



*Optimizing Health by Advancing the Quality of Medication Use*

# Innovations in Pharmacy to Advance Quality

April 20, 2023

# Webinar Logistics

- **Send us your questions.** Use the “Q&A” feature at the bottom of the screen to send speakers your questions to the throughout today’s presentation.
- **Today’s forum is being recorded.** A copy of the slides and recording will be shared with PQA members within a week.
- **Give us your feedback.** A quick survey will launch at the end of today’s webinar.

# Today's Presenters

**Crystal Lennartz, PharmD, MBA**

*Vice President and General Manager  
Health Mart Atlas and Atlas Specialty*  
McKesson



**Steven Oh, RPh**

*Director of Network Performance*  
*Health Mart Atlas*  
McKesson



# Key discussion topics



**Pharmacy  
Performance  
Programs**



**Lessons Learned**



**Q&A**

# Pharmacy Quality & Performance Themes



Medicare Part D legacy performance structures remained relatively the same for 2023, but important to prepare for expected 2024 changes



A variety of performance related programs also exist outside of Medicare, including Commercial and Medicaid



PQA pharmacy level measures available, however variability still exists in adoption



Pharmacy must prepare for value-based care and impact pharmacies have on patient outcomes and reducing total cost of care

# Blinded Examples of Performance Programs

## Adherence program

- Select group of chains to participate
- Adherence focus
- New opportunities possible

## Care Needs

- Leverage patient relationships
- Behavioral coaching to identify need
- Bridge care gap

# A systematic action plan establishes a foundation for optimal performance

## Discover

- Understand industry changes and impact to the pharmacy
- Review financial impact
- Review performance.

## Prepare

- Communicate industry changes and action plan to employees.
- Access platforms to see where you stand with adherence and opportunities
- Choose performance leads - central and store level leads.
- Train staff on key performance initiatives

## Start

- Target patients that can be impacted this calendar year.
- Target plans with the greatest number of at-risk claims/patients.
- **Implement comprehensive programs to address performance metrics(i.e. med sync)**

## Maximize

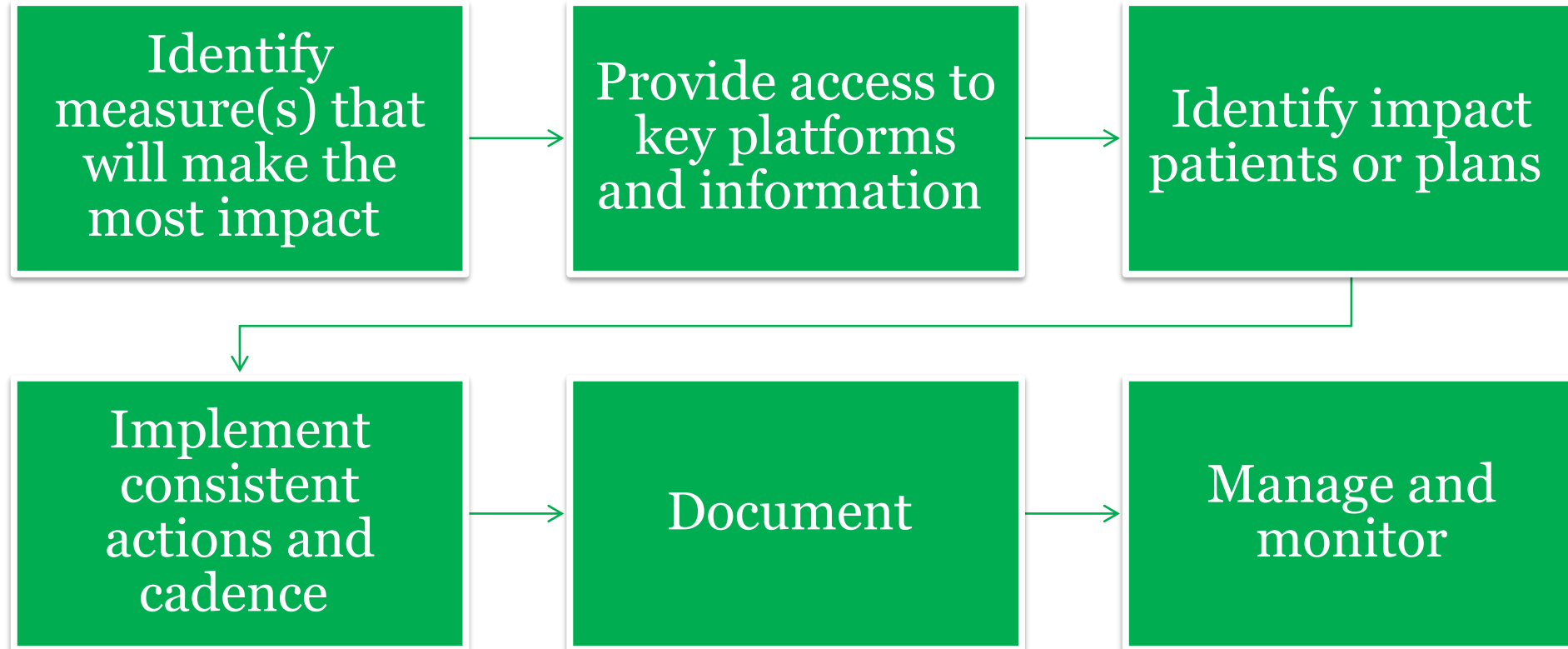
- Review progress to measure the impact of your actions.
- Revise or expand your program as needed for maximum results.

# Implementation

## Key Steps for Implementation

- **Staff engagement** – training, accountability, change management, assigning roles
- **Provider engagement** – program education and collaboration opportunities
- **Patient Engagement** – targeting, education, recruitment, program management
- **Workflow Design** – assign roles and identify tasks
- **Goal Setting** – short, medium and long term
- **Monitoring Results & Make Adjustments** – review performance to goal and adjust as needed

# Best Practices





# Question and Answer

Please submit your questions using the Q&A feature at the bottom of your screen.

Join us in Nashville!

A promotional banner for a PQA event. On the right side, there is a photograph of two healthcare professionals, a man and a woman, both wearing white lab coats and smiling. The man is wearing glasses. The background of the photo is a blurred pharmacy setting. On the left side of the banner, there is a semi-transparent grey box containing text. At the top left of this box is the PQA logo. The text below reads: "Medication Use Quality: A PQA Live CE Event", "May 10, 2023", "8:00 a.m. - 12:00 p.m. CT", "Omni Nashville Hotel Nashville, Tenn.", and "0.4 Pharmacist CEU".

**PQA** 

**Medication Use Quality:**  
A PQA Live CE Event

**May 10, 2023**  
8:00 a.m. - 12:00 p.m. CT

Omni Nashville Hotel  
Nashville, Tenn.

0.4 Pharmacist CEU

# Upcoming PQA Webinar

## Second Quarter Stakeholder Advisory Meeting

A staff-hosted meeting to share current and relevant measure development, maintenance updates, and engagement opportunities with PQA members.

Wednesday, June 7, 2023  
1-2 pm ET

Registration information on the PQA website





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# Thank You. Join Us Again in July

Next Quality Forum Webinar:

Thursday, July 20, 2023, 1-2 pm ET

