

Bi-Annual Provider Meeting Pharmacy P4P Program

March 27, 2019

IEHP Pharmaceutical Services

Welcome

**IEHP Senior Director
Pharmaceutical Services**
Dr. Edward M. Jai, PharmD

Agenda

- **In the spotlight**
 - CMM Collaborative
 - DUR Board Presentation
 - P4P Workgroup
- **P4P 2018 Data**
- **Top Pharmacies Recognition**
- **2019 Program Structure**
- **Next Steps**
- **Open Forum**

Pharmacist Video

[Talk To Your Pharmacist video](#)

An IEHP Production

In the Spotlight

- **October 2018**
 - California Right Meds Collaborative



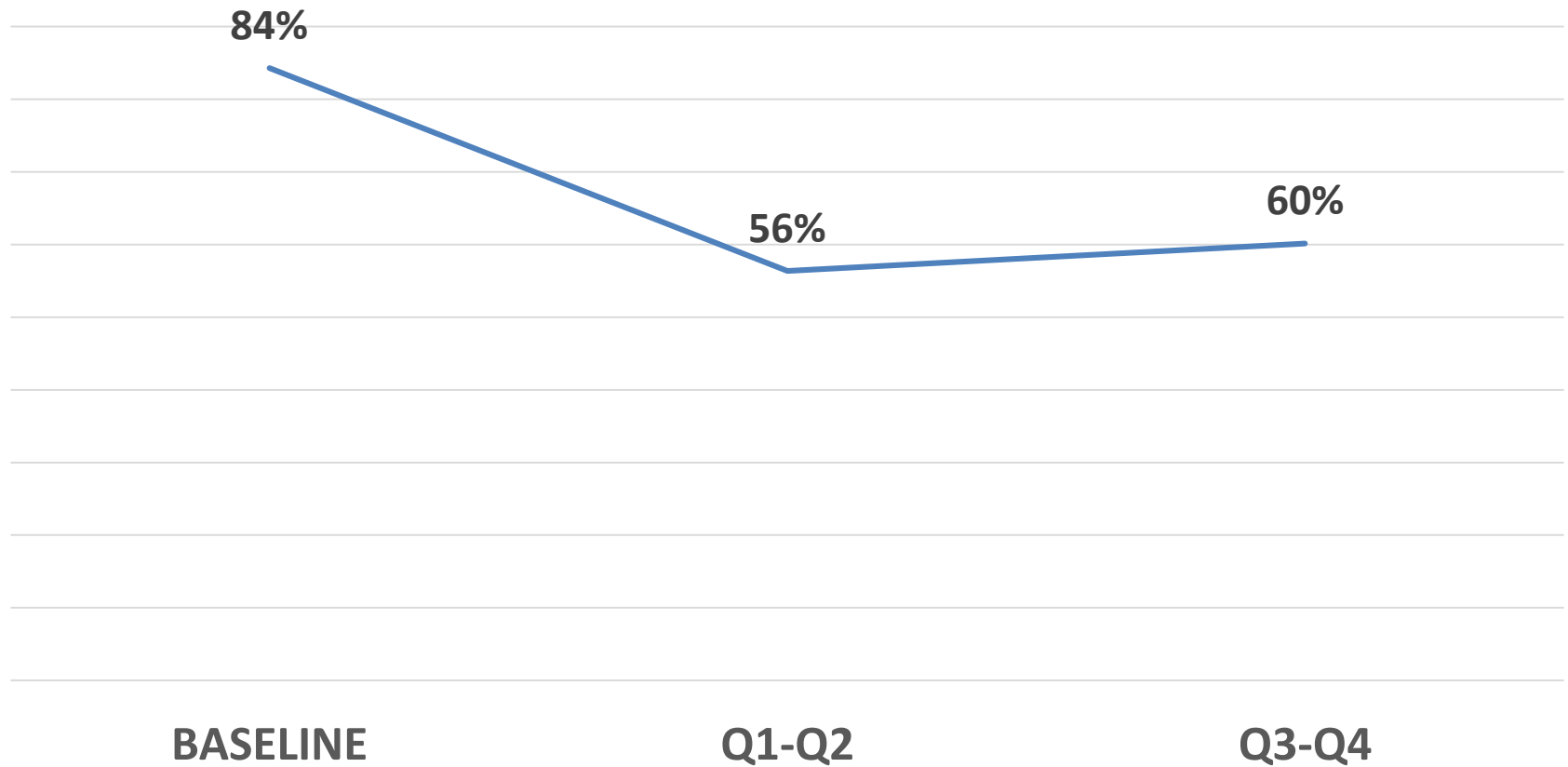
In the Spotlight

- **January 2019**
 - P4P Workgroup Discussion

- **February 2019**
 - DUR Board Presentation

Drug Utilization Review

DUR OVERRIDDEN RATE



Drug Utilization Review

PAID CLAIMS WITH DUR ALERT BY CATEGORY

DUR Categories	10-12/2017*	2018*	% DIFFERENCE
Therapeutic Duplication	12,529	4,572	-64%
High Dose	8,230	1,628	-80%
Drug-Drug Interactions	1,534	525	-66%
High Risk Medications	340	113	-67%
All DUR categories	22,632	6,838	-70%

**Average monthly count*

Drug Utilization Review

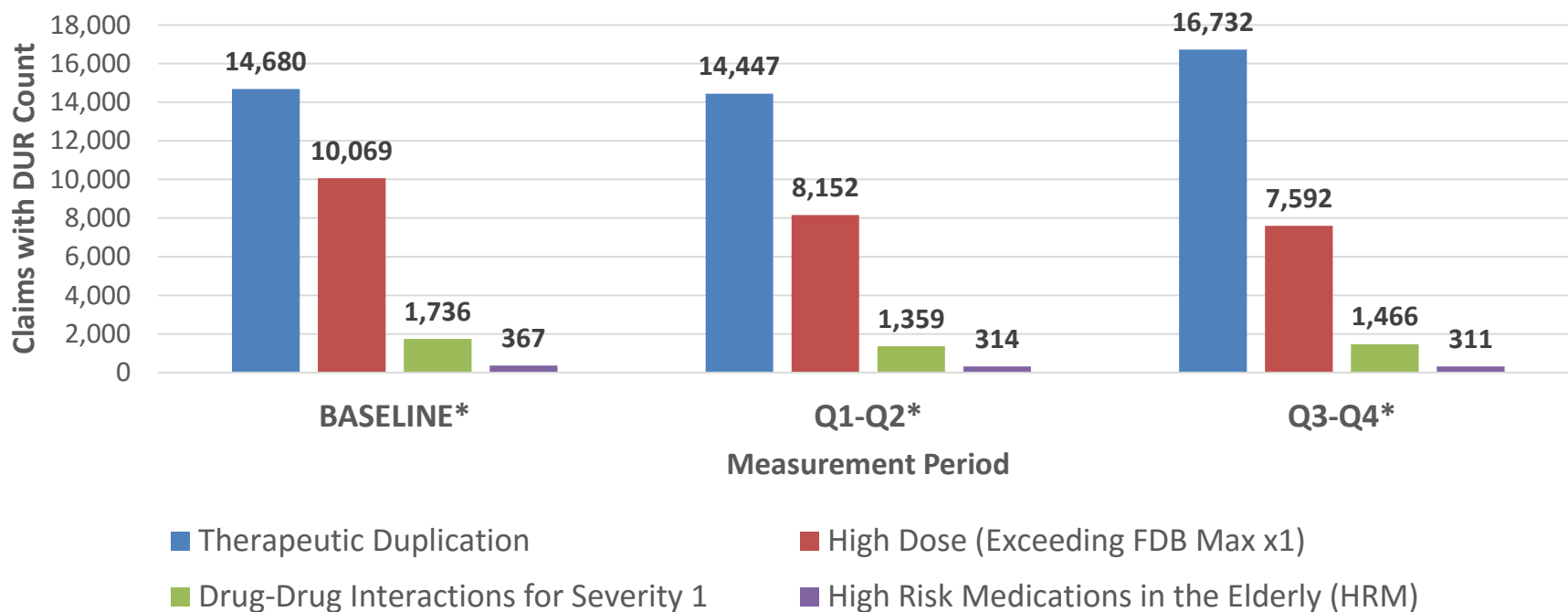
CLAIM VOLUME WITH DUR EDIT BY CATEGORY

DUR Categories	10-12/2017*	2018*	% DIFFERENCE
Therapeutic Duplication	14,680	15,589	6%
High Dose	10,069	7,872	-22%
Drug-Drug Interactions	1,736	1,412	-19%
High Risk Medications	367	313	-15%
All DUR categories	26,852	25,186	-6%

**Average monthly count*

Drug Utilization Review

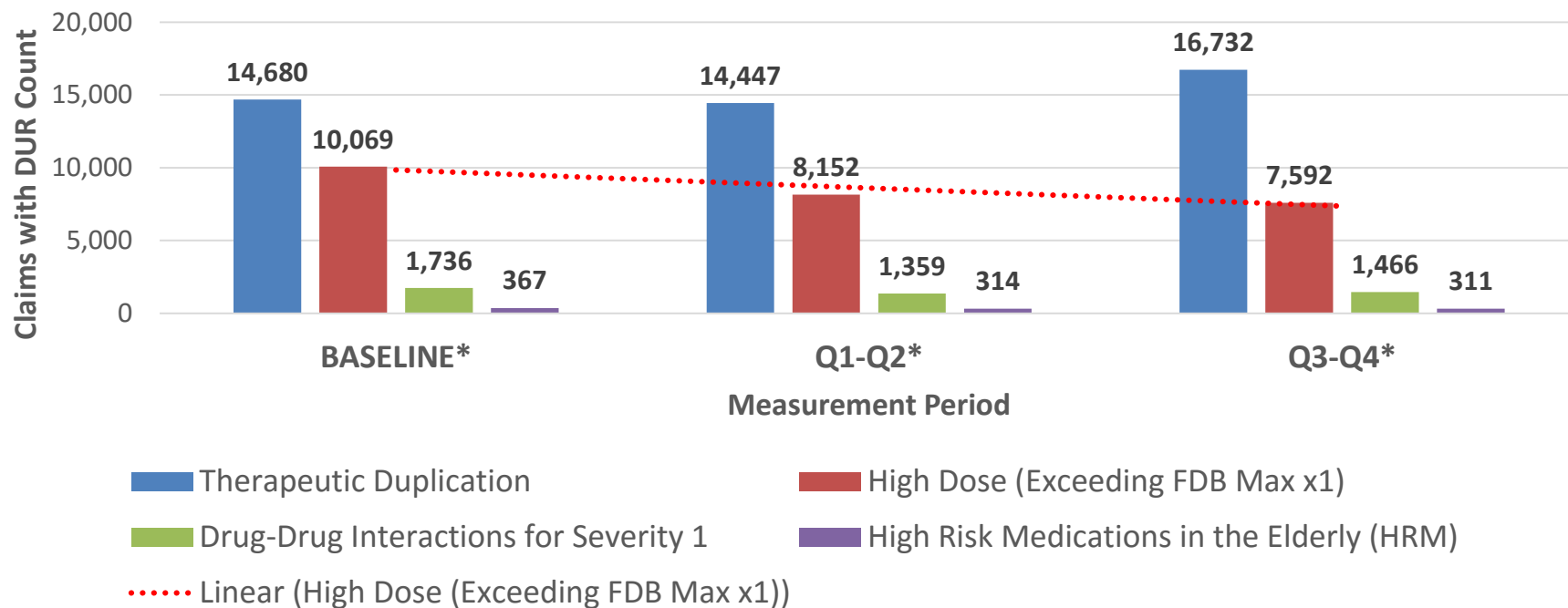
CLAIM VOLUME WITH DUR EDIT BY CATEGORY



**monthly average*

Drug Utilization Review

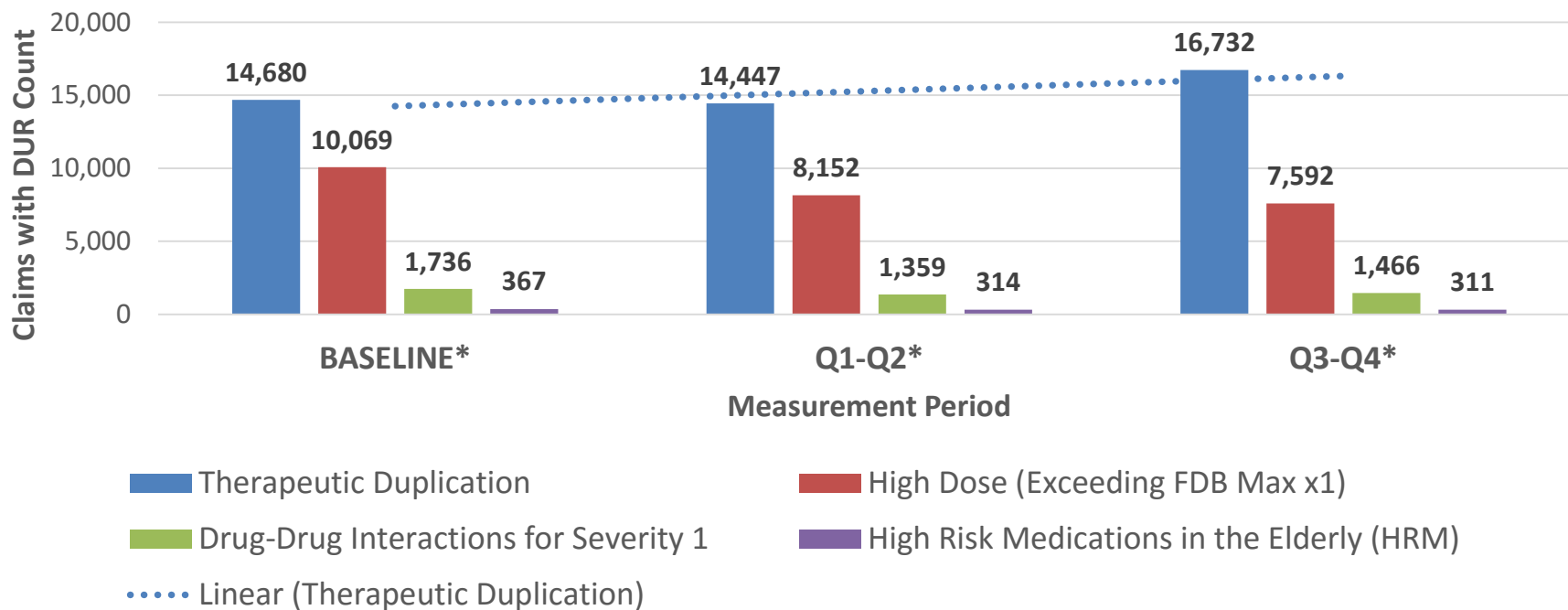
CLAIM VOLUME WITH DUR EDIT BY CATEGORY



**monthly average*

Drug Utilization Review

CLAIM VOLUME WITH DUR EDIT BY CATEGORY



**monthly average*

Patient Satisfaction Survey

- **Total P4P Pharmacies:**
 - 471 pharmacies
- **Performance expectation:**
 - Average survey score 80% or above
- **Eligible for payment:**
 - 297 pharmacies (63% of network)

Patient Satisfaction Survey

Composites/ Attributes	2018 Summary Rates
Cleanliness of pharmacy	82.9%
Pharmacist was professional	96.8%
Technician/Other Staff was professional	96.7%
Medicine ready on time	93.7%
Pharmacist able to talk about medicine	92.4%
Pharmacist's effort in explaining how the medicine works/helps	80.5%
Pharmacist's effort in explaining need for refill/continued medication	74.6%
Pharmacist's effort in explaining medicine safety	76.0%
Pharmacist asked you to repeat the facts given about the medicine	58.5%
Pharmacist's effort in helping with your (child's) health	74.8%

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Patient Satisfaction Survey



Survey Question	Chains	Independents	% Difference
Cleanliness of the pharmacy	82.9%	82.9%	0%
Pharmacist was professional	96.8%	96.8%	0.1%
Technician/Other staff were professional	96.4%	97.5%	1.1%
Medicines ready on time	93.1%	95.4%	2.3%
(How often) The pharmacist was able to talk about medicine	92.6%	91.7%	0.9%
Pharmacist's efforts in explaining how medication works/helps	79.6%	83%	3.4%
Pharmacist's efforts in explaining need for refill/continued medication	72.8%	80%	7.2%
Pharmacist's efforts in explaining medication safety	74.7%	79.8%	5.1%
Pharmacist asked you to repeat the facts given about medication	55%	68.6%	13.6%
Pharmacist's efforts to help with your health	73.2%	79.4%	6.2%

Payment Details

- Average Payment: **\$ 10,615.70**
- Standard deviation: **\$14,342.92**

	Independents	Chains
DUR Volume	18%	82%
P4P Payment	19%	81%

Reminder

- [P4P Website](#)
- P4P E-mail address: pharmacyp4p@iehp.org
- Update enrollment
- **Please contact IEHP in case of change of ownership or change of contact information**
 - E-mail address
 - Phone number

Top Pharmacies Awards

- Awards and Certificates:
 - Overall Performance: 1 pharmacy
 - Clinical Care: 2 pharmacies
 - Drug Safety: 2 pharmacies
 - Certificates of Achievement: 108 pharmacies

Overall Performance Award



Congratulations!

CVS PHARMACY #09849

Clinical Care Awards



TOTAL CARE PHARMACY

CVS PHARMACY #09849

Drug Safety Awards

**WALGREENS PHARMACY
#05556**

**COMMUNITY CARE
PHARMACY**

CONGRATULATIONS

Certificates of Achievement

- **Eligibility:**
 - Pharmacies performing above IEHP network average
- **108 Pharmacies awarded**
 - 89 chain pharmacies
 - 19 independent pharmacies

Where we're headed



2019 P4P Program

- **Drug Safety:** \$ 3,000,000*
 - DUR Program
- **Clinical Measures:** \$ 5,000,000*
 - Chronic disease management
- **Patient Satisfaction Survey:** \$ 500,000*

**estimated payment amount*

2019 P4P Program

- Drug Safety: DUR program
 - **Focus categories**
 - Therapeutic Duplication
 - High Dose
 - **Performance expectation is different**
 - Goal: identify drug safety issues prior to claim adjudication
 - Payment pool eligibility:
 - % of total paid claims without a DUR alert \geq 2.5 SD network

2019 P4P Program

- Clinical measures: Chronic Disease Management
 1. Medication Therapy for Persons with Asthma- Absence of Controller Therapy
 2. Medication Therapy for Persons with Asthma-Suboptimal Control
 3. Medication Adherence for Cholesterol Medications
 4. Medication Adherence for Diabetes Medications
 5. Medication Adherence for Hypertension
 6. High-Risk Medications
 7. Statin Use in Persons with Diabetes (SPD)

2019 P4P Program

- Clinical measures:

Measurement Title	Measurement Description	Performance Threshold	Performance Improvement
Medication Therapy for Persons with Asthma-Absence of Controller Therapy	% of patients with asthma who were dispensed more than 3 canisters of SABA inhalers over a 90-day period without receiving controller therapy	30%	5%
Medication Therapy for Persons with Asthma-Suboptimal Control	% of patients with persistent asthma who were dispensed more than 3 canisters of SABA inhaler during the same 90-day period	8%	2%
Medication Adherence for Cholesterol Medications	% of patients 18 years and older who met the Proportion of Days Covered (PDC) for cholesterol medications	85%	7%

2019 P4P Program

- Clinical measures:

Measurement Title	Measurement Description	Performance Threshold	Performance Improvement
Medication Adherence for Diabetes Medications	% of patients 18 years and older who met the Proportion of Days Covered (PDC) for Diabetes medications	85%	7%
Medication Adherence for Hypertension	% of patients 18 years and older who met the Proportion of Days Covered (PDC) for Hypertensive medications	85%	7%
High-Risk Medications	% of patients 65 years and older who were dispensed a medication classified as high-risk	0%	n/a
Statin Use in Persons with Diabetes (SPD)	% of patients ages 40-75 years who were dispensed a medication for diabetes that receive a statin medication	75%	5%

2019 P4P Program

- **Performance expectations:**
 - Each measure is met if pharmacy attains:
 - Performance threshold; OR
 - Performance improvement from baseline
- **Payment eligibility:**
 - **Tier 1:** meet five (5) or more measures
 - **Tier 2:** meet four (4) measures
 - **Tier 3:** meet three (3) measures

2019 P4P Program

Pharmacy Report

Goal: Full Measure Set

EQuIPP Need to Know

HOW DO I IMPROVE?

Print this Report

Performance Data Date Range:


JUL 2018 - DEC 2018

View as: 6-Month Trend Year-to-Date Immunization

Measure	Trend	Pharmacy		Versus Goal		Versus Others	
		# of Patients	Performance Score	Goal	Gap	Organization Average	State Average
Asthma - Suboptimal Control		44	0% ANALYZE PERFORMANCE	10% LOWER IS BETTER	✓	6.3%	1.1%
Cholesterol PDC		99	83.8% ANALYZE PERFORMANCE	79% HIGHER IS BETTER	✓ OUTLIERS	85.8%	88.4%
Diabetes PDC		38	76.3% ANALYZE PERFORMANCE	82% HIGHER IS BETTER	5.7% OUTLIERS	85.9%	88.1%
High-risk Medications		230	3% ANALYZE PERFORMANCE	6% LOWER IS BETTER	✓	4.6%	4.4%
RASA PDC		122	81.9% ANALYZE PERFORMANCE	81% HIGHER IS BETTER	✓ OUTLIERS	87.5%	89.8%
Statin Use in Diabetes		51	74.5% ANALYZE PERFORMANCE	78.9% HIGHER IS BETTER	4.4% OUTLIERS	71%	70.3%

2019 P4P Program

Patient Outliers for Statin Use in Diabetes

 Download this Report

Performance Data Date Range:

JUL 2018 - DEC 2018

Show:

Patient							
Last Name	First Name	Date of Birth	Designations (?)	Provided By	Type	Status	Action
Oakey	Philip	02/16/1950		IEHP	Outlier	Not Started	
SMITH	JAMES	XX/XX/XXXX		IEHP	Outlier	Not Started	
SMITH	JOHN	XX/XX/XXXX		IEHP	Outlier	Not Started	
SMITH	JANE	XX/XX/XXXX		IEHP	Outlier	Not Started	

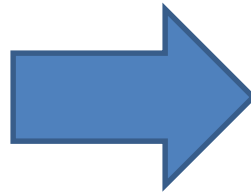
- **EQuIPP contact:** Emily Endres
<EEndres@pharmacyquality.com>

2019 P4P Program

- Patient Satisfaction Survey

**2018
Expectation**

Average
survey score
of **80% or
more**



**2019
Expectation**

Average
survey score
of **90% or
more**

***109 Pharmacies currently performing above 90%**

Next Steps

- **P4P Program Goal**
 - Finding a value based payment model that rewards pharmacy for clinical interventions
- **Possible program designs**
 - CMM
 - Med Rec
 - Disease specific outcome measures (i.e. A1c)
- **Advanced Collaborative Practice**

Open Forum

