

A Partnership in Chronic Care



Management

Chronic Care Management (CCM) is an even greater challenge in rural areas, where practices typically have fewer resources. QIN-QIO Health Quality Innovators linked a primary care practice to an independent pharmacy and supported their partnership to deliver CCM. Emporia Medical Associates and A&B Pharmacy serve a Southside Virginia community disproportionately affected by chronic disease. By working together, they did more for Medicare patients and their businesses.

Partnership

133

In 2017, Emporia ranked 133rd (last) in the Commonwealth of Virginia for health outcomes.

Practice Role

- Recruits eligible patients
- Collaboratively creates a care plan with the pharmacist
- Submits Medicare claims
- Reimburses pharmacy for CCM services
- Follows up with pharmacist as needed

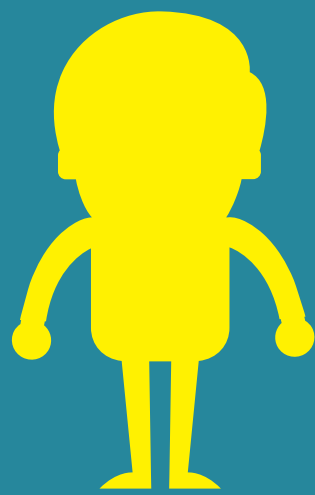
Pharmacy Role

- Meets monthly with patient (phone or visit)
- Implements the care plan
- Coaches patients, reviews meds
- Coordinates with practice

Patients

*Examples: Patient status before receiving CCM

Patient A*



- Did not know it was necessary to refrigerate insulin
- Required multiple hospital stays
- Was not maintaining a healthy weight

Patient B*



- Used the same lancet for one year to test his blood sugar
- Did not consistently follow the meal plan outlined for him
- Did not maintain frequent communication with physician



Medicare patients recruited for pilot program based on medical history

Patient Benefits

- Monthly contact with pharmacist
- Medication reconciliation and Rx synchronization
- Guidance for eating healthy and getting active
- Tools for tracking blood glucose levels, blood pressure monitoring and medication schedule
- Time to ask questions

Outcomes

100%

Percentage of patients who reported improvement after dieting and exercising

85%

Percentage of patients who kept their CCM monthly appointments



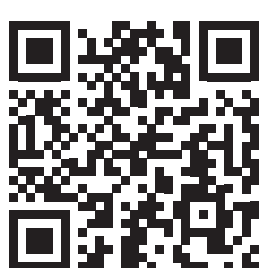
Practice showed improvement in related quality measures

- 8% increase in Clinical Medication Reconciliation
- 6% increase in Chronic Care Management
- 11% increase in Tobacco Cessation



Pharmacy is improving medication adherence, patient self-monitoring skills, gaining new customers and filling unmet needs in the community

The CCM program will continue and expand so all of the practice's clinicians can refer patients.



Scan QR code to watch a Partnership in Chronic Care Management video



This material was prepared by Health Quality Innovators (HQI), the Medicare Quality Innovation Network-Quality Improvement Organization for Maryland and Virginia, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. HQI|11SOW|20180105-181801

For more information about this project, contact:

QIN-QIO: Cindy Warriner, BS, RPh, CDE
cwarriner@hqi.solutions or 804.289.5320

PTN: Nachi D. Mason, MSHA
nmason@hqi.solutions or 804.289.5320