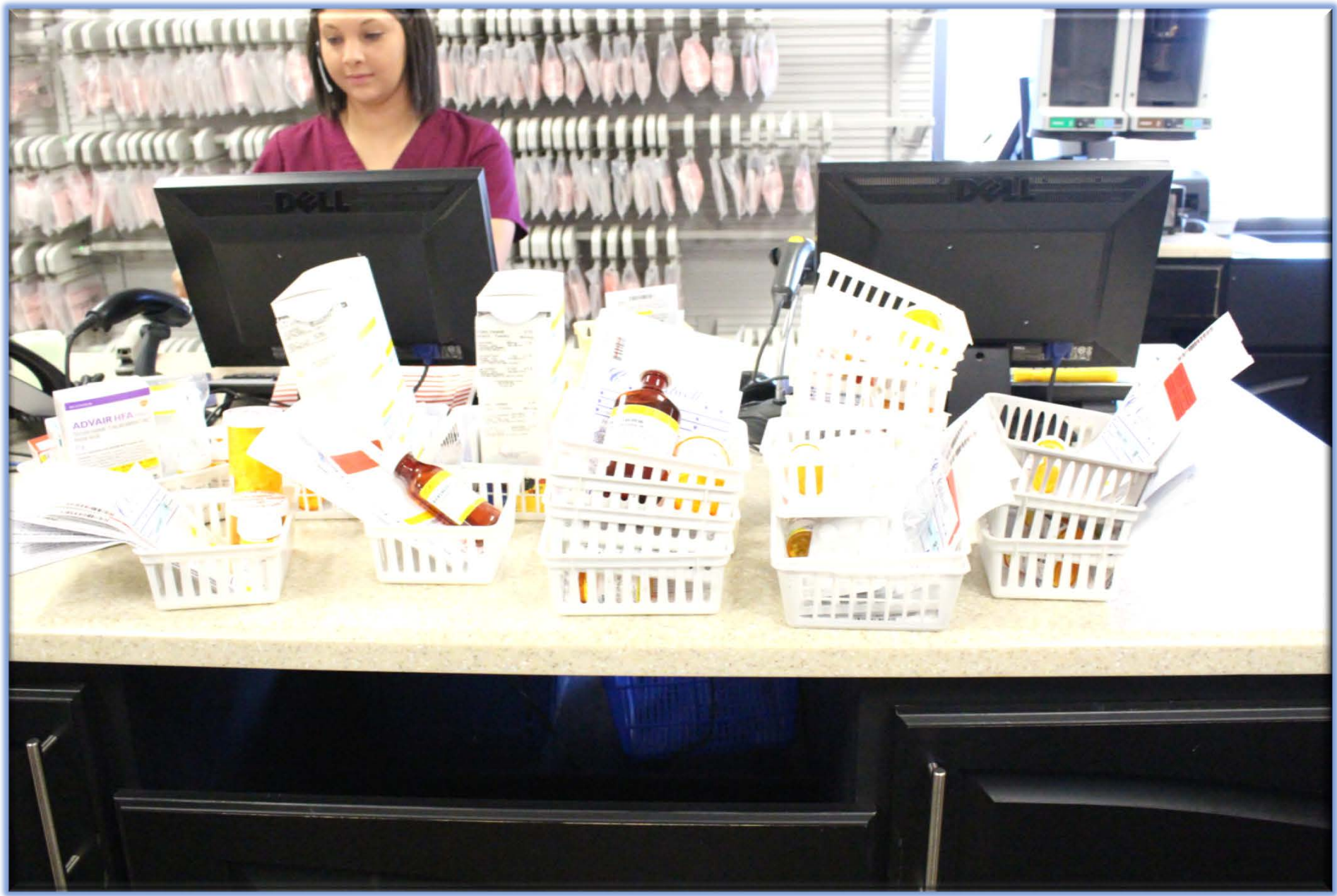




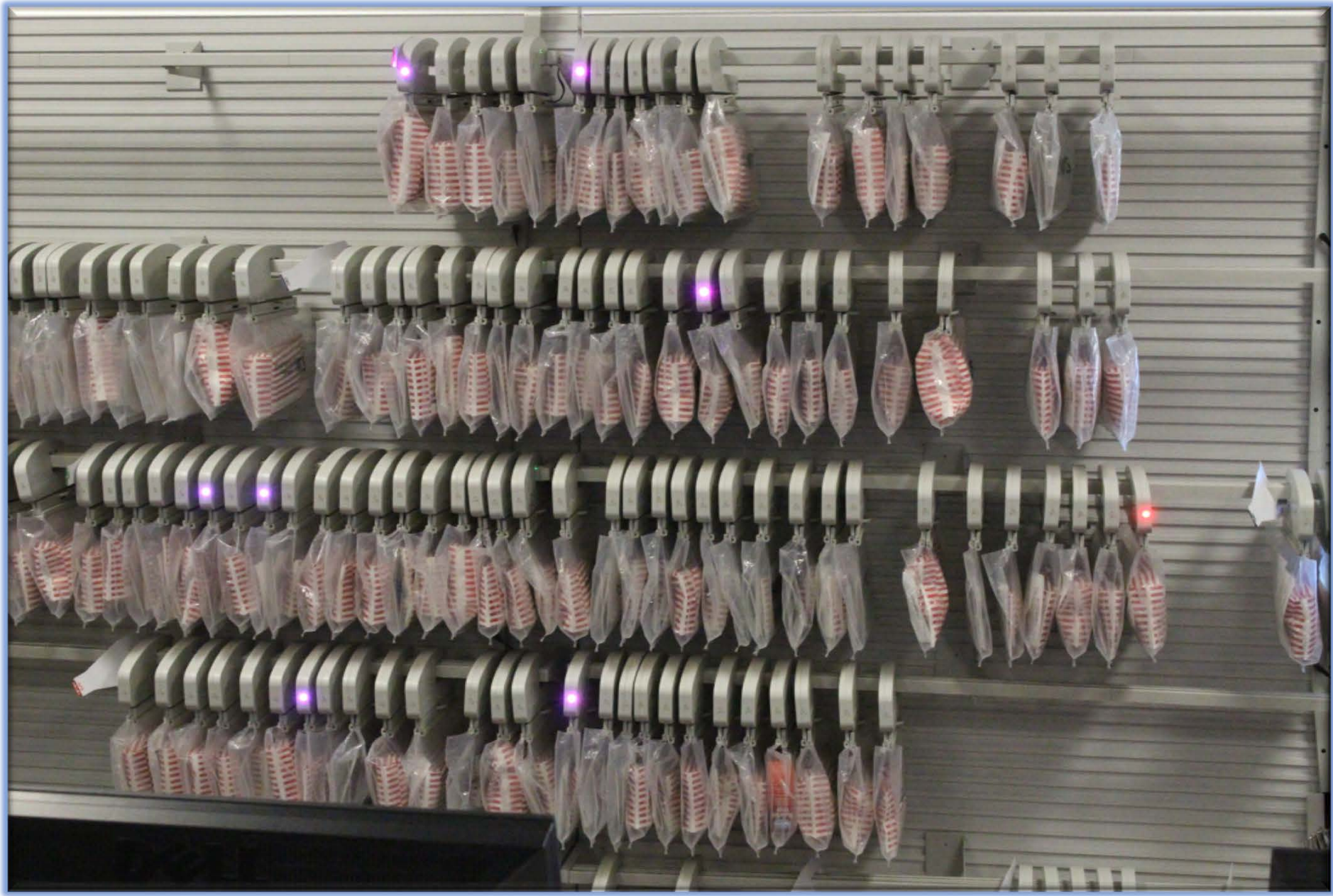
















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MTM The Future Today: The Pharmacy Technician Impact

Leslie Reed



Disclosures

No financial relations to disclose



Do you currently use pharmacy technicians in your MTM program?

- Yes
- No



Challenges to Effectively Implementing Medication Therapy Management Services

- Knowledge of MTM services
- Patient interviewing skills
- Difficulty navigating MTM platforms
- Gaps in clinical knowledge for MTM services
- Time to complete services
- Integrating services into the pharmacy workflow
- Effective pharmacist-prescriber communication



MTM The Future Today

- ✓ Knowledge of MTM services
- ✓ Patient interviewing skills
- ✓ Difficulty navigating MTM platforms
- ✓ Gaps in clinical knowledge for MTM services
- ✓ Time to complete services
- ✓ Integrating services into the pharmacy workflow
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Implementation of
MTM

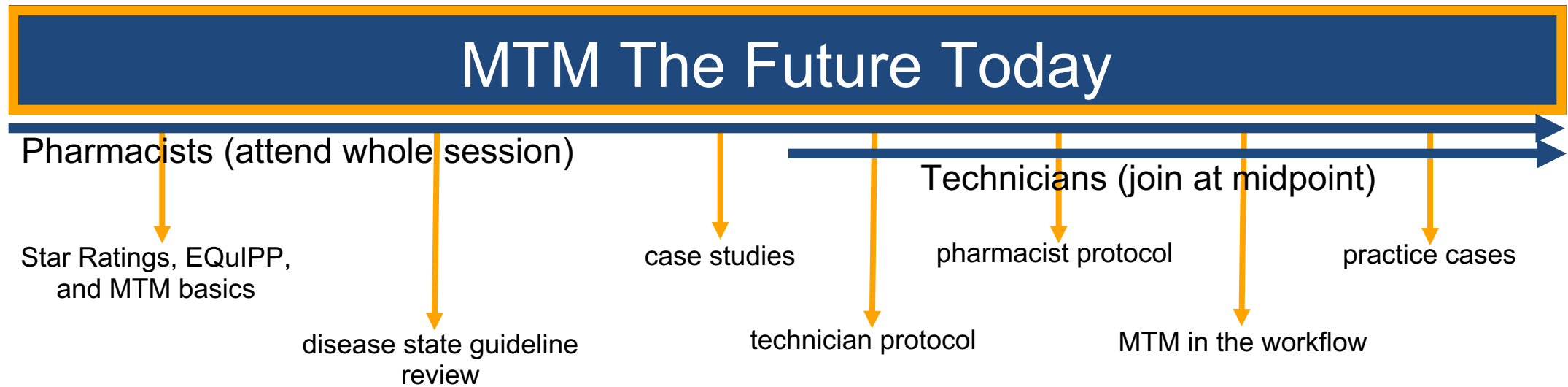


MTM The Future Today

- Live training program for pharmacists and pharmacy technicians
- Team-based focus on completion of MTM services
- Teaches how to workflow MTM services in the community pharmacy
- Two part program- 8 hour live CE plus protocol manuals with special forms



Training Layout



Team-Based Approach

- Technician driven MTM services:
 - Track and prioritize cases
 - Contact patients
 - Schedule appointments
 - Create patient folders
 - Document and bill for services
 - Fax prescribers
- Pharmacist time dedicated to clinical services



Technician Involvement

- Pharmacy technicians integral part of the MTM team
- Pharmacy technicians drive the MTM program and ensure cases are completed
- MTM trained pharmacy technicians work with the rest of the team to make sure everyone stays up to date
- Increased technician involvement leads to more clinical time for the pharmacist



MTM The Future Today

- Harps Pharmacies trained their staff in October 2015
- In one year, completion rates increased from below 20% to over 90%
- Harps went from not being ranked in the top 40, to #4 in the nation among regional chains in the Outcomes platform



MTM The Future Today

- Pharmacists reported more confidence in performing services
- Pharmacists reported decreased time spent on MTM services
- Before training, 50% of pharmacists reported time as their biggest challenge. After training, only 10% reported time as a challenge.
- In 1 year, net profit from MTM equivalent to over 2.5 million dollars in prescription fill revenue



Pharmacy Technician Perspective

- Harps pharmacy technicians report:
 - Increased job satisfaction
 - Larger impact on patient care
 - More important role in the pharmacy
 - Improved relationship with patients



Pharmacy Technician Perspective

- Enjoy hands-on activities with the patients
- Increased familiarity with MTM patients and their healthcare needs
- Increased patient response with technician involvement
- Team-based approach increases patient involvement with the pharmacy



Pharmacy Technician Experience

- Clinically-minded Rx intake
- Patient in the store
- Patient post-discharge
- The pharmacy team difference



MTM The Future Today

- Team-based approach important for successful MTM program
- Training that incorporates pharmacy technicians
- www.MTMTheFutureToday.com

