What’s In Your Adherence Toolbox?
Lunch & Learn

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Pharmacists: A Solution to the $290 Billion Non-Adherence Problem

- Training, expertise to improve adherence
- Trusted medication experts
- Maximize medication use for optimal outcomes
- Most accessible provider in community
- Key touch point throughout continuum of care
- Most effective communicator about meds
- Last health care professional seen by patient before medications are taken
Win-Win-Win

- Business differentiator
- Improved patient outcomes
- Patient satisfaction/loyalty
- Increased business efficiencies and bottom line benefits
NCPA’s Commitment: Pharmacists Advancing Medication Adherence

- **Pharmacists**: To provide pharmacists with tools to increase patient medication adherence.

- **Academia**: Work with academicians to produce pharmacist graduates who embrace pharmacists’ role as medication adherence counselors.

- **Policy Makers**: To inform legislators, regulators, and payers about the importance of patient medication adherence in lowering overall costs.

- **Patients**: To engage with consumer groups to support pharmacists’ role in improving patient adherence.
Tool #1: Simplify My Meds

• Newest NCPA Member Benefit
• Based on “refill synchronization”
  – Eliminates the gaps between refills
  – Reduces medication-related hospital readmissions
  – Provides mechanisms to identify non-adherence
• Improves pharmacy operations by:
  – Changing dispensing from reactive to proactive
  – Picking up new scripts (first fills, polypharmacy)
  – Increasing volume
Task: Train Staff on Starting a Coordinated Refill Program

• Available Tools:
  – Pharmacy Operations Manual
  – Customizable Program Forms
  – Tutorials – **NEW!**
    www.ncpanet.org/SMMtutorial/smmtutorial.html

• Location: www.ncpanet.org/adherence
Task: Recruit Patients to My Simplify My Meds Program

• Available Tools:
  – FREE Starter Kit
  – Customizable Materials
    • Print Ads
    • Postcards
    • Door Hangers
  – PowerPoint (perfect for presentations to nursing homes, senior centers, etc.) – NEW!

• Locations: www.ncpanet.org/adherence
  www.ncpafulfillment.com
Task: Reach Out to Prescribers About Simplify My Meds

- Available Tools:
  - Promotional Fax – **NEW!**
  - Physician Brochure
  - Office Displays
  - Physician Fax
  - Physician Letter

- Locations: www.ncpanet.org/adherence
  www.ncpafulfillment.com
Task: Acquire Skills to Help Patients Improve Adherence

• Available Tools:
  – Lunch & Learns
    • Rethink Adherence (archive available)
    • Improving Adherence Through Behavior Change (archive available)
    • Facilitating Behavior Change by Helping Your Patients with Goal Setting (Save the Date: July 11)
  – Adherence: It Only Takes a Minute

• Location: www.ncpanet.org/adherence
Task: Predict a Patient’s Likelihood to Adhere to New Therapy

- **Available Tool:**
  - Adherence Estimator®
    - 3 questions for patient to answer
    - Easy to incorporate into workflow
    - Great conversation starter
  - Shipping to all SMM pharmacies at end of this month

- **Training opportunities:**
  - Thursday, June 14 (8 pm ET)
  - Wednesday, June 20 (2 pm ET)
Tool #2: Stick2theScript.org

- New online resource for pharmacists, other health care professionals
- Comprehensive resource of tools, programs, and other resources to use with patients to:
  - Understand the goals and outcomes of their prescription regimen
  - Manage their chronic condition(s)
  - Take their medications as directed
Task: Identify Tools and Programs to Use with Patients

• Available Tools:
  – Adherence Estimator®/Merck Engage®
  – AHRQ Health Literacy Tools
  – Ask Me 3™
  – Care Management Central℠
  – HealthCoach4Me℠
  – Medication Matters
  – Prescription for Health

• Location: www.stick2thescript.org
  (‘Clinical Tools’ tab)
Task: Obtain Free CE Credit for Adherence Education

- Available Tools:
  - Improving Patient Outcomes: A Case Study in Adherence in Diabetes
  - Healthier Patients and a Healthier Bottom Line: Improving Your Pharmacy Practice Through Prescription Adherence Management
  - Medication Adherence Assessment and Management
  - 3 Independent Practice Models: One Business Case

- Location: www.stick2thescript.org (‘Education’ tab)
Task: Calculate the ROI for Adherence Services

• Available Tools:
  – Adherence Impact Calculator
  – Case Studies
  – Articles
  – PowerPoint Presentations

• Location: www.stick2thescript.org (‘Programs’ tab)
Task: Advocate for Pharmacist-Delivered Adherence Services

- Available Tools:
  - Advocacy PowerPoint
    - Good for presentations to policymakers or as introduction to medical homes, ACOs looking to partner with local pharmacies, etc.
  - Fact sheets, stats, talking points, media training documents
- Location: www.stick2thescript.org (‘Outreach’ tab)
Task: Learn from Pharmacist Peers and Adherence Experts

• Available Tools:
  – June America’s Pharmacist (Special Adherence Issue)
    • Synchronize Your Health (cover story)
    • Adherence is Not in the Mail (op-ed)
    • Adherence Duty (technology tools)
    • EQuIPPPed for Adherence (policy story)
    • LTC Adherence (opportunities in LTC)
  – NCPA Annual Convention
    • Adherence Institute (Saturday, Oct. 13) – NEW!
    • Early Bird Registration available until June 15th ($75 off)
Questions?

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Web Sites:
• www.ncpanet.org/adherence
• www.ncpafulfillment.com
• www.stick2thescript.org