

Clearly Defined Roles and Responsibilities Help CMM Program to Deliver Services Efficiently

Fully integrated into a medical home practice, the CMM pharmacists at RiverStone Health Clinic are part of a clinical team that identifies and resolves patients' unmet needs.

Bringing clinical pharmacy skills to that team—and being fully integrated into the medical home—leads to better outcomes and higher satisfaction for its underserved community.

Patients may be referred to the clinical pharmacists by any member of the patient care team in the clinic for CMM. Referrals are based on an assessment of needs, not a particular diagnosis. Clinical pharmacists are part of the team that identifies patients for CMM. Patients can self-refer (usually for follow-up) if they have a primary care provider at the clinic, but they are almost always initially referred by a staff member. Regardless of how a patient is referred, each receives comprehensive medication management.

AT A GLANCE

RiverStone Health Clinic
Billings, MT

Person in charge: Amy Moser, Pharm.D., BCACP, CPP

Organization type: FQHC, Level 3 patient-centered medical home

Year CMM Launched: 2010

Payment sources: Medicaid, some private insurers

Funding sources: Primarily through the FQHC contract with some support from the HRSA 340B medication discount program.

Number of pharmacists: 3 (1.5 FTEs)

Number of CMM sites: 1

Unique CMM patients served in 2019: 317

Can patients self-refer? Yes

Collaborative Practice Agreements: For diabetes, hypertension, dyslipidemia, ASCVD risk reduction, COPD, asthma, smoking cessation, thyroid disorders and GERD. They also provide services for high-risk for readmission hospital discharges and integrated behavioral health team.

Staffing and training

Three pharmacists, accounting for 1.5 FTE, are supported by one or two students (generally accounting for 1.5 FTEs). As part of a medical home team, the clinical pharmacists have access to staff who help with scheduling, pre-visit planning and other issues. The team of pharmacists hope to be able to add a pharmacy tech position to the CMM program.

Access innovation on the horizon

RiverStone consists of a centrally located clinic and several satellite sites. Any patient is eligible for CMM services, and these visits are conducted via telemedicine for patients of the satellite sites.

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Measuring impact

The CMM program at RSH Clinic tracks identified drug therapy problems. Having collaborative practice agreements in place for several common disease states allows for over 90% of drug therapy problems to be resolved by the pharmacists at the CMM visit.

Success factors

RSH has identified four factors crucial to the success of their program:

- 1. The ability to identify and meet a patient's needs:** This is fundamental to the program's success.
- 2. The pharmacists' skill set:** Pharmacists offer a unique skill set that complements the rest of the clinical team.
- 3. Clearly defined roles and responsibilities:** The pharmacy team understands the role and function of each team member.
- 4. Appropriate funding:** CMM is supported as part of the PCMH and funded through various channels. The clinic has a contract with University of Montana School of Pharmacy to support student advanced pharmacy practice experience. It receives Medicaid and private insurance payments for the visits conducted by the clinical pharmacists, and our physicians and administrators value the contribution of pharmacists on the team. Positions are supported through the clinic's federal grant funding for FQHCs.

Lessons learned

- 1. They need us.** Clinical pharmacists are an important part of the care team. We are able to spend more time with the patient to ensure they really understand how to use their medication correctly to get the best outcomes.
- 2. Clinical pharmacists make a unique contribution to the team.** Since clinical pharmacists are trained to be medication experts, they are uniquely qualified to identify and resolve drug therapy problems, such as drug interactions or adverse reactions.
- 3. Patients must be part of the decision-making process.** It is critical for patients to understand and agree with their treatment in order to achieve good outcomes. We feel it is most helpful to meet the patient where they are at and then help them move forward toward their goals.



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