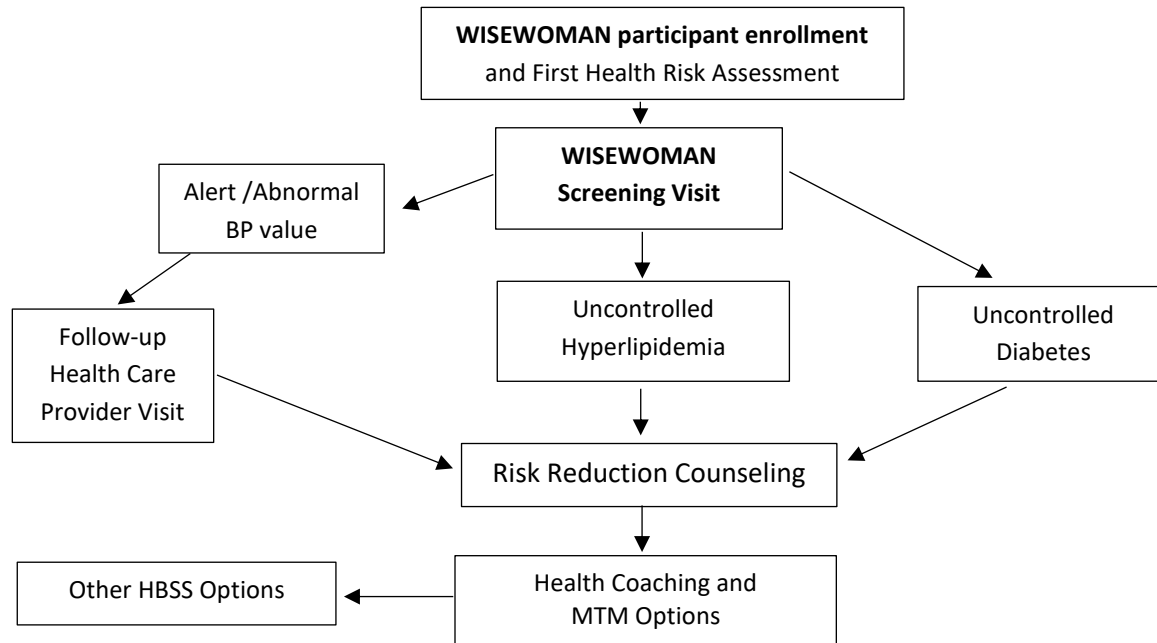


Healthy Behavior Support Service (HBSS): Medication Therapy Management Program (MTM)

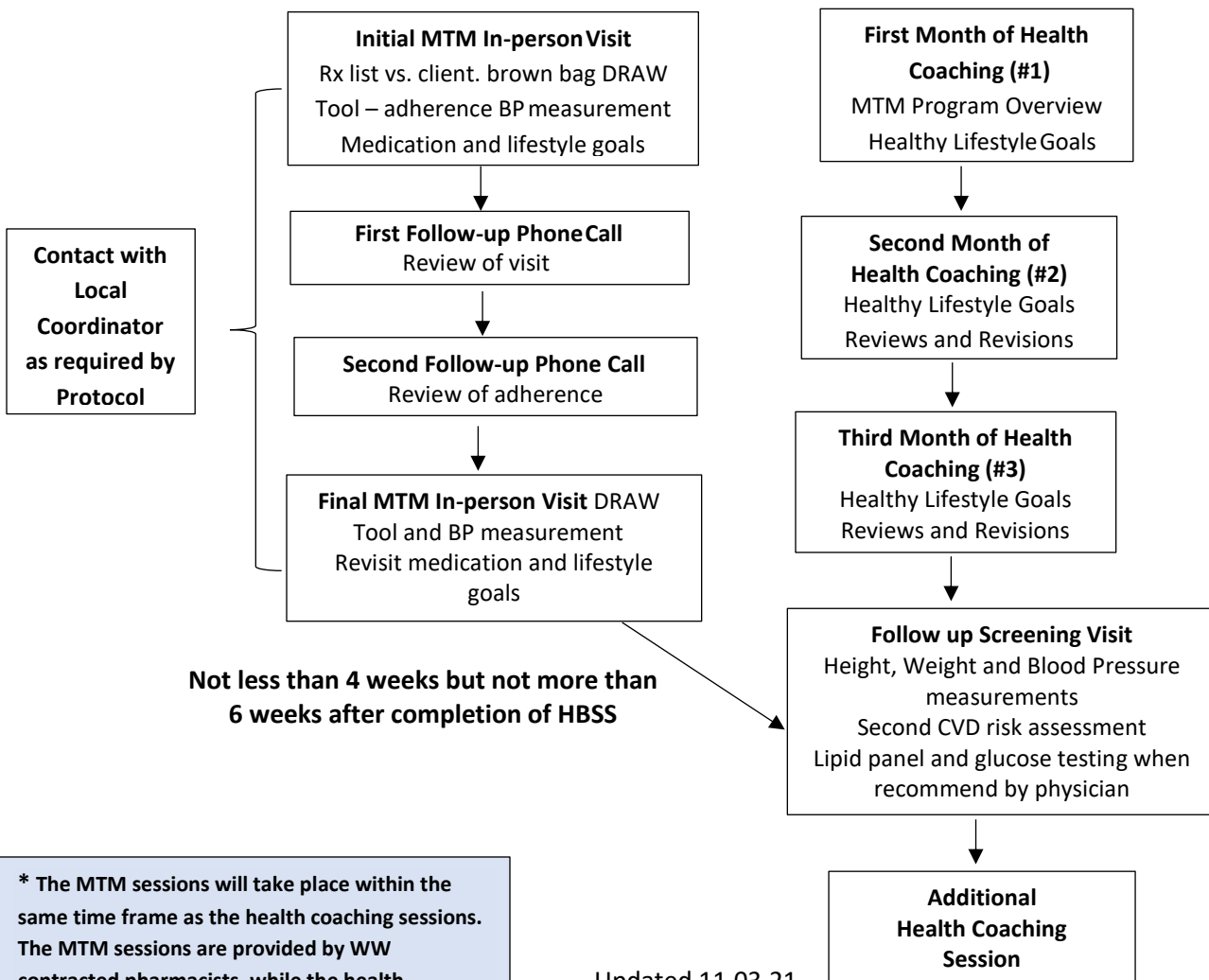
1. Describe participant flow through HBSS (referral, participation, follow-up and program time frame).

- Iowa Care for Yourself - WISEWOMAN (CFY-WISEWOMAN) will provide medication therapy management (MTM) to participants taking medication for hypertension, cholesterol or diabetes management.
- CFY-WISEWOMAN program participants, who have been newly diagnosed with hypertension and prescribed medication or previously diagnosed with uncontrolled hypertension while on medication, will be eligible to be referred to MTM services. These services will also be offered to those participants who are newly diagnosed or were previously diagnosed with high cholesterol and prescribed medication to treat their condition, as well as those participants that are newly diagnosed or were previously diagnosed with diabetes.
- The participant must agree to follow program protocols as indicated. Health coaching will be provided by the WISEWOMAN health coaches, in conjunction with the MTM program.
- Participants may participate in other CFY-WISEWOMAN healthy behavior support services and/or community-based programs, while taking part in the MTM intervention.
- The three WW health coach-led health coaching sessions will occur over a three-month timeframe, with each session approximately one month apart.
- The MTM intervention is offered over a three-month period, and includes four sessions with the pharmacist: an initial in-person visit, two follow-up phone calls, and a final in-person visit. The phone calls will be scheduled within two weeks of the initial visit and four-six weeks after the first phone call. The final in-person visit will be scheduled three months after the initial in-person visit. **The MTM sessions will take place within the same timeframe as the health coaching sessions described above.**
- **The participant will complete a follow-up screening not less than four weeks but not more than six weeks, following completion of health coaching and the MTM interventions.** The overall timeframe from a participant's initial screening visit to follow-up screening cannot be less than three months. The **follow-up screening** will include measurements of the participant's height, weight and blood pressure, as well as a second CVD health risk assessment. A lipid panel and/or glucose testing may also be if medically indicated by the physician, for participants that exhibited a high cholesterol level and/or diabetes at the initial screening visit. Upon completion of the follow-up screening visit, the participant may be offered an additional health coaching session.
- The MTM intervention is available to CFY-WISEWOMAN participants through eleven contracted pharmacies within seven Iowa CFY-WISEWOMAN local programs. Health coaching sessions with the health coaches (HCs) are conducted either in the local program office or over the telephone. The MTM services are provided in a private room at each pharmacy.
- The flow diagram below shows how CFY-WISEWOMAN participants will be referred to the MTM intervention.



Pharmacist MTM *

WISEWOMAN Health Coach*



Not less than 4 weeks but not more than 6 weeks after completion of HBSS

* The MTM sessions will take place within the same time frame as the health coaching sessions. The MTM sessions are provided by WW contracted pharmacists, while the health coaching sessions are provided by WW health

2. Describe strategies incorporated in the HBSS, client engagement in the HBSS and number of sessions to completion

1. Health Coaching sessions with certified health coaches (WISEWOMAN health coach (HC)) (up to 60 minutes)

- The Health Coaching program is an individualized program adaptable to the needs and readiness level of each participant. Coaching will take into consideration the participant's health priorities and willingness/ability to make a change. The health coach will utilize motivational interviewing techniques to assist the participant in setting SMART goals. The health coach will help the participant overcome barriers and will serve as a source of support and encouragement to the participant when working to reach goals.
- Participants are scheduled for their initial Health Coaching session with their CFY-WISEWOMAN Health Coach (HC). The HC will use motivational interviewing techniques to identify healthy lifestyles areas (i.e. exercise, nutrition or smoking cessation) which they would like to improve. The HCs will conduct a minimum of three health-coaching sessions with each participant. At each health coaching session, the HCs will review goals set with the program participant.
- Data on referral to, participation in, and completion of the MTM intervention will be recorded by the HC in the CFY-WISEWOMAN database system, for submission with the Minimum Data Elements (MDEs).

2. The Medication Therapy Management Intervention

- Participants will be scheduled for their initial MTM visit at the pharmacy, by the HC. During this visit the participant must bring all prescriptions, over-the-counter (OTC) medication, vitamins and supplements they currently take.
- During this initial MTM sessions, the pharmacist will:
 - Complete a comprehensive medication review – physician's list vs. participant medications
 - Develop a complete medication list for records and for participant
 - Complete the DRAW tool (See Appendix B)
 - Discuss with participant:
 - Difficulties in taking the medication
 - Potential interactions between medication
 - Potential side effects
 - Any allergies
 - Refilling process
 - Possible low cost medication options Iowa MTM Protocol July 2016
 - Importance of and barriers to medication adherence
 - Lifestyle choices influencing hypertension
 - Develop medication adherence and lifestyle goals with participant's input
- **The participant shall be provided with**
 - One 7-day, 28 compartment medication box
 - Blood pressure readings
 - Understanding and Controlling Your High Blood Pressure/Cholesterol/Diabetes brochure
 - Complete medication list with recommendations and goals set with the pharmacist
- If the participant is also involved in the home blood pressure monitoring program, the pharmacist may review the proper technique for taking a blood pressure, with the participant.

- The pharmacist may contact the participant's health care provider as necessary.
- The pharmacist will fax or email the completed DRAW tool, medication list, and participant tracking form to the HC.
- **Two Follow-up MTM Phone Calls** (up to 30 minutes each). The pharmacist will follow-up via phone with the participant. These phone calls will allow pharmacist to:
 - Reinforce medication adherence and usage.
 - Review medication and lifestyle goals
 - Answer participant questions. The first follow-up call will take place within two (2) weeks of the initial pharmacy visit. A second follow-up call will be provided 4-6 weeks after the first phone call.
- **The final MTM visit** (up to 30 mins) will be scheduled 12 weeks after the initial MTM visit. The pharmacist will:
 - Complete the DRAW Tool (See Appendix B)
 - Review and reinforce medication adherence
 - Review lifestyle goals
 - Complete blood pressure measurements.
 - Fax and email the completed DRAW Tool and participant tracking form to the LC for the participant's records. The participant-tracking tool allows documentation of participant health coaching goals to be shared between the LC and pharmacist. The goals will be reinforced and revisited at all participant encounters.
- Participant completion of the MTM intervention occurs when the participant has completed all the four MTM sessions listed above.

3. *Bi-directional referral plan, tracking and feedback*

- The total number and length of each health coaching session will be tracked by the HC. The data will be incorporated in the CFY-WISEWOMAN participant record at the HC's office and in the CFY-WISEWOMAN database system for submission with the MDEs.
- The participant will be directed to report on their participation in the MTM intervention at the health coaching sessions or at one-month intervals, via phone or mail.
- The Participant Tracking Form is the referral and tracking form used for all CFY-WISEWOMAN MTM participants. This form will collect participant information, dates and times of appointments, health coaching goals, blood pressure (BP) measurements, MTM goals, notes regarding participant visits and calls, and pharmacist-to-health care provider discussion notes. This form will act as an on-going record for each participant to be shared between the HC and the pharmacist. A copy of the forms will be kept in the participant file with the HC and the pharmacist. Once the form is completed, the HC will provide a copy to the Intervention and Evaluation Specialist for use in program tracking, and data collection and analysis.
- Data on referral to, participation in, and completion of MTM will be recorded by the HC in the CFY-WISEWOMAN database system for submission with the MDEs.

4. Resources required (both human and financial).

- Health coaching is a required part of the CFY-WISEWOMAN local program contract. It is not fee-for-service-based; therefore, there are no specific CPT codes or reimbursement plans for their activities. The local program contract stipulates a reimbursement of \$325 per participant for CFY-WISEWOMAN services including data collection and providing health coaching sessions.
- Reimbursement for the pharmacist is indicated in the table below.

Participant Encounter	Description
Initial MTM Pharmacist Visit (maximum one hour)	CPT Codes 99605 (\$45) and up to three 99607 (\$10)
Follow-up MTM Phone Calls (max. 30 minutes each)	CPT codes 99606 (\$20) and up to one 99607 (\$10)
Final MTM Visit (max. 30 minutes)	CPT codes 99606 (\$20) and up to one additional 99607 (\$10)

- Additional costs include
 - Pill boxes \$10 each
 - Hypertension brochure \$2 each
 - Cholesterol brochure \$2 each
 - Diabetes brochure \$2 each

5. Is the HBSS is offered by a clinical care team? Yes/No. If Yes, describe how staff, who are implementing HBSS, is integrated into team. If No, describe who is delivering the HBSS and their qualifications/trainings

- For information pertaining to health coaching implementation, please refer to the Health Coaching Protocol.
- Pharmacists providing services for the Iowa WW MTM program have completed professional development on MTM and patient coaching as part of licensure requirements. All pharmacies currently provide MTM services to their general patient population. Participating pharmacists have received training on the CFY-WISEWOMAN program and MTM program protocol from the CFY-WISEWOMAN Interventions Coordinator.

6. Describe any challenges and solutions to referral and participation in HBSS.

- Transportation vouchers will be made available for participants to reduce barriers to participating in MTM sessions. The CFY-WISEWOMAN IDPH staff will track the use and distribution of the vouchers.

7. Describe how the HBSS is evaluated to determine the effectiveness of the program implementation and outcomes.

- During Risk Reduction Counseling (RRC), the participant is assessed to determine their level of readiness for change and health priorities and goals. During RRC the participant's screening results and first health risk assessment results will be used to guide the health coaching process and establish a baseline for evaluating the effectiveness of health coaching.
- During the health coaching sessions, the HC assists the participants in setting and recording small measurable goals. Progress toward the goals is assessed and the end results recorded. Improvements in MDE behavioral and health assessment measures will be captured at the follow-up screening visit through the CVD Health Risk Assessment form and the CVD Evaluation form.
- The Evaluation Plan will also include questions addressing Health Coaching and MTM program outcomes:
 - To what extent have women with uncontrolled HTN (BP values >139 systolic and/or >89 diastolic) reached controlled HTN (BP values equal to <139 systolic and/or equal to or <89 diastolic) following participation in health coaching?
 - To what extent did participation in health coaching contribute to improving participants' management of CVD risk measures (including risk for diabetes, hyperlipidemia, overweight/obesity; smoking cessation)?
 - To what extent have participants, who were referred to MTM, reached a controlled BP/cholesterol/diabetes by the end of intervention timeframe?
- CFY-WISEWOMAN staff will compare blood pressure readings and DRAW Tool results from the initial MTM visit to the final MTM visit to assess effectiveness of the intervention, as well as assess participant medication adherence. The staff will also review the number of participants eligible for MTM services versus how many were actually referred for services.

