Impact of Focused Training on a Novel Approach to MTM Delivery in Workflow in a Supermarket Pharmacy Chain

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Background: Common barriers to MTM perceived by pharmacists include time, staffing issues, interprofessional relationships, and compensation, but it is unknown if these barriers are actual or perceived. To test this, an experiment was designed to test whether an altered approach to the MTM session would affect these perceptions, overcome barriers, and improve MTM completion rates.

Objective: The primary objective of this study is to determine whether formal training of pharmacists using a novel approach to MTM delivery will lead to an increase in the completion rate of MTM opportunities. A secondary objective will be to explore the changes in pharmacists’ perceptions of MTM delivery before and after the training session.

Methods: To address pharmacist concerns of a perceived lack of time to provide MTM at their community pharmacies, ninety-four pharmacists, each representing one pharmacy within a chain supermarket pharmacy division, were provided an opportunity to participate in an educational-program with the aim to train pharmacists on the novel MTM approach customization (MAC) model. The aim of the MAC model is to provide a framework for pharmacists to assign priorities of the MTM session and create a feasible and achievable patient care plan. MAC is founded on the concept that regardless of patient factors, these session priorities and care plans should differ based on the pharmacists access to patient information, role on the health care team, and the service that’s provided. An a-priori power analysis was performed. Division-wide MTM completion rates will be compared via a paired t-test before and after the training intervention to identify any significant changes in MTM completion rates. Baseline data was collected from the end of December 2015 through March of 2016, prior to pharmacists participating in the program. Intervention data will be collected from the end of December 2016 through March of 2017. An online survey via the Qualtrics survey platform will be emailed to all enrolled pharmacists before and after the training program to explore pharmacists’ perceptions of MTM service delivery. This research has been approved by the University of Tennessee Health Science Center (UTHSC) Institutional Review Board (IRB).

Results: Thirteen weeks were measured after the educational program and follow-up coaching. Those thirteen weeks had an MTM completion rate of 47.68% vs. 39.47% (P<0.001) during the same time frame the prior year. A secondary outcome was to look at pharmacists’ perceived barriers to MTM delivery via a pre and post survey. One hundred pre-surveys were completed, eighty-four pharmacists attended the training, and seventy-three post surveys were returned. An independent t-test was used. Time was the only perceived barrier to decrease significantly (3.22 vs 3.19; P<0.015). Confidence in CMR completion rose significantly (2.78 vs. 2.93; P<0.011).

Conclusion/implications: The data shows that a focused training program using the MAC framework improves MTM completion rates significantly, and may signal that barriers to MTM have a psychological component.