



3 steps to build an effective patient engagement strategy.

1 Evaluating pharmacy performance with the EQuIPP™ dashboard

The EQuIPP dashboard is a platform most Medicare Part D plans are using to evaluate a pharmacy's level of engagement and performance.

Measure: Pharmacy quality of medication use measures

Three adherence measures:

Proportion of Days Covered (PDC) – Assesses the **percentage of patients covered** by prescription claims for **the same drug or for another drug in the same therapeutic class**, within a calendar range.

- Cholesterol PDC
- Diabetes PDC
- RASA PDC

Two patient safety measures:

- **High Risk Medications** – Patients 65+ who received *two or more* prescription fills for a *high-risk medication* during that measured period
- **Statin Use in Diabetes** – The percentage of patients ages 40-75 who were dispensed a medication for diabetes that receive a statin medication.

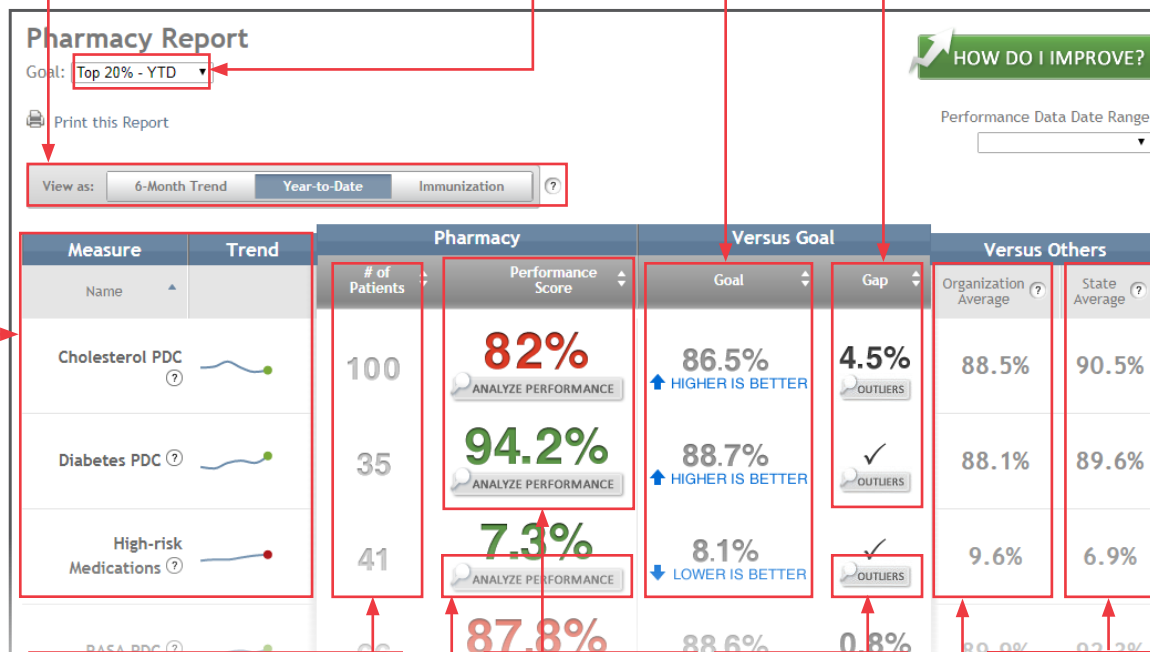
Clinical care measure:

- **MTM Program Completion Rate for CMR** – Measures the percentage of beneficiaries who met eligibility criteria for the MTM program and who received a CMR with a written summary in the CMS standardized format (limited visibility in EQuIPP at this time).

View: Performance Scores based on rolling 6-months of Rx claims activity or calendar Year-to-Date

Goal: Multiple goal sets aligned with CMS Star Ratings and Top 20% of retail pharmacies

Gap: Percentage of improvement needed to meet goal



of Patients: Total number of patients that are eligible for the measure (the total denominator) and are insured by any of the health plans reporting to EQuIPP

Performance Score: Percentage of patients that meet the measure criteria i.e. patients meeting measure criteria/number of patients = Performance Score

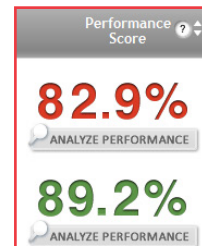
Outliers: List of patients that are negatively impacting quality measure performance

Versus State Average: Comparison of your pharmacy to all retail pharmacies in your state

Versus Organization Average: Comparison of your pharmacy to your PSAO

Analyze Performance: Displays a pharmacy's current performance for each health plan that has elected to share their plan-specific performance

2 Affecting change through patient engagement



How does your pharmacy affect patient care and ultimately improve your performance?

Red: Not meeting the goal – Needs some attention

Green: Meeting the goal – Great job!

Check out the **Resources** tab on EQuIPP webpage

The screenshot shows the EQuIPP website with the 'Resources' tab selected. The page is titled 'Improvement Strategies and Resources'. It contains three main sections: 'Quality Improvement Concepts & Resources', 'Medication Adherence', and 'New! Patient Safety & Immunizations'. Each section has a brief description and a 'READ MORE' button. A red line connects the 'READ MORE' button for 'Medication Adherence' to a detailed view of that section on the right.

Improvement Strategies and Resources

There are a wide variety of skills, tactics, and resources available to assist pharmacists and pharmacy support staff as they seek to answer the question, "How Do I Improve?". Whether you are seeking to engage patients in therapeutic or behavioral changes, update or develop new processes to improve care, or train and educate yourself and your staff, our Improvement Strategies section can guide you towards available, impactful resources.

Quality Improvement Concepts & Resources

The topics in this section will help you better understand the drivers of pharmacy-based quality improvement efforts, develop your patient engagement skills, and gain insight into the development of quality improvement strategies.

[READ MORE](#)

Medication Adherence

Medication adherence is an essential health behavior. It taps into patients' most closely held values and beliefs about their health and wellbeing. Pharmacists' knowledge and accessibility position them well for working with patients through such complex issues.

Further hone your patient engagement skills, access targeted patient education resources and more in this section.

[READ MORE](#)

New! Patient Safety & Immunizations

Getting the right drug to the right person at the right time has long been the mantra of practicing pharmacists everywhere. Both safe dispensing and safe use are critical to the best outcomes for your patients.

This section links you to specific resources that support you in addressing and advancing the patient safety culture within your organization.

New! Immunization data is now in the EQuIPP Dashboard! This section also provides resources necessary to provide support to your pharmacy team to utilize the immunization data in EQuIPP effectively.

[READ MORE](#)

Need help with Adherence measures?

Click on the Medication Adherence "Read More" button

The screenshot shows the 'Medication Adherence' page. It features a header with 'Medication Adherence' and a background image of pill bottles. Below the header, there is a 'Back' link, a paragraph about medication adherence, and a list of resources including 'Peer Review Resource Center', 'Continuing Educational Activities', and 'Pharmacist's Letter Resources - NEW'. A red line connects the 'READ MORE' button from the previous page to this section.

Medication Adherence

Medication adherence is an essential health behavior. It taps into patients' most closely held values and beliefs about their health and wellbeing. Pharmacists' knowledge and accessibility position them well for working with patients through such complex issues.

Further hone your patient engagement skills, access targeted patient education resources and more in this section.

Peer Review Resource Center
Don't have time to read the monthly journals filling your inbox and mailbox? We curate a selection of material to keep you up to date on the latest medication use quality information from the academic literature. To be fair, we are just getting started... mind the dust while we get our collection up to speed!

1. The Pennsylvania Project: A screening & brief intervention model, powered by continuous performance measurement (Health Affairs).
2. The Journal of Managed Care & Specialty Pharmacy's Adherence issue. Multiple articles addressing adherence predictors and interventions (JMCSP).

Pharmacist's Letter Resources - NEW
Get your copy of the Pharmacist's Letter to provide support to both medication adherence and patient safety.

Continuing Educational Activities

- Medication Adherence Assessment and Management
- Medication Adherence: Managing for Total Value
- Taking What Patients Need and Making it

Need help with Patient Safety measures?

Click on the Patient Safety & Immunizations "Read More" button

The screenshot shows the 'Patient Safety' page. It features a header with 'Patient Safety' and a background image of a pharmacist and a patient. Below the header, there is a 'Back' link, a paragraph about patient safety, and a list of resources including 'Immunizations - New!', 'Answers Your Patients Questions about the 2017-2018 Influenza Vaccination', 'No More Excuses: You Need a Flu Vaccine', and 'New! EQuIPP Seasonal Flu Immunization Training Materials - November 2017'. A red line connects the 'READ MORE' button from the previous page to this section.

Patient Safety

Getting the right drug to the right person at the right time has long been the mantra of practicing pharmacists everywhere. Both safe dispensing and safe use are critical to the best outcomes for your patients. This section links you to specific resources that support you in addressing and advancing the patient safety culture within your organization.

Immunizations - New!
Answers Your Patients Questions about the 2017-2018 Influenza Vaccination - Resource from Pharmacists' Letter to give you some quick tips to answer some questions regarding flu vaccinations with your patients.

No More Excuses: You Need a Flu Vaccine - A two-page resource from the CDC that explains the importance of getting a flu shot.

As of the November 2017 EQuIPP refresh, we now have data in the EQuIPP dashboard for Seasonal Influenza and Pneumococcal Immunizations! Check out the links below for some training items on how to use this information to impact your pharmacy!

New! EQuIPP Seasonal Flu Immunization Training Materials - November 2017

New! 2-Page Easy-to-Use Flu Immunization Training Flyer - November 2017

3 helpful strategies and tools:



Approach by disease state

Begin with PDC/adherence measures (refer to EQuIPP Resources tab for additional resources)

- Patient adherence handout
- Adherence tutorial for pharmacy technicians
- Motivational interviewing for medication adherence (CE)
- Optimizing outcomes through medication adherence (CE)
- APhA Foundation white paper on the pharmacy appointment based model



Approach by health plan

Managed care organizations offering access to Patient Outliers (refer to EQuIPP FAQ tab for current list):

- Blue Cross Blue Shield of Michigan
- Cigna Healthspring (PDP lives only, select pharmacies)
- CVS Caremark Medicare Part D
- EnvisionRx
- Express Scripts
- Healthfirst (NYC)
- Health Partners Plan
- Humana
- Inland Empire Health Plan (CA)
- Prime Therapeutics-affiliated Blue Cross Blue Shield plans
- United Healthcare (MAPD lives only)



Approach by patient

- EQuIPP Patient Outlier reporting
- Reimbursement Consulting Services (RCS) Patient Performance
- Auto refills and refill reminders
- Medication synchronization
- Compliance packaging
- Medication Therapy Management (MTM)

For more information

contact your Cardinal Health sales representative today or visit cardinalhealth.com/RFTS

Community Pharmacy Advantage

Realizing the power of independence in retail, wellness and business.



Retail Advantage



Wellness Advantage



Business Advantage

3

Follow up

1. Check progress monthly using the EQuIPP dashboard (updated mid-month)
2. Set the Goal to Top 20%
3. Begin with PDC/Adherence measures
4. Review and sort Outliers; begin with Patients that have a higher PDC rate
5. "Analyze Performance" for each measure and review the Quality Improvement Programs table



Helping you Reach for the Stars

Four of the 14 individual measures for Medicare drug plans in 2018 are related to pharmacy performance. Your pharmacy can contribute with improved patient care through adherence, patient safety and clinical care measures with Cardinal Health solutions.



CardinalHealth
Essential to care™