



Health Plan

Advancing Team-Based Care via Integrated Payer-Provider Adherence Resources

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OHIOPACE
Patient Adherence: Barriers & Best Practices
November 14, 2011

Project Objectives

- Define medication therapy management and health coaching
- Describe how providers can utilize medication therapy management and health coaching concepts to enhance patient adherence
- Identify opportunities for payer-provider partnerships aimed at improving patient adherence via team-based care
- Design a prototype pathway for communication of actionable patient health information between payers and providers

Foundation

Medication Therapy Management

- Pharmacist collaborates with patient to create patient-driven medication action plan
- Reconciles medications
- Provides information about new prescriptions and over-the counter medications, herbal therapies, and supplements
- Assesses patient/family understanding of medications
- Assesses patient response to medication and obstacles to adherence

Health Coaching

- Health coach collaborates with patient to create patient-driven behavioral change action plan
- Patient decides level and type of participation while health coach teaches, guides, supports, and links to resources
- Health coach asks patient questions to provoke creative thoughts, develop strategy, and promote accountability
- Focus areas: nutrition, exercise, weight management, stress management, tobacco cessation

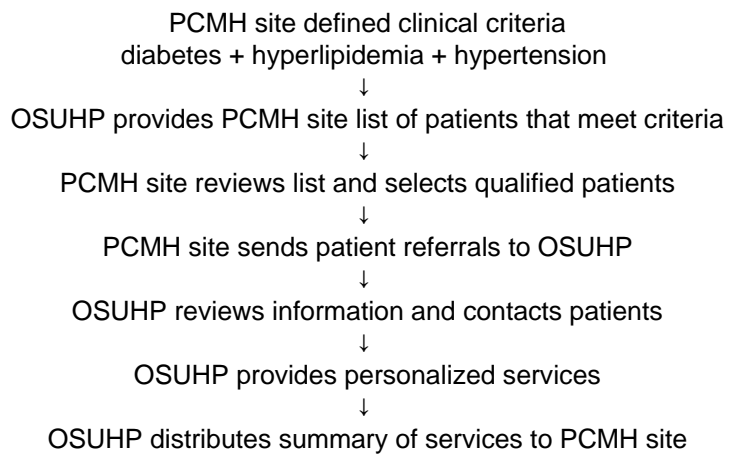
Target Audience

- Network providers (and the patients served) participating in the Patient-Centered Primary Care Collaborative of Central Ohio and in the process of re-designing their care approach to achieve NCQA PCMH recognition
 - Actively changing model
 - Aligned with NCQA PCMH standards
 - PCMH 3: Plan and Manage Care
Element D: Medication Management
 - PCMH 4: Self-Care Support and Community Resources
Element A: Support Self-Care Process

Deliverables

- Continuing education program held in the spring of 2011
- Individualized practice site visits to re-introduce concept and finalize procedural workflow
- Creation and implementation of support materials
 - Patient-friendly program brochure
 - Practice site program verbiage
 - Patient referral template
 - Summary of services template

Procedural Workflow



Opportunities

- Method of provider referral
- Variances in care team entry point

Next Steps

- Continue to adapt and improve the prototype for communication of bi-directional actionable information
- Streamline the referral process
- Analyze outcome measures



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