INTEGRATION OF A PHARMACIST ON THE HOME HEALTHCARE TEAM TO ADDRESS MEDICATION-RELATED HOSPITALIZATIONS

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University of Rhode Island College of Pharmacy
Visiting Nurse Services of Newport and Bristol Counties

Disclosure Statement

I, Ginger Lemay, DO NOT have a financial interest/arrangement or affiliation with one or more organizations that could be perceived as a real or apparent conflict of interest in the context of the subject of this presentation.

Learning Objectives

1. Explain the partnership between the University of Rhode Island College of Pharmacy and the Visiting Nurse Services of Newport and Bristol Counties
2. Discuss the role of the pharmacist on VNS service, and how they complement the care provided by the VNS interdisciplinary team
3. Review results from the van Beuren Charitable Foundation year 1 grant, awarded to add a part-time pharmacist to the VNS care team
Practice Setting

- Visiting Nurse Services of Newport and Bristol Counties
  - Independent, non-profit
  - Serve patients of all ages
  - Home care, rehabilitation, hospice and community health services
  - Telemonitoring
  - No pharmacy services prior to resident involvement

Program History

- Program began with University of Rhode Island College of Pharmacy (URI COP), Clinical Associate Professor, Ginger Lemay
  - July 2013
- Twenty-five 6th year Pharmacy Students
- Four Pharmacist Residents
  - Katherine Corsi
  - Madeleine Ng
  - Corinne Martineau
  - Tom Kalista
- Three Research Projects
  - Medication Therapy Management: Katherine
  - Home Med Monitoring: Madeleine
  - Heart Failure Medication Adherence & Rehospitalization: Tom

Photo: Maritza Okonke, URI PharmD candidate and pharmacy resident in the VNS service department. The team led a didactic session on the importance of pharmacy in patient care. We emphasized the importance of understanding over-the-counter and prescription drug interactions, and the importance of effective communication in the patient care process. Shown in the photo are Maritza Okonke (right) and Dr. Katherine Corsi, the current year 6 PharmD resident on the VNS home care team.
Various roles of the pharmacist at VNS

- Home visits*
- Telehealth monitoring
- Hospice and palliative care
  - Interdisciplinary Group (IDG)
- Community outreach
- Diabetes education
- Drug information specialist
- Medication therapy management
- Primary care case conferences
Home Visit Process

- Medication reconciliation
- Medication teaching
- Adherence support
- Community (Retail) Pharmacy referral/liaison
- Prescriber communication/interface

Pharmacist Research
Telehealth Monitoring

Pharmacy Resident Telehealth Program
Background

- Telehealth monitoring
  - In-home monitoring program allowing nurses to monitor patient vital signs
  - High risk patients are selected by VNS nurses to be monitored using telehealth technologies
  - Patient’s weight, blood pressure, heart rate, and oxygen saturation are collected and transmitted daily through a secure server
  - Values are analyzed by assigned healthcare provider at the home healthcare setting
  - Subjective questions related to patient’s health can be programmed into machine
Pharmacy Resident Telehealth Program Study Design

- Prospective study
- Approved by The University of Rhode Island Institutional Review Board (IRB)

Objective:
- Determine the etiology of medication related problems identified through telehealth monitoring systems

Pharmacy Resident Telehealth Program Methods

HomMed® monitor alert limits:

<table>
<thead>
<tr>
<th></th>
<th>Weight</th>
<th>Systolic</th>
<th>Diastolic</th>
<th>SpO2</th>
<th>Heart Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient specific</td>
<td>90 to 155 mmHg</td>
<td>55 to 85 mmHg</td>
<td>90 to 100%</td>
<td>55 to 100 bpm</td>
<td></td>
</tr>
</tbody>
</table>

Medication related HomMed® monitor alert questions – scheduled to be answered by the patient every Tuesday:

- Are you out of any of your medications?
- Are you having difficulty taking any of your medications?
- Have there been any changes in the medication you are taking?

Pharmacy Resident Telehealth Program Methods

1. Vital sign alert?
   - YES: Patient contacted
   - NO: Not eligible for inclusion

2. ‘Yes’ answer to medication question?
   - YES: Home visit scheduled
   - NO: Interviewed patient

Categorized medication related problem*
Pharmacy Resident Telehealth Program

Methods

- Interview questions:
  1. How are you feeling today?
  2. How many medications (prescription and non-prescription) are you currently taking?
  3. How are you taking your medications?
  4. How many times during a week do you think you forget to take your medication?
  5. Do you understand what your medications are used for?
  6. Are you having difficulty taking any of your medications?
  7. Have there been any changes in the medication you are taking?

Results: Baseline Characteristics

- Enrollment period: December 2015 – March 2016
- Ten patients enrolled in study:
  - Mean age of 75.5
  - Mean number of medications was 16.4

<table>
<thead>
<tr>
<th>Baseline Characteristics</th>
<th>n (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean age (± SD)</td>
<td>75.5 (± 15.4)</td>
</tr>
<tr>
<td>Gender (% Female)</td>
<td>6 (60%)</td>
</tr>
<tr>
<td>Mean no. of medications (± SD)</td>
<td>16.4 (± 7.4)</td>
</tr>
<tr>
<td>Primary diagnosis</td>
<td></td>
</tr>
<tr>
<td>CHF</td>
<td>7 (70%)</td>
</tr>
<tr>
<td>COPD</td>
<td>3 (30%)</td>
</tr>
<tr>
<td>Atrial fibrillation</td>
<td>3 (30%)</td>
</tr>
<tr>
<td>Hypertension</td>
<td>1 (10%)</td>
</tr>
</tbody>
</table>

Results: HomMed® Monitor Alerts

<table>
<thead>
<tr>
<th>HomMed Monitor Alert</th>
<th>n (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight out of range</td>
<td>3 (30%)</td>
</tr>
<tr>
<td>Oxygen Saturation out of range</td>
<td>0 (0%)</td>
</tr>
<tr>
<td>Pulse out of range</td>
<td>2 (20%)</td>
</tr>
<tr>
<td>Blood pressure out of range</td>
<td>9 (90%)</td>
</tr>
<tr>
<td>Are you out of any of your medications?</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>5 (50%)</td>
</tr>
<tr>
<td>No</td>
<td>5 (50%)</td>
</tr>
<tr>
<td>Are you having difficulty taking any of your medications?</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>1 (10%)</td>
</tr>
<tr>
<td>No</td>
<td>9 (90%)</td>
</tr>
<tr>
<td>Have there been any changes in the medication you are taking?</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>9 (90%)</td>
</tr>
<tr>
<td>No</td>
<td>1 (10%)</td>
</tr>
</tbody>
</table>
Pharmacy Resident Telehealth Program
Results: Interview Questions

<table>
<thead>
<tr>
<th>Interview Questions Results n: (%)</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4. How many times during a week do you think you forget to take your medications?</td>
<td>0</td>
<td>3 (30%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>5 (50%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>2 (20%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>0 (0%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Do you understand what your medications are used for?</td>
<td>Yes</td>
<td>4 (40%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>6 (60%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Do you feel differently now than you did before you started your medications?</td>
<td>Yes</td>
<td>9 (90%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>1 (10%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Pharmacy Resident Telehealth Program
Results: Medication Related Problems

<table>
<thead>
<tr>
<th>Medication Related Problem Identified</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adverse effects</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fear or anxiety</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No refills on current prescription</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Care transition resulting in confusion to medication regimen</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complexity of regimen</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forgetfulness</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lack of understanding</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medication Related Problems n: (%)</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adverse effects</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fear or anxiety</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No refills on current prescription</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Care transition resulting in confusion to medication regimen</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complexity of regimen</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forgetfulness</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lack of understanding</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Pharmacy Resident Telehealth Program

Conclusion

- Medication related problems are prevalent in patients admitted to Visiting Nurse Services
- Patient data collected through telehealth monitoring may be utilized to assess patient progress
- Pharmacists in the home healthcare setting can impact patient care and outcomes

Pharmacy Resident Telehealth Program

Results: Medication Related Problems

- Other medication related problems identified during visit:
  - Inaccurate pill box
  - Incorrect inhaler/glucometer technique
  - Use of expired medications

Pharmacist Research

Heart Failure Readmissions
Pharmacy Resident Heart Failure (HF) Program

Background

- Heart Failure
  - Most common principal discharge diagnosis among Medicare beneficiaries
  - Second most expensive condition billed to Medicare (> $22 billion)
  - 30-day HF-related readmissions as a Centers for Medicare and Medicaid Services (CMS) performance standard

Pharmacy Resident HF Program

Study Design

- Prospective
- Approved by the University of Rhode IRB
- December 2013 – April 2014
- Objective
  - Determine if home health pharmacy service
    - Improves patient medication adherence
    - Reduces hospital readmissions

Pharmacy Resident HF Program

Inclusion/Exclusion Criteria

- Inclusion
  - Discharged to VNS with primary diagnosis of HF
  - Referred for inclusion within one week of admission
  - Willing and able to give informed consent

- Exclusion
  - Unable to give informed consent
  - Entirely dependent on caregiver for medication management

VNS = Visiting Nurse Service
Pharmacy Resident HF Program

Outcomes

- Primary
  - Adherence
    - Morisky 8-Item Medication Adherence Questionnaire
    - Change from baseline

- Secondary
  - 30-day HF-related readmissions
    - Included patients vs. agency-wide

Pharmacy Resident HF Program

Methods

- In-Home Visit
  - 60-90 minutes
  - Obtained consent
  - Baseline assessment (questionnaire)
  - Medication reconciliation
  - Medication/disease state education

- Telephone Follow-up
  - One and four weeks post-visit
  - 5-10 minutes
  - Reassessment (questionnaire)
  - Monitor progress
  - Readmission
Pharmacy Resident HF Program Results

- 10 patients enrolled
- Three unable to complete follow-up

Baseline Characteristics (n=10)

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Mean ± SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean Age</td>
<td>81.4 ± 7.3</td>
</tr>
<tr>
<td>Gender (% women)</td>
<td>60</td>
</tr>
<tr>
<td>Mean No. of Medications</td>
<td>15.9 ± 5.3</td>
</tr>
<tr>
<td>Mean Days to Home Visit</td>
<td>4 ± 2</td>
</tr>
<tr>
<td>NYHA Class</td>
<td></td>
</tr>
<tr>
<td>% Class III</td>
<td>70</td>
</tr>
<tr>
<td>% Class IV</td>
<td>30</td>
</tr>
</tbody>
</table>

Pharmacy Resident HF Program Results – Primary Outcome

- Patients in Each Adherence Category

Pharmacy Resident HF Program Results – Secondary Outcome

- HF-related Readmissions
  - 1 of 10 enrolled (10%)
  - Agency-wide (July 2013 – February 2014)
    - 38 of 99 (38.4%)
Pharmacy Resident HF Program

Conclusions

- Community pharmacist-provided in-home medication teaching
  - Improve patient medication adherence
  - Lower 30-day HF-related readmissions
  - Provide an innovative, unique pharmacy service received exceptionally well and beneficial for all involved

Present Day
Pharmacist Research
“High Risk” Patients
van Beuren Charitable Foundation
Pharmacist Position

- Ginger Lemay, PharmD, Principal Investigator
- "Expanding the College of Pharmacy & VNS Partnership"
- $78,000 grant awarded (and refunded for 2nd year) to study the benefits of pharmacist-delivered medication reconciliation and medication teaching in patients at highest risk for rehospitalization
- Project began on February 1st, 2016
- Analysis of YEAR 1 data

HEALTH CARE
Grant allows Visiting Nurse Services to expand pharmacist services

Home Visit Process

- Medication reconciliation
- Medication teaching
- Adherence support
- Community (Retail) Pharmacy referral/ liaison
- Prescriber communication/interface
With the addition of a pharmacist to the VNS team, we expect...

- A decrease in 30-day hospital readmission rates and ED visits
- An increase in patient medication adherence
- An increase in nursing time by removing the medication burden
- An increase in patient quality of life and satisfaction with pharmacy service
- An increase in patient referrals from the community and physicians
- GOAL: Reduce hospital readmission rates by 5-10% for high-risk patients

van Beuren Charitable Foundation Pharmacist Position

RESULTS

<table>
<thead>
<tr>
<th>Variables</th>
<th>Ratio (n=110)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age (in years)</td>
<td>74.7 ± 12.7</td>
</tr>
<tr>
<td>Number of Medications (n=60)</td>
<td>16.1 ± 6.2</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>36.4</td>
</tr>
<tr>
<td>Female</td>
<td>63.6</td>
</tr>
<tr>
<td>Primary Diagnoses</td>
<td></td>
</tr>
<tr>
<td>Hypertension (%)</td>
<td>77.3</td>
</tr>
<tr>
<td>Type 2 Diabetes (%)</td>
<td>43.6</td>
</tr>
<tr>
<td>Pschiatric Disorders (%)</td>
<td>33.6</td>
</tr>
<tr>
<td>Dyslipidemia (%)</td>
<td>32.7</td>
</tr>
<tr>
<td>COPD (%)</td>
<td>20.0</td>
</tr>
<tr>
<td>Congestive Heart Failure (%)</td>
<td>18.2</td>
</tr>
<tr>
<td>Atrial Fibrillation (%)</td>
<td>18.3</td>
</tr>
<tr>
<td>Chronic Kidney Disease (%)</td>
<td>16.4</td>
</tr>
</tbody>
</table>

van Beuren Charitable Foundation Pharmacist Position

RESULTS

[Pie chart showing various VNS diagnoses]
van Beuren Charitable Foundation Pharmacist Position
RESULTS

<table>
<thead>
<tr>
<th>Variable</th>
<th>Patients (n=110)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Medication Discrepancies</td>
<td>5.2 ± 2.7</td>
</tr>
<tr>
<td>Emergency Room Visits (ER) (%)</td>
<td>4.5</td>
</tr>
<tr>
<td>Hospital Admissions (%)</td>
<td>13.6</td>
</tr>
</tbody>
</table>

Pharmacist Satisfaction Survey

<table>
<thead>
<tr>
<th>Question</th>
<th>Satisfied with Service (n=22)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your understanding of the intended use (purpose) of your medications</td>
<td>95%</td>
</tr>
<tr>
<td>Your understanding of the intended results (goals of therapy) of your medications</td>
<td>95%</td>
</tr>
<tr>
<td>Your understanding of how to take your medications safely and effectively</td>
<td>100%</td>
</tr>
<tr>
<td>Your overall knowledge of the medications you take</td>
<td>100%</td>
</tr>
<tr>
<td>Overall, how satisfied were you with your pharmacist experience?</td>
<td>95%</td>
</tr>
<tr>
<td>How likely would you be to recommend the Pharmacy Program to family and friends?</td>
<td>95%</td>
</tr>
<tr>
<td>The Pharmacy Program helped me stay out of the hospital and remain at home?</td>
<td>86%</td>
</tr>
</tbody>
</table>
Patient Survey Testimonials
Pharmacist Visit

- “Very attentive, dedicated and caring”
- “Went over all of my meds and explained each one.”
- “Came to my house and organized my pills. I did not have to call my doctors, nurses or the hospital for help organizing my medicines.”
- “They are the greatest. Without them I could not handle my medicine problems.”
- “It was reassuring knowing they were reviewing my meds.”
- “Taught me how over the counter meds may not be helpful with my prescribed meds.”
- “I am not sure I would have been successful navigating the VA health system without the dedicated efforts of Madeleine’s assistance.”

Pharmacist Position
Sustainability

Pharmacist Program Sustainability
BCBSRI Blue Chip
MTM Requirements

- Have 3 or more chronic diseases
  - Average chronic diseases per patient: 7.2
- Be taking six or more Part D covered drugs
  - Average Rx medications per patient: 8.7
  - Average OTC medications per patient: 4.2
- Likely to incur an annual drug spend of $3,507
  - Unavailable at this time

Pharmacist Program Sustainability

Inclusion criteria:
- 65 years and older
- Admitted to Visiting Nurse Services of Newport and Bristol Counties
- Blue Cross Blue Shield of RI BlueCHIP for Medicare beneficiary
  - "ZBM" indicating OutcomesMTM® sponsor support

Exclusion criteria:
- Age <65 years
- Patients not enrolled with Blue Cross of RI BlueCHIP, or "ZBM" not present

Pharmacist Program Sustainability
Methods

- Home MTM appointment scheduled for willing, eligible patients
- Cost saving dollar allocation to medication therapy interventions
- Data collected includes:
  - Primary reason for VNS care
  - Comorbid diagnoses
  - Number of Rx and OTC medications
  - Type of pharmacist identified medication therapy intervention(s)
Pharmacist Program Sustainability

Methods

- Type of pharmacist identified medication therapy intervention(s):
  - Adherence (inappropriate administration or technique)
  - Adherence (overuse of medication)
  - Adverse drug reaction
  - Cost-effective alternative
  - Dose too high
  - Dose too low
  - Drug interaction
  - Needs drug therapy
  - Needs immunization
  - New/changed OTC therapy
  - New/changed prescription therapy
  - Suboptimal drugs
  - Unnecessary therapy treatment

Pharmacist Program Sustainability
Preliminary Results

- Enrollment period: January 2017 – April 2017 (possible extension)
- So far:
  - 21 patients enrolled
  - Average age: 81.04 years (66 years – 92 years)
  - 42.9% Male (n=9)
  - 57.1% Female (n=12)
  - Primary diagnoses have included: T2DM, AMI, CHF, COPD, HTN, wound care, fall, Alzheimer’s disease, UTI, surgical aftercare, ulcerative colitis, hepatic cirrhosis, pneumonia

Pharmacist Program Sustainability Preliminary Results

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Percent of Total (N=182)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adherence (inappropriate administration or technique)</td>
<td>17.2% (n=32)</td>
</tr>
<tr>
<td>Needs immunization</td>
<td>17.1% (n=32)</td>
</tr>
<tr>
<td>New/changed over-the-counter therapy</td>
<td>13.1% (n=24)</td>
</tr>
<tr>
<td>New/changed prescription therapy</td>
<td>12.7% (n=23)</td>
</tr>
<tr>
<td>Adverse drug reaction</td>
<td>6.6% (n=12)</td>
</tr>
<tr>
<td>Dose too low</td>
<td>5.5% (n=10)</td>
</tr>
<tr>
<td>Needs drug therapy</td>
<td>5.0% (n=9)</td>
</tr>
<tr>
<td>Dose too high</td>
<td>4.9% (n=9)</td>
</tr>
<tr>
<td>Suboptimal Drug</td>
<td>4.9% (n=9)</td>
</tr>
<tr>
<td>Cost-effective alternative</td>
<td>4.4% (n=8)</td>
</tr>
<tr>
<td>Unnecessary therapy treatment</td>
<td>3.3% (n=6)</td>
</tr>
<tr>
<td>Drug interaction</td>
<td>2.2% (n=4)</td>
</tr>
<tr>
<td>Adherence (overuse of medication)</td>
<td>2.2% (n=4)</td>
</tr>
</tbody>
</table>
Pharmacist Program Sustainability
Preliminary Results

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Severity Level</th>
<th>Medicare Cost Savings</th>
<th>Number at Severity Level</th>
<th>Cost Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adherence support</td>
<td>$20</td>
<td>97</td>
<td>$1,940</td>
<td></td>
</tr>
<tr>
<td>Reduced medication cost</td>
<td>$50 (variable with drug)</td>
<td>4</td>
<td>$200</td>
<td></td>
</tr>
<tr>
<td>Prevented physician visit</td>
<td>$84</td>
<td>29</td>
<td>$3,456</td>
<td></td>
</tr>
<tr>
<td>Prevented additional prescription order</td>
<td>$117</td>
<td>7</td>
<td>$819</td>
<td></td>
</tr>
<tr>
<td>Prevented ER visit</td>
<td>$332</td>
<td>2</td>
<td>$1,668</td>
<td></td>
</tr>
<tr>
<td>Prevented hospital admission</td>
<td>$1,644</td>
<td>3</td>
<td>$13,329</td>
<td></td>
</tr>
<tr>
<td>Prevented life threatening situation</td>
<td>$13,305</td>
<td>0</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Patient/Prescriber refusal</td>
<td>$0</td>
<td>31</td>
<td>$0</td>
<td></td>
</tr>
</tbody>
</table>

$28,391 in healthcare savings with only 20 patients!

Projected Cost Savings

$1,419.55 \times 520 \text{ patients} = $738,166

Average cost savings per patient \times \text{Visit 10 patients per week for 1 year} = \text{Anticipated health care savings in dollars per year at VNS}

VNS Admission Statistics

<table>
<thead>
<tr>
<th>BCBS of RI Blue Chip Admission Total by Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
</tr>
<tr>
<td>2016</td>
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VNS Admission Statistics

BCBS of RI Blue Chip Admissions at VNS

Next Steps

- Continue PGY1 Pharmacy Resident and Pharmacy Student Program
- Van Beuren funded pharmacist in place through January 31st, 2018
- Continue to analyze BCBSRI Medicare Claims data for MTM billing
- Fund full time pharmacist post grant funding

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References


Discussion