

Coastal Medical

Sarah Thompson, PharmD, CDOE
Director, Clinical Pharmacy Services



COASTAL
MEDICAL

LEADERS IN HEALTHCARE



Coastal Medical

- Primary care driven ACO
- Corporate offices in Providence, RI
- Physician owned and governed since 1995
- Multi-payer approach: 7 populations under shared savings
- 3 out of 333 MSSP ACO's for Quality in 2014
- Savings of \$15.3M across portfolio of contracts in 2014



**COASTAL
MEDICAL**
LEADERS IN HEALTHCARE

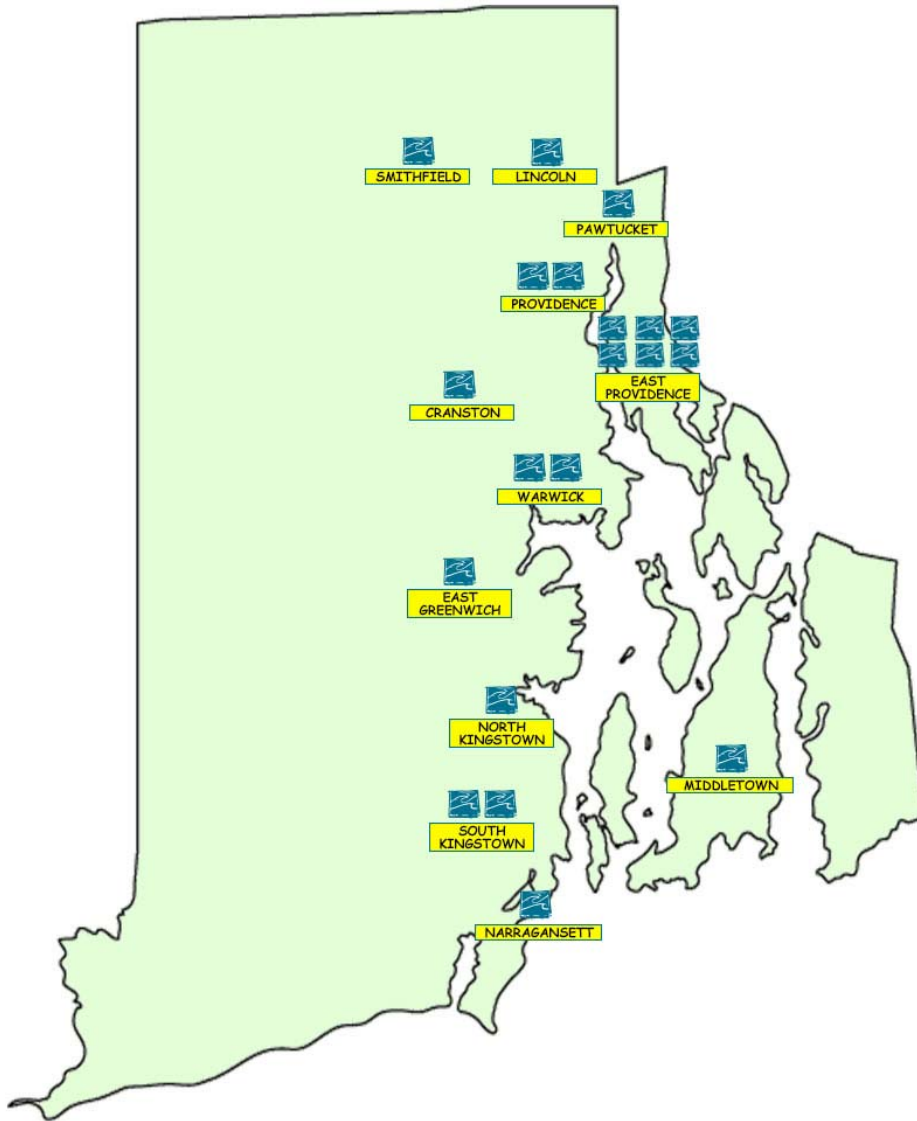




20 locations

124 providers

110,000 patients



Coastal's Pursuit PCMH

- Team based care
- Coordination of care across sites of service
- Systems for screening and prevention
- Use of data to identify patients for particular programs
- Centralized services to unburden office teams
- Heightened focus on patient experience and customer service
- New work flows, roles, and skill sets



COASTAL
MEDICAL
LEADERS IN HEALTHCARE



2016 Care Model

PCMH

- Team based care
- Enhanced access
- Patient engagement
- Central medication refills

Population Health Management

- Team of analysts
- Data management
- Population segmentation
- Portfolio of clinical initiatives



**COASTAL
MEDICAL**
LEADERS IN HEALTHCARE



Role of the PCMH Pharmacist



**COASTAL
MEDICAL**
LEADERS IN HEALTHCARE



Coastal Medical Pharmacy Services

Population Health

- Diabetes, CHF, COPD Programs
- Coastal @ Home
- Narcotic Stewardship
- Antibiotic Stewardship
- Transitions of Care
- Preventive Care

Centralized

- Pharmacy Refills and Prior Authorizations
- Medication Reconciliation Staff Training
- Medication Quality Measures
- Transitions of Care

Office Based Services

- MTM consults
- Collaborative Disease Management
- Brand to Generic Medication Conversion
- Safety



**COASTAL
MEDICAL**

LEADERS IN HEALTHCARE



Patient Identification

- Use payer analytics to identify:
 - High cost pharmacy patients
 - Patients with low medication adherence
 - Patients with opportunities for medication conversion
- Patients who are identified as being CMR eligible
- Practice patients with medication access or adherence concerns
- Data identified patients- Coastal Analytics
 - Population Health Management programs
- High risk patients after transition of care



**COASTAL
MEDICAL**
LEADERS IN HEALTHCARE



Pharmacy Quality Metrics

- Over 140 individual quality measures across all contracts and incentive programs = **Opportunity!**
- Look for measures with direct, measurable pharmacy impact
- Choose measures that align with your organizational needs



COASTAL
MEDICAL
LEADERS IN HEALTHCARE



Care Team Communication

- Care Conferences
 - Interdisciplinary team meeting to discuss high risk patients in a population health management program
- Clinical Program Rounds
 - Inter-population health management program weekly team meeting
- Overlap Rounds
 - Inter-team care coordination meetings



COASTAL
MEDICAL
LEADERS IN HEALTHCARE



Pharmacist Documentation

- Integrated documentation into structured data in EMR and into pharmacist templates
- Use Excel tracking cost savings
- Use OutcomesMTM® to document CMRs and TIPs



COASTAL
MEDICAL
LEADERS IN HEALTHCARE



Pharmacist Reporting

- Developed pharmacist reports with Data Analytics
 - Descriptive statistics and quantified pharmacist interventions and number of patients served
 - Pharmacist interventions for clinical measures
 - Diabetes Composite report
 - Medication Measures
- Payer analysis reporting
 - PMPY Pharmacy costs
 - Generic prescribing rate
 - Adherence rates



**COASTAL
MEDICAL**
LEADERS IN HEALTHCARE



Impact of Pharmacy Services

- Financial savings
 - Brand to Generic medication conversions
 - Over **\$1.3M** annualized savings
- Generic Dispensing Rates
 - >90% GDR for commercial and MA patients



COASTAL
MEDICAL
LEADERS IN HEALTHCARE



Improvements in Quality

ACO Quality Measures for 2014

- Diabetes A1C <9%
 - Coastal rate: 9.48%; 90th percentile: 10%
- CAD composite
 - Coastal rate: 86%; 90th percentile: 80%
- Medication Reconciliation
 - Coastal rate: 99%; 90th percentile: 90%



COASTAL
MEDICAL
LEADERS IN HEALTHCARE



Patient Experience

- *“Received some very useful information from my visit and commend Coastal for getting to those over 65 and making a great effort to keep them healthy and informed.”*
- Answer to question: Did you learn anything new about your medications from the pharmacist? *“Very helpful. This was the high point of the visit.”*



COASTAL
MEDICAL
LEADERS IN HEALTHCARE



Strategies to Prove the ROI

- Identify 'hard' and 'soft' savings opportunities
- Medication Utilization
 - Top medications prescribed by cost and volume
 - Brand to generic conversions
 - P&T Committee
- Patient Satisfaction Surveys
- Provider Satisfaction Surveys



COASTAL
MEDICAL
LEADERS IN HEALTHCARE



Payment Models

- Annual Wellness Visits
- Chronic Care Management Codes
- Transitions of Care Codes
- PMPM payments
- Investment of shared savings payments
- Innovate and be creative with local payers
 - BCBS PCMH Pharmacy model



COASTAL
MEDICAL
LEADERS IN HEALTHCARE



Challenges to Care Transformation

- Infrastructure costs
- Misaligned incentives
- Patient coordination across care systems
- Fee-for-Service
- Lack of community based resources
- Benefit design
- Clinician buy-in
- Workforce development



COASTAL
MEDICAL
LEADERS IN HEALTHCARE



Thank you!





**COASTAL
MEDICAL**

LEADERS IN HEALTHCARE

