

CONNECTING COMMUNITY RESOURCES TO IMPROVE HEALTH OUTCOMES

Clinics and Community Pharmacies

XULVA 2009

Philomene B. Allain, BPharm

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009

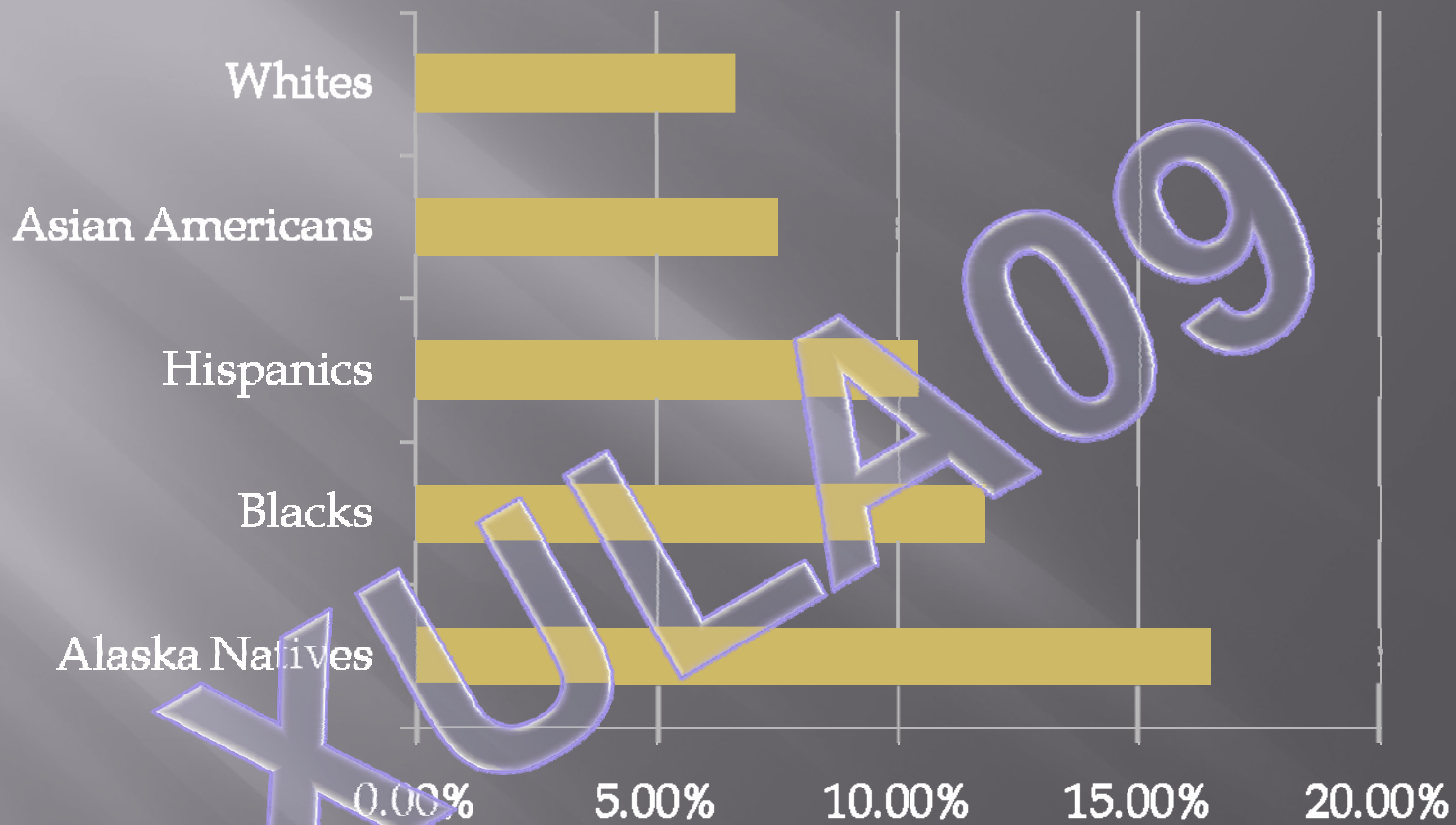
Any use, copying, or distribution without written permission from the presenter is prohibited

**“Identifying Disparities Is A
First Step Toward Understanding
What Causes Them And What
Can Be Done To Reduce Them”**

AHRQ Pub. No 02-P007
November 2001
www.ahrq.gov

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

Diagnosed Diabetes Disparity Among Ethnic Groups



Historical Document: June 24, 2008

Content source: [Office of Enterprise Communication](#)

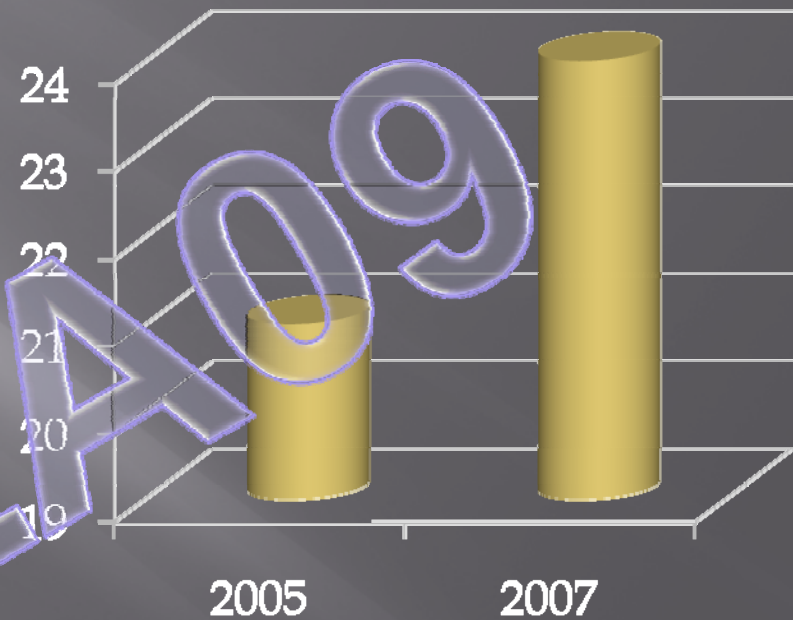
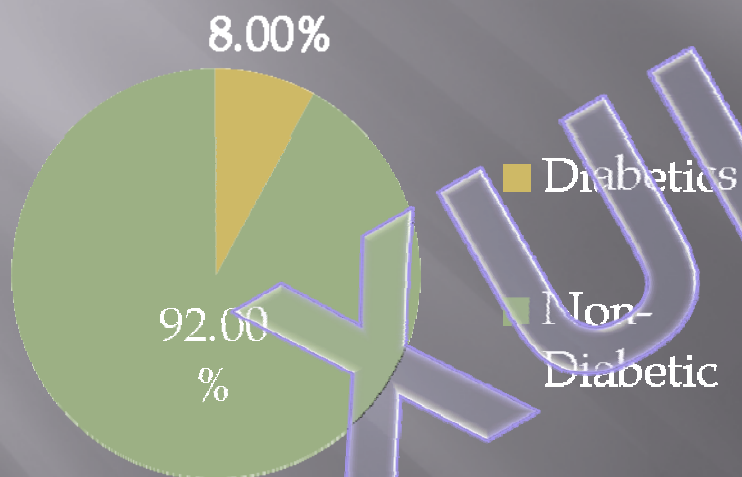
Notice: Links to non-governmental sites do not necessarily represent the views of the CDC

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009

Any use, copying, or distribution without written permission from the presenter is prohibited

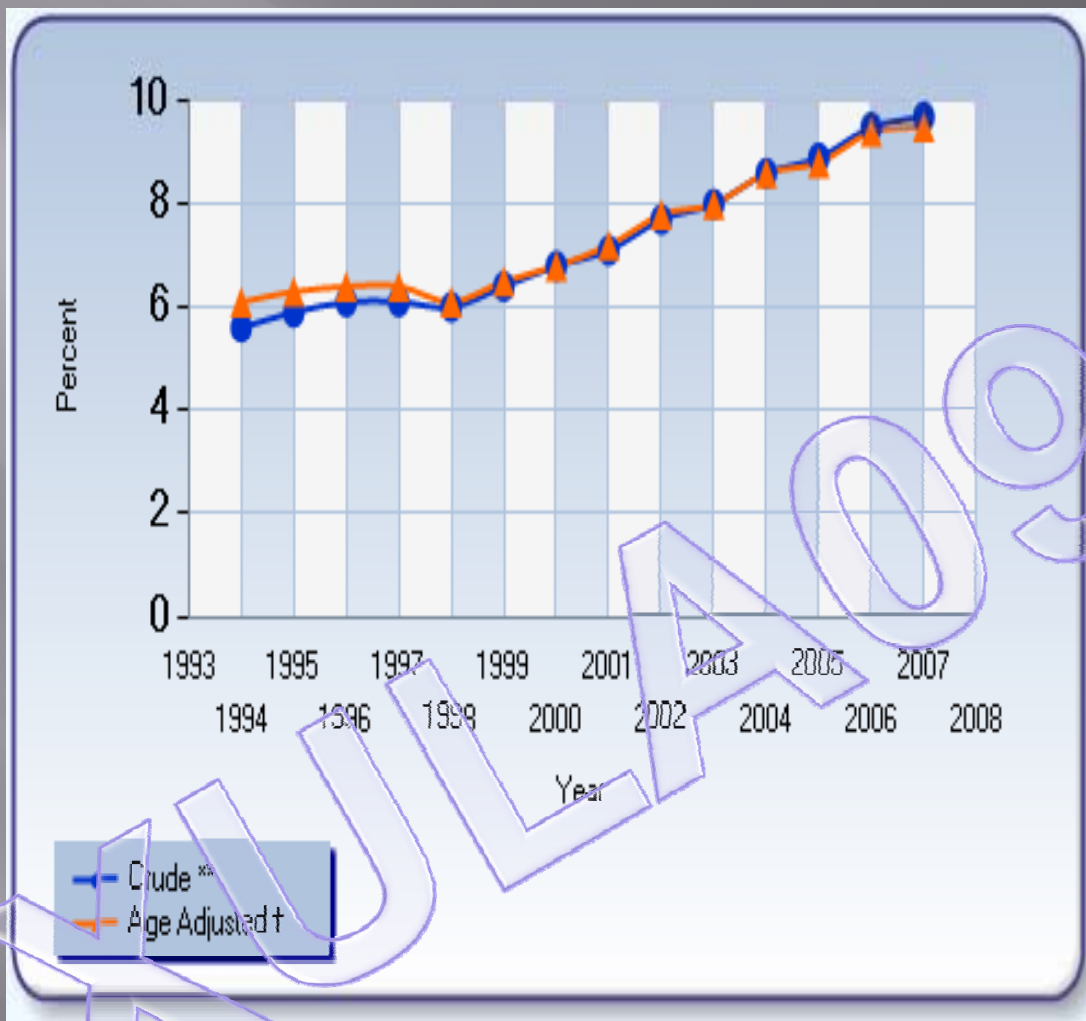
US Diabetic Population (millions) 2005 vs 2007

Diabetic Population - U.S. 2007



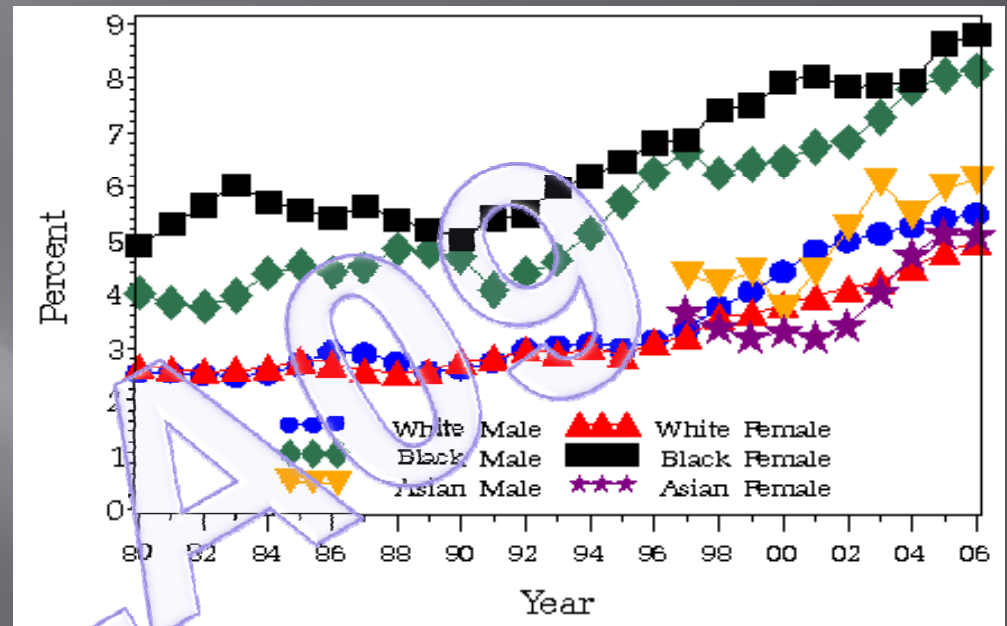
Centers for Disease Control and Prevention (CDC).

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited



□ Louisiana - Percentage of Adults with Diagnosed Diabetes, 1994 - 2007

Age-Adjusted Percentage of Civilian, Noninstitutionalized Population with Diagnosed Diabetes, by Race and Sex, United States, 1980-2006



XUL

Historical Document: June 24, 2008
Content source: [Office of Enterprise Communication](#)

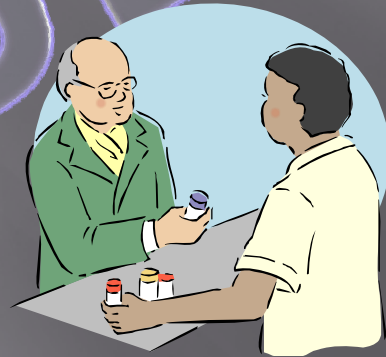
Notice: Links to non-governmental sites do not necessarily represent the views

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

PHARMACISTS PLAY A CRUCIAL ROLE IN IMPROVING HEALTH OUTCOMES

- Pharmacists' role and expertise, given diagnoses by physicians, is to ensure drug therapy is appropriate, effective, and rational. Patient outcomes are given highest priority.

Pharmacists are equipped with skills to prevent, identify, and resolve drug-related problems; recommend cost-effective therapy; and counsel patients on drug therapy.



PHARMACY TIMES APhA 2007

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009

Any use, copying, or distribution without written permission from the presenter is prohibited

Known Facts about this Epidemic

- ▣ 20.8 million people have diabetes - **7% of the population**
- ▣ 14.6 million of these have been diagnosed
- ▣ 6.2 million have not
- ▣ An estimated 41 million people are pre-diabetic
- ▣ Minorities have a higher incidence of diabetes
- ▣ Type II diabetes is the fastest growing disease in the U.S., now afflicting children as well as adults
- ▣ Within the working age population (Age 20+) 20.6 million or 9.6% of this population have diabetes:

THIS REPRESENTS THE PATIENTS THAT WE CAN HELP!!!

Center for Disease Control

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009

Any use, copying, or distribution without written permission from the presenter is prohibited

Diabetes Complications

- Diabetes is the leading cause of:
 - kidney failure
 - new cases of adult blindness
 - nontraumatic lower-limb amputations
- In adults with diabetes:
 - the risk of periodontal (gum) disease is two to three times higher
 - 60 to 70 % have mild to severe nervous system damage

NIDDK, National Diabetes Statistics
2007.

www.diabetes.niddk.nih.gov/dm/publications/statistics/

Pharmacists are an Integral Part

"Diabetes is a serious disease, but one that can be managed through proper patient education and monitoring," said William Ellis, APhA Foundation CEO.

"Through a collaborative health care team approach, pharmacists can help patients understand the importance of eating well, exercising regularly and taking their medications as prescribed so they can live longer, healthier lives."

APhA Foundation

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

THE ASHVILLE PROJECT

A HEALTH CARE MODEL DEVELOPED IN NORTH CAROLINA FOR PEOPLE WITH CHRONIC CONDITIONS, DEMONSTRATED THAT PHARMACISTS WORKING WITH HEALTH CARE PROVIDERS ARE ABLE TO EDUCATE PEOPLE ABOUT THEIR DIABETES AND IMPROVE DELIVERY OF RECOMMENDED CARE

Pharmacy Times Oct. 2007
www.pharmacytimes.com

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

Community Pharmacy Transformation

“The pharmacy profession is moving beyond the traditional compounding and dispensing of medication towards a more active role in patient counseling and medication therapy management, specifically in patients with chronic diseases such as diabetes,” said John A. Gans, APhA's executive vice president and CEO.

APhA Foundation

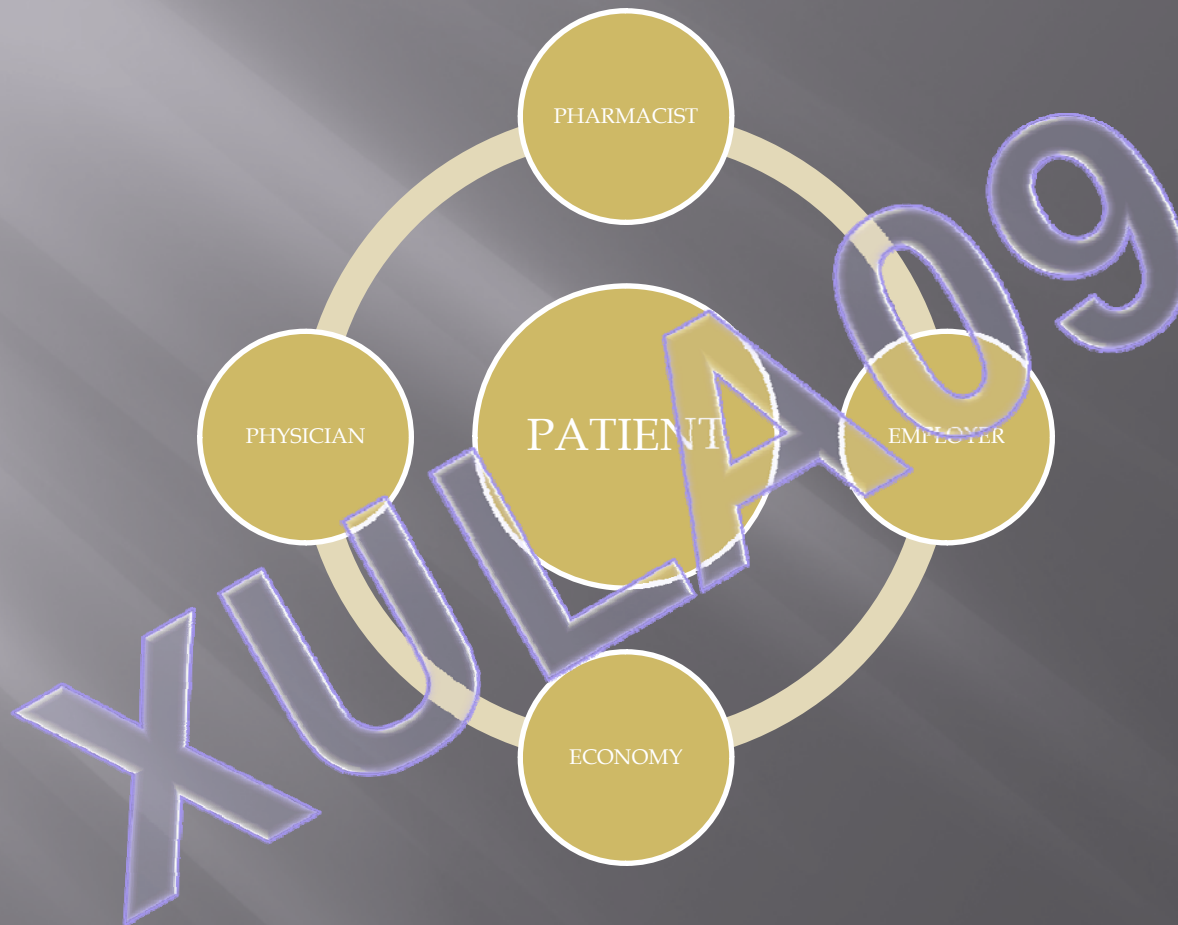
Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

HealthMapRx

- ▣ The Patient Self-Management Program (PSMP) is a service of the American Pharmacists Association (APhA) Foundation, a 501(c)(3) non-profit organization. The program is based off of previous research by the APhA Foundation and the Asheville Project. The success of this model, and five replications throughout the nation, has taught business leaders in Communities across the U.S that health care can be an investment in well-being rather than an expense for sickness.
- ▣ PSMP is effective because patients, pharmacists, physicians, and other health care providers collaborate to lower the cost and improve the quality of consumer health outcomes through the safe and effective use of medications.

APhA Foundation
www.healthmaprx.com

WHO BENEFITS



Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

WHY PHARMACISTS ?

MOST ACCESSIBLE

TRUSTING

TRAINED TO
PROVIDE CLINICAL
DIABETES
MANAGEMENT
SERVICES

MEDICATION
EXPERTS

CAN WORK
COLLABORATIVELY



PHARMACISTS MAKE A REAL DIFFERENCE IN THE COMMUNITY



WORKING TOGETHER TO MANAGE DIABETES

“A MULTIDISCIPLINARY
TEAM APPROACH IS
CRITICAL TO SUCCESS IN
DIABETES CARE AND
COMPLICATIONS
PREVENTION”

CENTER FOR DISEASE CONTROL,
NIH, NDEP

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

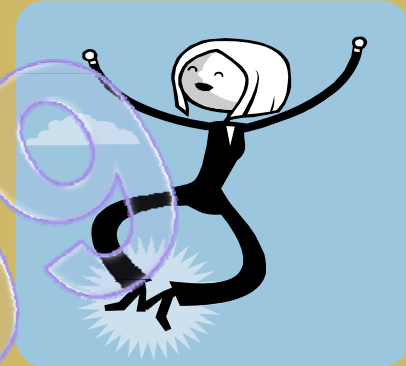
MEDICATION THERAPY MANAGEMENT



IMPROVE
COLLABORATION
AMONG HEALTH
CARE TEAM



ENHANCE
COMMUNICATION
BETWEEN PATIENTS
AND THEIR HEALTH
CARE TEAM



EMPOWER PATIENTS
TO OPTIMIZE
MEDICATION USE
FOR IMPROVED
HEALTH CARE
OUTCOMES

APhA and NACDS (Core Elements of an MTM Service Model)

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

MTM Service Model Core Elements



*permission. Copyright © 2008 by the
American Pharmacists
Association and the National
Association of Chain Drug Stores
Foundation.
All rights reserved.*

Desired Impact of the MTM Core Elements Service Model

- ▣ Patient
 - Empowered to take an active role in medication management
 - ▣ Personal Medication Record (PMR)
 - ▣ Medication-related Action Plan (MAP)
- ▣ Health care Professional
 - Improved transitions and continuity of care
 - Improved medication use outcomes
- ▣ Payers
 - Reduction in adverse drug events
 - Potential to lower overall health care costs through improved outcomes

Used with permission. Copyright © 2008 by the American Pharmacists Association and the National Association of Chain Drug Stores Foundation. All rights reserved.

Personal Medication Record (PMR)

- A comprehensive list of the patient's medications
 - Prescriptions, non-prescriptions, herbal products and other dietary supplements
- Helps facilitate continuity of care
 - Patients and pharmacists are encouraged to share PMR with other health care professionals
- Patients are encouraged to keep their PMR updated
- PMR template reviewed by Health Literacy Expert for ease of patient use

*permission. Copyright © 2008 by the
American Pharmacists
Association and the National
Association of Chain Drug Stores
Foundation.
All rights reserved.*

Medication Therapy Review (MTR)

- ▣ Collection of patient-specific information
- ▣ Assessment of medication therapies to identify medication-related problems
- ▣ Development of a prioritized list of medication-related problems
- ▣ Creation of a plan to resolve these problems
- ▣ Patient education and training
- ▣ Communication of appropriate information to other health care professionals

*permission. Copyright © 2008 by the
American Pharmacists
Association and the National
Association of Chain Drug Stores
Foundation.
All rights reserved.*

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

What can MTM Services do?

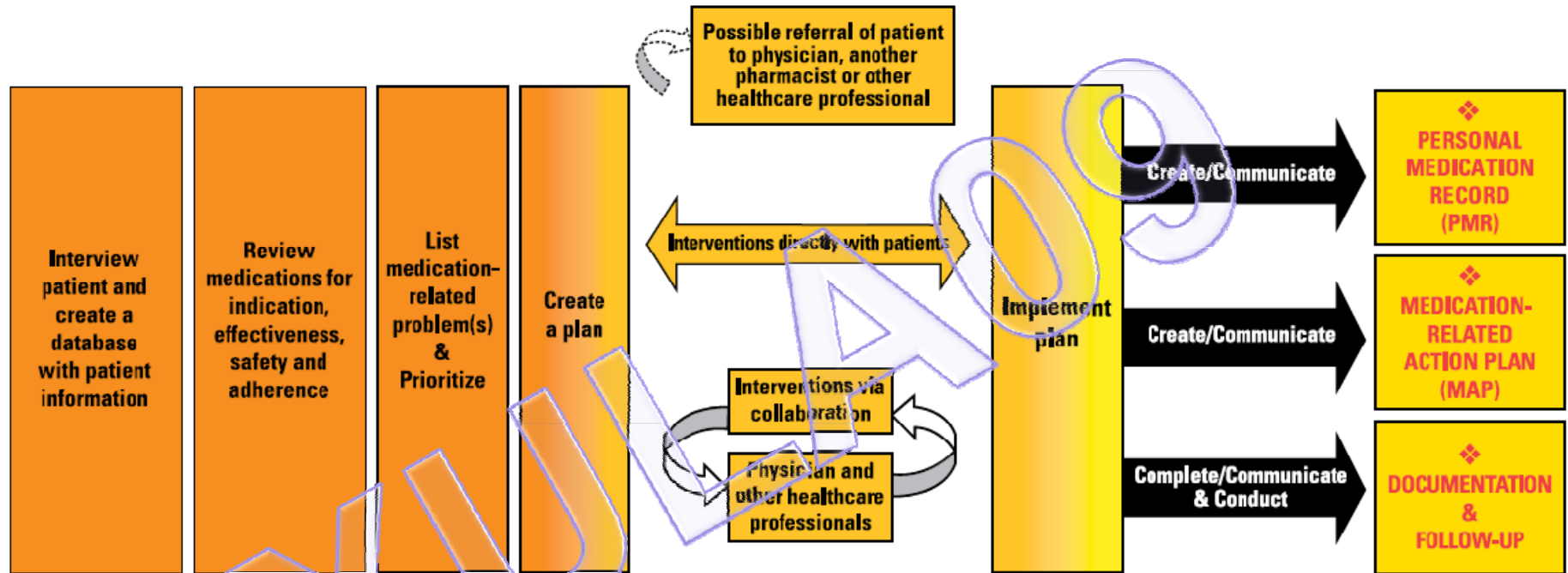
- ▣ MTM Services can:
 - Improve patient care
 - Enhance communication between providers and patients
 - Improve collaboration among providers
 - Optimize medication use for improved patient outcomes

*permission. Copyright © 2008 by the
American Pharmacists
Association and the National
Association of Chain Drug Stores
Foundation.
All rights reserved.*

The diagram below depicts how the MTM Core Elements (❖) interface with the patient care process to create an MTM Service Model

❖ **MEDICATION THERAPY REVIEW**

❖ **INTERVENTION AND/OR REFERRAL**



Used with permission.
Copyright © 2008 by the
American Pharmacists
Association and the National
Association of Chain Drug
Stores Foundation.
All rights reserved.

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

The Need for MTM Services

- ▣ Inappropriate use of medications costs an estimated \$177 billion annually
- ▣ More than 1.5 million preventable medication related adverse events occur each year

- » Ernst FR, Grizzle AJ. Drug-related morbidity and mortality: updating the cost-of-illness model. J Am ADVERSE Assoc. 2001;41:192-9.
- » Institute of Medicine. Report Brief: Medication Errors. Washington, D.C.: Institute of Medicine; July 2006. <http://www.iom.edu/Object.File/Master/35/943/medication%20errors%20new.pdf>. Accessed September 1, 2007

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

Patient Safety and Clinical Pharmacy Services Collaborative (PSPC)

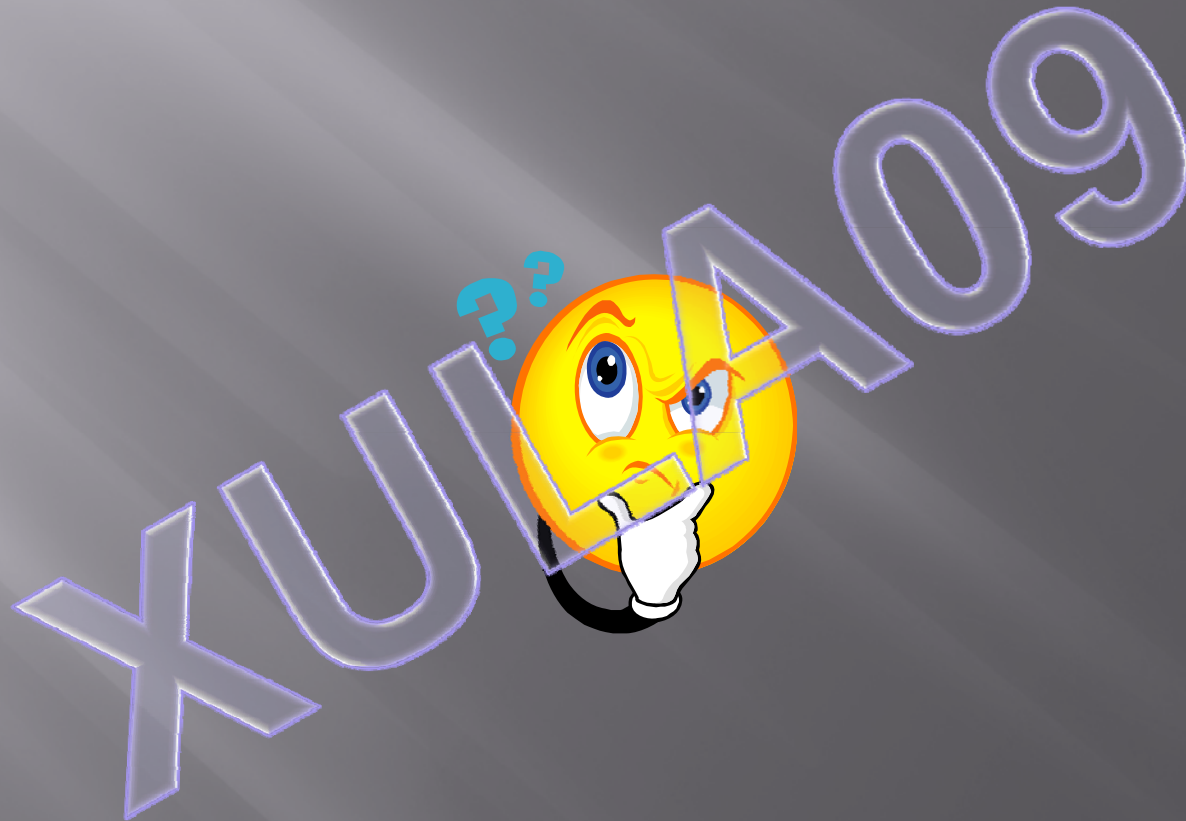
Collaborative Aim:

“Committed to saving and enhancing thousands of lives a year by achieving optimal health outcomes and eliminating adverse drug events through increased clinical pharmacy services for the patients we serve.”

2008 HRSA Knowledge Gateway All
Rights Reserved.

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

WHAT CAN YOU DO?



Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

STARTERS



NEW KIND OF PHARMACY

“Pharmacists are emerging from “behind the counter”
to play a pivotal role in patient care management
in
the primary health care setting.’

Pharmacists and Primary
Health Care - 2004

Presented at the Xavier University of Louisiana College of Pharmacy's 3rd Annual Health Disparities Conference – April 19-21, 2009
Any use, copying, or distribution without written permission from the presenter is prohibited

Questions?

▣ THANK YOU

Philomene Burrell- Allain, Rph
Walgreens Pharmacy
Piedmont Pharmaceutical Care Network
Missy3732@hotmail.com
2418 S. Carrollton Ave.
New Orleans, Louisiana 70118
504-861-5033

*Used with permission. Copyright ©
2008 by the American Pharmacists
Association and the National
Association of Chain Drug Stores
Foundation.
All rights reserved.*