This year, we celebrated the 20th anniversary of OutcomesMTM. We began as Outcomes Pharmaceutical Healthcare—long before the term MTM even existed! A small group of committed pharmacists started with an idea: show healthcare payers the value in engaging pharmacists for clinical services that leverage their relationships and deep expertise to reduce healthcare costs and improve quality of care for members. Twenty years later, we facilitate MILLIONS of interventions to help patients across the U.S. Now, we’re looking ahead to how we can apply our expertise and creative energies to the next evolution of medication therapy management.

This reflection reminds us to not lose sight of why we do what we do: people across the country depend on the services in our MTM programs. Members depend on their health plans to implement programs that help them navigate a complicated healthcare system and keep them healthy. They depend on their pharmacists to help them avoid medication-related problems, so they can focus on their lives. Pharmacists depend on information to help them care for their patients. Health plans, pharmacists and, ultimately, patients depend on the technology that makes all that possible, like our Insight™ Clinical Engine and Connect™ Platform, as well as the expertise behind our interventions. Within this issue, we’re showcasing what fuels our passion: helping people prevent and resolve medication-related problems by empowering medication experts—pharmacists—to intervene. Thanks for being a part of our journey. We look forward to the next 20 years of MTM innovation!
Our business is empowering people to effectively manage health. We identify drug therapy problems and work with expert providers to resolve them. We design interventions to improve patient outcomes and achieve quality goals. We prioritize the work, so MTM providers can spend less time finding the starting point and more time solving and preventing medication-related problems.

In 2018, OutcomesMTM®

**Better outcomes are the bottom line.**

- **Addressed** 420K medication therapy problems to optimize health outcomes
- **Facilitated** 1.9M adherence interventions to identify and eliminate adherence barriers
- **Secured** $436M in healthcare savings based on our Actuarial Investment Model (AIM®)
- **Attained** 94% patient acceptance rate for patient-level consultations
- **Obtained** 75% validation in prescription claims data for successful interventions
- **Achieved** 100% data validation audit success for Medicare Medication Therapy Management (MTM) Programs

In 2019, OutcomesMTM® Trends Report
Success is a moving target. A diverse delivery system can help get you there.

**Network**

**MTM Claims in 2018**

- **3.87M**
- **67K**
- **71K**

**Retail Pharmacies**
Engagement in MTM is on the rise among retail pharmacies. With the most accessible healthcare providers and expanding clinical capabilities, community pharmacies are able to reach members who may be difficult to connect with through other channels.

**Long Term Care**
Delivering MTM services to members in long term care comes with some unique challenges. We are actively working with several organizations to reach more LTC members.

**Clinic + Health Systems**
Interest in providing MTM services continues to increase from clinics and health systems of all sizes. Requests to join our Personal Pharmacist™ Network are coming directly from MTM providers as well as referrals from health plans.

**Telephonic Health Plan**

**Health Plan**

- **330K**
- **55K**

**Patient Engagement Team**
Engaging our team of pharmacists to deliver telephonic MTM services fills service gaps and increases the number of members served. The flexibility of this team provides additional scale and expanded language capabilities.

**Internal Team**
Payers with internal staff providing MTM services may document interventions within our platform. Documenting in our Connect™ Platform alongside other delivery channels allows for efficient reporting and reduces the likelihood of waste from duplicate interventions for patients.

**OutcomesMTM** has invested in community pharmacists as a vital provider of medication therapy management (MTM) services. Our extensive, engaged network remains our primary channel, which we combine with a nimble telephonic team for our multi-channel delivery system. As rating thresholds change and healthcare payers increasingly turn to MTM as a way to improve outcomes and reduce healthcare costs, diversification of channels is a key strategy to achieve goals.
Optimizing care to put life first

GUARDING AGAINST DISEASE

Personal Pharmacist® Connie Clawson
Payless Pharmacy, West Lafayette, IN

In the Connect™ Platform, Connie was alerted to a young patient who would benefit from an assessment to evaluate their vaccination needs. She reviewed the state registry of administered vaccinations and identified several immunizations the child was missing in comparison to the childhood immunization schedule. She discussed her recommendations with the patient’s guardian and provided a list of the necessary immunizations.

Outcome

The guardian was appreciative of Connie’s review and confirmed they would make an appointment to get the child on a catch-up schedule for their immunizations.

PREVENTING A SERIOUS ASTHMA ATTACK

Personal Pharmacist® Jeffrey Moskowitz
RapportPharmacy, Philadelphia, PA

A TIP alerted Jeffrey to a patient with asthma and high blood pressure whose blood pressure medication is considered suboptimal for people with asthma. The medication could worsen asthma and cause difficulty breathing. Jeffrey discussed this with the patient and recommended transitioning them to a safer alternative.

Outcome

The patient’s permission, Jeffrey contacted the prescriber, who agreed with his recommendation. He then notified the patient of the change, saving the patient a trip to urgent care for all of their healthcare needs.

GETTING BLOOD SUGARS UNDER CONTROL

Personal Pharmacist® Kathy Kain
 Kroger Pharmacy, Sterling Heights, MI

Kathy identified a patient with diabetes whose blood sugar levels were above the recommended goal. When reviewing the patient’s medications, she determined blood sugar readings could be improved by increasing the dose of their diabetes medication. Kathy explained the importance of maintaining lower blood sugar levels to prevent progression of their disease and future complications. With the patient’s permission, she contacted the patient’s physician.

Outcome

The physician agreed to increase the dose and sent a new prescription to the pharmacy. Kathy notified the patient of the change, saving the patient a trip to the doctor to address uncontrolled blood sugars.

PROTECTING A HEART

Personal Pharmacist® Danielle Fernandez Norkus
Patient Engagement Team

During a CMR with a Spanish-speaking patient who had heart failure, Danielle identified two duplications of therapy. The prescriber had changed the patient’s heart failure regimen, including initiating a new heart failure medication and changing the beta blocker strength. The patient was confused with some of the therapy changes. They had continued taking the old ACE inhibitor medication, which was contraindicated with the new therapy, and the old beta blocker medication in addition to the new beta blocker strength.

Outcome

Danielle advised the patient on which medications to take and which to discontinue. Addressing the duplications reduced the patient’s risk of serious side effects.

RESOLVING STOMACH DISCOMFORT

Personal Pharmacist® Ryan Long
Summit Medical Group, Knoxville, TN

Ryan learned a patient with diabetes was experiencing stomach discomfort as a side effect of their medication causing them to take medication less frequently than prescribed. He explained the importance of taking the medication to adequately control blood sugar levels and prevent future complications of diabetes. With the patient’s permission, Ryan contacted the prescriber to recommend a lower dose.

Outcome

The prescriber agreed, and Ryan informed the patient how the lower dose would decrease side effects. He confirmed the patient would take the medication daily and make lifestyle modifications to prevent other adverse reactions. Ryan’s intervention helped the patient avoid a physician visit to address the stomach discomfort or symptoms of uncontrolled diabetes.

SETTING UP A HEALTHY FUTURE

Personal Pharmacist® Allison Dixon
Meijer Pharmacy 220, New Albany, IN

A TIP engaged Allison to guide a parent to schedule an important healthcare service, an annual well-child exam. She talked with her patient’s parent about the value of an annual exam to ensure their child is developing physically and mentally as well as to prevent future illness. During their discussion, Allison learned the family would previously go to urgent care for all of their healthcare needs.

Outcome

The mother was receptive to Allison’s counseling and contacted a pediatrician to schedule a well-child exam.

A well-tuned regimen and solid understanding of your medications means they become part of your routine. Medication therapy management (MTM) empowers people to better manage their medications and health, so they can focus on other important things, like spoiling grandkids, deciding what’s for dinner, enjoying coffee with friends, producing great work or finally finishing that book.
Medicare MTM Program (MTMP) Targeting

Medicare plan sponsors take a range of approaches from a tight focus on key disease states that impact their population to broad eligibility criteria that extend MTM services to members beyond the core MTM program.

Our business is connecting—members with quality care. Data with actionable information. Expert providers to information that guides care. Interventions to desired outcomes.

When the goal is improved outcomes, plan sponsors go beyond the base requirements. Sixteen OutcomesMTM clients extend eligibility for MTM services to Medicare members beyond their core MTM Program. These broader programs center around quality measures, such as adherence, gaps in care, medication reconciliation and more.

Approximately 71% of MTM programs target beneficiaries who have filled at least eight covered Part D drugs, up from 66% in 2017.

500+ TIPS IN OUR TARGETED INTERVENTION PROGRAM LIBRARY

50+ DISEASE STATES TARGETED VIA RX CLAIM PROXY

100% developed & maintained by OutcomesMTM clinical pharmacists

3.2 TIPs IDENTIFIED PER MEMBER on average in 2018

Most common disease states selected by OutcomesMTM Medicare clients

- DIABETES
- CHRONIC HEART FAILURE (CHF)
- CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD)
- ASTHMA
- OSTEOPOROSIS

Our Insight™ Clinical Engine processes data and delivers actionable clinical information to MTM providers. Our Targeted Intervention Program (TIP®) generates prompts, known as “TIPs,” that support patient care and drive quality by focusing pharmacist activity on medication issues, such as gaps in care, non-adherence, high risk medications, cost-saving opportunities and more.

OutcomesMTM clients have included up to 29 disease states in their MTMP selection criteria.

Approximately 71% of MTM programs target beneficiaries who have filled at least eight covered Part D drugs, up from 66% in 2017.
While Medicare programs are heavily focused on Star measures, Medicaid programs often align around services that address specific HEDIS measures. Innovative plan sponsors also leverage the accessibility of community pharmacists to improve health outcomes beyond medication use. Medicaid MTM programs through OutcomesMTM include services related to:

- Preconception/prenatal care
- Healthcare services, such as well-child visits
- Mental health
- Asthma, such as SABA overuse
- Infectious disease, including HIV/AIDS
- Polypharmacy

Despite no national mandate requiring MTM, Medicaid and Commercial payers find value in offering MTM services to members to reduce unnecessary healthcare utilization and provide quality care.

Medicaid lives eligible for MTM services through OutcomesMTM

OutcomesMTM services available for Exchange populations in 4 STATES

27 HEDIS® MEASURES IMPACTED BY TIPS

23% OF OUR CLIENTS ENROLL MULTIPLE LINES OF BUSINESS (MEDICARE, MEDICAID, COMMERCIAL)

OutcomesMTM incorporated into ACO MODELS with 2 payers

MTM outside the Medicare mandate

Eligible members by line of business

MAPD

PDP

Medicaid

Commercial

Despite no national mandate requiring MTM, Medicaid and Commercial payers find value in offering MTM services to members to reduce unnecessary healthcare utilization and provide quality care.
Does MTM really work?

~300 published studies show that pharmacist-provided MTM services contribute to significant improvement in outcomes in disease management, cost savings or quality of life measures.

US Pharmacists’ Effect as Team Members on Patient Care: Systematic Review and Meta-analysis. 
https://ncbi.nlm.nih.gov/pubmed/20720510

Receipt of TMR (targeted medication review) interventions was associated with statistically significant reductions in acute inpatient admissions.

2014: 55.2 fewer admits per 1,000 individuals
2015: 30.8 fewer admits per 1,000 individuals.

Comparison of Medication Therapy Management Services and Their Effects on Health Care Utilization and Medication Adherence.
xa/3/10.18333/jmcp.2019.35.6.648

Participants with congestive heart failure (CHF), COPD and diabetes had significantly higher rates of adherence than similarly situated beneficiaries not enrolled in MTM programs (~11-40% higher for CHF, 11-26% higher for COPD, 15-35% higher for diabetes, compared to the respective control populations).

Evidence Supporting Enhanced Medication Therapy Management. 

Intervention group participants were 12.92 times more likely than control group participants to achieve goal blood pressure (P = 0.021).

Evaluation of an Hypertension Medication Therapy Management Program in Patients with Diabetes.

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What makes a CMR valuable?

As a cornerstone service in Medicare MTM programs, the comprehensive medication review (CMR) remains in the MTM spotlight. This service aims to ensure members managing multiple medications have an optimized regimen and understand their medications. As Medicare plans work to increase completion rates to meet raised thresholds, the industry seeks ways to connect with more members and define value in this service.

CHALLENGE
Get in touch with the patient

Our solution
CMR Offer Service with three outreach channels to inform the patient of their eligibility and connect them with a qualified provider:
- Letter
- IVR call
- Live offer from an MTM provider
combined with our
Multi-channel model that includes:
- Community pharmacists in various settings
- Telephonic MTM pharmacists
- Health plan's internal team (optional)
 making at least three attempts to speak directly with the patient.

CHALLENGE
Deliver and define value

Our solution
Data analysis to identify targeted interventions that engage MTM providers to resolve drug therapy problems combined with
Empowered MTM providers leveraging their expertise and relationships to proactively identify, resolve and document drug therapy problems.

Industry effort - measure development
The Pharmacy Quality Alliance (PQA) endorsed a new monitoring measure, Medication Therapy Problem Resolution, that evaluates the percentage of medication therapy interventions that resolve medication therapy problems among individuals participating in an MTM program. The measure uses MTM encounter data documented with SNOMED CT and RxNorm codes, which are standardized terminologies for clinical terms and medications, essential for interoperability. OutcomesMTM collaborated on testing this measure.

"This monitoring measure is an important step in evaluating the clinical impact of MTM services to ensure patients receive quality care.”
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Changing behavior is tough.

Tackling adherence with ongoing monitoring

Members straying off track with adherence has serious consequences for their health, for quality ratings and for pharmacies. Taking medications as prescribed seems easy, but a host of things can get in the way. We prompt consistent touchpoints between a member and a pharmacist armed with tools to knock down adherence barriers.

In 2015, the Adherence Monitoring Program centered on medications impacting three Star measures for diabetes, hypertension and cholesterol. Today the program includes additional medications outside Star programs. Non-Medicare plans began adopting this approach for other critical therapies, including:

- Antidepressants
- Antipsychotics
- Antiretrovirals
- Inhaled Steroids
- Leukotriene Receptor Antagonists

If the 25% of beneficiaries with hypertension who were nonadherent became adherent, Medicare could save $13.7 billion annually, with over 100,000 emergency department visits and 7 million inpatient hospital days that could be averted.

One important attitudinal predictor is whether or not respondents report a sense of connectedness with their pharmacist or pharmacy staff...Indeed it’s the single strongest individual predictor of prescription medication adherence.

Opioids are a complex issue.  
Where do you start?

Start with a trusted healthcare professional—the pharmacist. Education is an important strategy to reduce adverse outcomes from opioid therapies. Community pharmacists are well positioned to help people understand the risks and how to safely use these potentially high risk medications. Through our specially designed TIPS, OutcomesMTM provides pharmacists with specific, actionable interventions to address this sensitive topic with patients.

Excerpts from opioid interventions

“Spoke to patient about the importance of having naloxone on hand due to concomitant use of a benzo and an opioid, filled script under protocol doctor and counseled patient on its use.”

“Patient only took one tablet of this medication, and it did not agree with her. I counseled the patient on how to store and discard the medication; she will be discarding it at her local police station.”

“Patient says she is still taking oxycodone, and it is controlling her pain. She is using ibuprofen in combo. She reports experiencing constipation, but it is being controlled. Pharmacist counseled on the risk of respiratory depression and recommended naloxone nasal spray. Patient is interested in naloxone and will have it filled at our pharmacy next time if it’s free with her insurance.”

Ensured 2,607 patients now have naloxone therapy

Initiated 59,555 discussions on adverse effects and pain management

Conducted 81,439 consultations on safe medication practices

Delivered 143,600 opioid interventions to more than 124,000 patients

In 2018, MTM Providers

In 2018, MTM Providers for eligible members in OutcomesMTM programs
This map provides a state-by-state comparison of overall MTM service activity based on patients' state of residence, including all service types: comprehensive medication reviews (CMRs), prescriber consultations and patient consultations for adherence, education and medication reconciliation.
The Personal Pharmacist™ Network includes pharmacists in community pharmacies, long term care settings and physician clinics. Eligible patients are receiving a diverse mix of MTM services to optimize regimens, resolve drug therapy problems, educate on healthcare services and support adherence in all 50 states, Washington, DC, and Puerto Rico.
Layering MTM to reach multiple goals

MTM is good business.

MTM is important to the pharmacy. It’s important to the patients. It’s important to the payers. You get reimbursed for providing services and an opportunity for DIR earn backs. Driving adherence creates a relationship with our patients that we value and is a point of difference for Giant Eagle. It’s a personal connection that keeps them coming back to us.

“MTM is a priority for our stores. MTM is a professional service we offer that brings in additional revenue, positively impacts DIR fees, improves patient adherence and, most importantly, can improve patient outcomes. Our focus is completing these opportunities at store level to ensure we are fostering a personalized relationship between our patients and pharmacists.”

Chad Bahl, PharmD, Manager, Clinical Strategies

For one regional chain, MTM made a notable impact on performance. Giant Eagle takes a multi-tier approach to MTM to engage patients in MTM services through centralized patient care advocates, clinical coordinators and individual pharmacy staff. This layered engagement strategy puts MTM into regular workflow, which drives MTM and DIR success.

In 2018, Giant Eagle placed particular emphasis on CMR completion and adherence-based interventions. For adherence (with a focus on medications related to triple-weighted Medicare Star measures), they used every tool and information source available — taking an all-in approach and getting everyone in the field to contribute. The effort paid off with a significant return for time invested. For one performance contract, Giant Eagle felt that MTM services provided to a handful of key patients helped them surpass their goal—while earning MTM service fees for doing the work.

MTM fees can feel like a black cloud over pharmacies - complex, difficult to understand and a looming unknown impact on their business. Where does MTM fit in relation to DIR fees? Prioritizing MTM can make a difference in performance for pharmacy contracts and the resulting DIR fees while helping us show that paying pharmacists for MTM services nets better results for key quality measures than penalties.

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Now is the time to focus on MTM

Village Family Pharmacy has a unique position as part of Village Family Practice, a patient-centered medical home model. As part of a physician practice, pharmacists have access to prescribers for a different level of collaboration than most community pharmacies. MTM feeds their mission of reducing overall healthcare costs by positioning the pharmacist to reduce readmissions, improve adherence and optimize regimens.

Why make clinical services like MTM the center of your practice?

If your patient performs poorly, your pharmacy’s metrics aren’t good, which means reimbursement is not good. Today, some plans are making MTM completion part of how they rate pharmacies. MTM consultations are a springboard to all our clinical services. These consultations provide an opportunity to determine if the patient is a good candidate for compliance packaging, medication synchronization or further chronic care management.

How are you working with prescribers?

Because we were so successful with MTM for our pharmacy patients, we were able to work on MTM opportunities for our provider practices too. OutcomesMTM helps justify this clinical work with a revenue stream. Some providers don’t know what a pharmacist does outside of dispensing, so it takes education and proof of concept to show them the benefits. They know to refer a patient to an endocrinologist for a diabetes-related concern, but, for medication problems and interactions, they don’t inherently know where to refer a patient on 20 medications.

Why should payers engage community pharmacists?

MTM prompts a deeper dive with the patient to really get to the barriers they face - forgetfulness, lack of understanding, beliefs, cost, whatever it may be. Then, we can work on multifaceted solutions. The right solution might not be just pharmacy; it may be that the patient needs help from a nurse or social worker, but you won’t know all this without MTM.

Why now?

If we don’t complete the MTM opportunities on the table today, others will do it. No one is going to do a better job than you—their pharmacist—because you can identify things that data can’t. We are in a unique position to supplement the data and provide the best clinical guidance and solutions. As we move towards more value-based contracting, pharmacies must shift their focus from filling prescriptions to understanding and influencing patient outcomes from a holistic and integrated care approach.

“The most valuable thing we get out of MTM is that the patient becomes more adherent. You’re not going to get that from an automated call.”

- David Koon, PharmD, Director of Pharmacy
The need for MTM is growing & the opportunity to think differently is here.
Outside the box: Social Determinants of Health

The defined role of pharmacists is changing in many ways. One particular—and likely unexpected—area is leveraging their relationships and position in the healthcare ecosystem for services that are unrelated to medications.

We asked, “How can we engage our active network, which includes thousands of care destinations, to help members struggling with certain determinants?” The first step is to pinpoint the particular determinants impacting that member, which a community-based healthcare provider is well positioned to do. We are working with innovative plans to present payable “MTM” opportunities that have MTM Centers collect information on their patients’ determinants in order to facilitate connections with the right care and support for them.

Social determinants of health account for up to 80% of health outcomes

Social Determinants of Health = the conditions in the places where people live, learn, work and play that affect health risks and outcomes.

Education     Income
Race          Social support
Transportation Security

Outside the box: Social Determinants of Health

On the horizon

We’re watching trends and putting our deep expertise and creative minds to work to not only keep up but anticipate needs and find solutions. Your idea of what MTM is may dramatically change. Come with us as we expand the scope of what our programs can do.

MIRIXA TO INTEGRATE WITH OUTCOMESMTM

Merging our two programs will offer efficiencies to pharmacists delivering MTM services as well as administrators coordinating MTM across pharmacy organizations. In early 2020, we will unify all MTM opportunities in the OutcomesMTM Connect™ Platform, which means:

> Less time managing multiple MTM platforms = more time to provide MTM services for patients!
> No need for MTM providers to learn or keep up with changes for two different platforms: everything will be centralized in one easy-to-use site.

INTRODUCING CONNECTED CARE

With technology rapidly reshaping how healthcare is delivered, effectively connecting patients, payers, pharmacies and prescribers has become even more critical. To further the goal of connecting care, Cardinal Health has formed a new Connected Care business unit which is now home to OutcomesMTM and other technology-driven healthcare solutions. Our technology partner, Fuse, along with the teams from Mirixa, mscripts and TelePharm round out the Connected Care team. This new unit is charged with leveraging technology and creative thinking to drive deeper value, improve patient outcomes and decrease the cost of care. We are excited about the opportunities this creates to pool our unique perspectives and expertise. Our teams are working closely to identify synergies and opportunities to leverage digital tools, such as patient-facing apps or teleconference and remote verification, to enhance success of MTM programs and further move the needle on quality measure performance.

Everything is evolving. What comes next?

**AN AUGMENTED ROLE FOR PHARMACISTS & BROADER SCOPE FOR MTM**

Americans are aging - including physicians. A projected total physician shortage of between 46,900 and 121,900 by 2032 could present an opportunity for pharmacists to expand the scope of their practice. This opens the door for MTM to evolve. From 2017 to 2032, the U.S. population is projected to grow by 10.3% to 359 million people. For 65 and older, that growth rate is projected to be 48%. Physicians are part of that trend: 2 of 5 currently active physicians will be 65 or older within the next decade; further widening the gap of physician supply.†

Imagine the effect this growth will have on demand for healthcare services. Picture the volume of medications used. Calculate the healthcare spending associated with this shift. We see a potentially enormous need for MTM providers to ensure medications are used appropriately and to the best effect. Our growing network and multi-channel approach can scale to meet this need.

For 65+, that projected growth rate is 48%.

**A SHIFT IN HOW INFORMATION POWERS CARE**

There is a national focus on health. There are initiatives focused on helping our nation achieve important health goals: reducing excess body weight; improving control of blood pressure, cholesterol and blood glucose levels; and reducing smoking prevalence.† Failure to reach these goals will impact medication use. How complex could regimens get? How many new opportunities for medication-related problems will people face?

MTM services can contribute to overall health and mitigate the effects of missed goals.

At your community pharmacy, you can access a growing menu of services from immunizations to point of care testing to disease state education to basic primary care services. These changing practice models create space for more payable MTM services, or should we say Medication Therapy and Health Management services?

The 2018 NCPA Digest found independent community pharmacies offer a variety of services:

- 79% offer MTM
- 70% provide immunizations
- 57% perform blood pressure monitoring
- 53% furnish durable medical goods

The future holds more challenges for our complex healthcare system and growing population. Technology is developing at an incredible pace and rapidly changing the way we live our lives. OutcomesMTM is ready to collaborate and innovate with payers and MTM providers to craft solutions to challenges both known and yet to be discovered. Keep your eye on these areas for healthcare advancement.

Personal data could soon influence care. Technology weaves deeper into our daily lives each year. More devices, apps and computing power arrive at our fingertips, and we become more savvy users. Headlines abound with telehealth, wearable trackers or the latest health app amassing data and granting access to care in an increasingly personalized way.

How will real-time personal collection of data enable your healthcare providers including your pharmacist to tailor your care?

Interoperability may unlock insights. We expect our gadgets to synchronize with each other and with our lives. A home assistant device tells you the weather or traffic; sets a timer for dinner; orders supplies; turns on lights; changes the temperature and so much more. Your social profiles link to your favorite music streaming service, other social accounts, messaging apps and more. When you search for a product, ads show up in your email, social pages and internet search results. From your phone you can turn on your car, start the microwave or share a grocery list with the whole family. The day that everything talks to everything doesn’t feel so far away.

Demand for the technology systems supporting our healthcare to seamlessly transfer information and create a cohesive web of care is coming. How that desired state is achieved is profoundly complex, but OutcomesMTM is working on ways to further integrate MTM into systems that support delivery of care.

Sources:
‡ 2018 NCPA Digest. https://www.ncpanet.org/home/ncpa-digest

The 2019 NCPA Digest found independent community pharmacies offer a variety of services:

- 79% offer MTM
- 70% provide immunizations
- 57% perform blood pressure monitoring
- 53% furnish durable medical goods

There is a national focus on health. There are initiatives focused on helping our nation achieve important health goals: reducing excess body weight; improving control of blood pressure, cholesterol and blood glucose levels; and reducing smoking prevalence.† Failure to reach these goals will impact medication use. How complex could regimens get? How many new opportunities for medication-related problems will people face?

MTM services can contribute to overall health and mitigate the effects of missed goals.

At your community pharmacy, you can access a growing menu of services from immunizations to point of care testing to disease state education to basic primary care services. These changing practice models create space for more payable MTM services, or should we say Medication Therapy and Health Management services?