APPENDIX A
How to Identify Target Patients

1. USE MTM. Medication therapy management (MTM) programs help target patients for you and often provide a service or activity fee for completing cases.

- If you are not already doing MTM, consider enrolling with a vendor such as:

  – Mirixa (Call Mirixa at 866.218.6649, 8:30 a.m. to 5:30 p.m. ET Monday through Friday)

  – Outcomes (click "pharmacy" tab on top, then "getting started" link)

  – Socrates

  – Check with your state pharmacy association for any state or local MTM or pharmacy quality–related opportunities

- If you are looking for additional training to help you or your pharmacy team integrate MTM into your pharmacy, consider taking the CE course available on Health Mart University titled "Practical Steps for Integrating MTM into Your Daily Practice"

- If your pharmacy is already doing both targeted and comprehensive medication reviews, it is critical to implement a process to check for new MTM cases daily (e.g., "open" cases) and complete the cases within the specified time frame

2. LEVERAGE EQuIPP DATA. For help picking a measure where impacting even one patient can make a big difference, evaluate your pharmacy's performance using EQuIPP. See Appendix E for a quick cheat sheet of how to read your EQuIPP dashboard.

- When reviewing your Pharmacy Performance Report on EQuIPP consider, based on current performance, approximately how many patients are needed to affect your performance for a given measure and move it to at or above the 5-star goal level.

- For example, for Diabetes Proportion of Days Covered (PDC), if your performance was currently based on 100 patients and the gap between current performance and the 5-star goal was 1%, just one patient would be needed to move the store to the 5-star level. Look for opportunities like this, where even small changes can make a big difference.

- Remember that while you may move one patient in the correct direction, another may become an outlier if you only rely on retrospective data of outliers. Keep your patients on track by being proactive using behavioral coaching and look to go beyond the 5-star CMS threshold goal.

3. DO REPORTING. Use your pharmacy-management tools to run reports to help you identify patients.

- For all measures: Consider running NDC or drug-specific reports for the measure(s) you want to work on improving

- For PDC measures: Consider running compliance or past-due refill reporting

- Explore creating custom reports (if available in your pharmacy-management system) to help filter the list of patients to target even further (by NDC, by payer, etc.)

  o Use the "Analyze Performance" button in EQuIPP under the measure you are looking to improve to see from which payer(s) the patients who are contributing to your score are coming from. Consider targeting patients with that payer and running a report looking for patients taking those medications from the given payer.

4. CREATE FLAGGING SYSTEM. Flag patients who are identified outside of your workflow.

- For patients who are identified outside of your workflow (e.g., through MTM cases or by running a report from your pharmacy-management system), consider a process for calling patients or placing a patient note in the pharmacy-management system to help identify those patients on their next visit.