



Patient Care Pharmacists Collaborative - Diabetes Management Program

This program is a patient-centered, pharmacist-provided diabetes care program delivered by credentialed, trained pharmacists located in multiple practice settings across the state of Tennessee. This program is considered a demonstration project, with pharmacists providing essential patient care services and collecting both subjective and objective data from patients. The purpose of this program is to evaluate the effectiveness of this pharmacist-provided care program through the utilization of a collaborative approach to diabetes care. Recruitment of patients for participation in this program is conducted at the point of care by the pharmacist, in consultation with each patient's primary care physician or other health care provider. The responsibility of the credentialed, trained pharmacists will be to engage and participate in each patient's diabetes care and management in order to assist these patients in achieving their goals of therapy. The following services will be utilized through this program to help patients achieve their goals of therapy:

Medication Therapy Management Services:

- Collection of complete medication list, including allergies
- Complete Medication Review
- Medication Adherence Assessment (defined as Proportion of Days Covered)
- Documentation, evaluation, and utilization of blood pressure, height, weight/BMI, and lab measures (A1C, Lipids, etc.) to formulate a patient treatment plan
- Evaluation of vaccination needs, communication with PCP, and administration of vaccine, if needed

Diabetes Self-Management Education Services:

- One-on-one needs assessment and educational session
- CLIA-waived point of care tests for diabetes markers, including A1C and Full Lipid Panel, by the pharmacist, if not available from the primary care provider, at intervals defined according to nationally-recognized diabetes care guidelines
- Evaluation of diabetes-related HEDIS measures and Medicare Star Ratings, including implementation of strategies to reach these nationally-recognized quality and patient safety measure goals

Glycemic Events Structured Testing Services:

- Meter training
- Patient engagement kit
- Collection, Interpretation, Education, and Communication of Self-Monitored Blood Glucose (SMBG) testing results electronically to patient and other care providers
- Accu-Chek® 360° View tool

Survey Collection/Evaluation:

- Consent/HIPAA, Demographics, Health Literacy, Medical History, Healthcare Resource Utilization, General Well-Being (WHO-5), Diabetes Standards of Care History, Diabetes Knowledge Survey, Patient Satisfaction Survey

Utilization of a Novel, Web-Based Documentation System:

- Document interventions, formulate treatment plans and recommendations, and communicate between patient, provider, and plan

Pharmacist-initiated patient interventions and recommendations will be in response to the patient's treatment plan and goals of therapy, which will be created and implemented with input from the patient, the pharmacist, their primary care physician, and other health care providers. These interventions and recommendations will be based on evidence-based research and currently recognized standards of care for hypertension therapy, cholesterol therapy, and diabetes management.

The primary goal of this demonstration project is for patients with diabetes to achieve better health outcomes across a variety of different pharmacy practice environments. Physicians and other providers are extremely vital to the success of this program and are encouraged to actively participate and work collaboratively with pharmacists, patients, and other health care providers in order to help participating patients reach better health outcomes and an increased quality of life.