Virtual Telpharmacist-Delivered Chronic Care Management Services: A Pilot Program Evaluation

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Aims.

1. Improve key CMS’ Part C & D Star Ratings
2. Improve national consensus treatment guideline compliance
3. Reduce costs
4. Reduce hospitalizations;
5. Improve safety (e.g., drug interactions, therapeutic duplication)
6. Proactively involve by the primary referring physician and healthcare team
7. Provide medication adherence
8. Reduce barriers to accessing medications and/or cost saving interventions
9. Reduce errors; and reduced medication costs
10. Reduce pharmacist-related costs
11. Reduce medication costs
12. Reduce barriers to accessing medications

Methods.

1. This virtual clinic provides a viable alternative to traditional face-to-face pharmacist counseling services
2. This innovative delivery model provides an enhanced and more personal approach to chronic care management

Results.

1. A diverse group of patients (n=69) at a family medicine clinic received chronic care management services from the telpharmacist during the pilot program; 94.2% of patients were taking at least 5 chronic disease medications
2. A total of 200 clinical interventions and recommendations were made including: safety (46.0%); guidelines (24.5%), national consensus (13.3%); adherence (10.0%); and other (3.0%)
3. More than one third (37.5%) of the recommendations resulted in a change being made. However, no cost saving interventions (e.g., brand name to generic Rx) were accepted
4. One third (37.5%) of the recommendations resulted in a change being made. However, no cost saving interventions (e.g., brand name to generic Rx) were accepted

Discussion.

1. Of the clinical interventions implemented, more than half were safety related (53.3%); the remaining were adherence (18.7%) and guideline related (national 14.7%, vaccine 13.3%)

Conclusions.

1. This virtual clinic provides a viable alternative to traditional face-to-face pharmacist counseling services
2. This innovative delivery model provides an enhanced and more personal approach to telepharmacist-delivered chronic care management

References.