

BACKGROUND

- The shift to value-based health care led to the creation of a star rating system used by the Centers for Medicare and Medicaid Services (CMS) to measure the quality of Medicare plans.¹
- Medication-related measures such as adherence are weighted heavily in the star ratings calculations, giving pharmacies opportunities to affect these ratings.¹
- Pharmacy performance scores are metrics that measure a pharmacy's performance in several categories such as proportion of days patients are covered by a particular medication class.²
- Establishing and maintaining high pharmacy performance scores can increase a pharmacy's inclusion in Medicare plans and its ability to receive appropriate reimbursement from a plan.¹
- Little has been published about the attempts by pharmacy owners, pharmacists and technicians to increase these pharmacy performance scores.

OBJECTIVES

- Assess methods used by pharmacy owners, pharmacists and technicians of independent community pharmacies to increase their pharmacy performance scores
- Evaluate the effectiveness of the methods used to increase pharmacy performance scores

METHODS

- A cross-sectional survey was distributed to community pharmacy owners, pharmacists and technicians in the United States using REDCap electronic data capture tools hosted at the University of South Carolina.^{3,4}
- The questions assessed knowledge of CMS star ratings and pharmacy performance scores, efforts to increase the scores, and perceptions of how effective the efforts have been.
- Surveys were distributed by email to listservs of independent pharmacy owners, individual pharmacists at independent pharmacies and by social media to accounts pertaining to independent community pharmacy.
- Data analysis included comparison of responses to stated pharmacy performance.
- The study received an exemption from Human Research Subject Regulations by the University of South Carolina's IRB.

RESULTS

Table 1. Respondent Demographics

Demographic	Number
Total number of responses	51
Average age in years (+/-SD)	48 (+/-11.6)
Male	31
Role in pharmacy	
Owner	41
Pharmacist	9
Technician	1
Race	
White	46
Asian	3
Other	1
Hispanic/Latino ethnic group	1

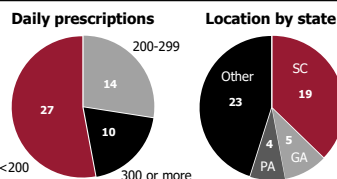


Table 2. Strategies implemented to improve performance scores*

Strategy	Number of respondents using strategy (%)	Percentage of respondents reporting 80% or better performance in various metrics							
		Proportion of days covered: statins		Proportion of days covered: diabetes		Proportion of days covered: RASA ^a		Statins in diabetes	
		Strategy NOT utilized	Strategy utilized	Strategy NOT utilized	Strategy utilized	Strategy NOT utilized	Strategy utilized	Strategy NOT utilized	Strategy utilized
Medication therapy management (MTM)	43 (84.3)	50.0%	79.1%	62.5%	76.7%	50.0%	79.1%	37.5%	39.5%
Medication delivery	41 (80.4)	80.0%	73.2%	70.0%	75.6%	80.0%	73.2%	50.0%	36.6%
Medication synchronization (not appointment-based)	38 (74.5)	76.9%	81.6%	53.8%	81.6%	53.8%	81.6%	38.5%	47.4%
Adherence reminder calls	33 (64.7)	61.1%	81.8%	61.1%	81.8%	61.1%	81.8%	27.8%	45.5%
Adherence packaging	29 (56.9)	72.7%	75.9%	68.2%	79.3%	68.2%	79.3%	18.2%	55.2%
Auto refill	26 (51.0)	76.0%	73.1%	76.0%	73.1%	76.0%	73.1%	32.0%	46.2%
Appointment-based medication synchronization	24 (47.1)	70.4%	79.2%	66.7%	83.3%	70.4%	79.2%	40.7%	37.5%
Technician-managed adherence programs	24 (47.1)	63.0%	87.5%	70.4%	79.2%	66.7%	83.3%	37.0%	41.7%
Adherence reminder texting	22 (43.1)	65.5%	86.4%	72.4%	77.3%	69.0%	81.8%	44.8%	31.8%
Employee incentives	6 (11.8)	75.6%	66.7%	73.3%	83.3%	75.6%	66.7%	42.2%	16.7%

*Not all strategies surveyed were included on this poster. See appendix for full results. ^aRASA: Renin-angiotensin system antagonists.

CONCLUSIONS

Limitations:

- Pharmacy performance scores and methods used to improve scores were reported by survey participants and could not be verified.
- No baseline data exists for pharmacy performance scores prior to strategy implementation.
- The scope of survey distribution was limited; a larger sample size is needed to perform statistical analysis and draw stronger conclusions.
- Participants volunteered to complete the survey and may not adequately represent independent pharmacies as a group.
- An understanding of terms used in the survey could have varied among participants.
- Pharmacies were asked to report their performance scores within a range. Exact performance scores would have allowed more specific data analysis.

Conclusions:

- Pharmacies offering medication synchronization (appointment-based or not) scored higher in most categories than those who didn't offer the service.
- Higher scores were seen in adherence metrics (proportion of days covered) for pharmacies offering adherence reminder calls, texting and packaging.
- Neither auto refill nor employee incentives seemed to help performance. Delivery led to mixed results.
- Pharmacies offering medication therapy management and technician-managed adherence programs had higher scores in the four categories.
- Implementing strategies that correlated positively to performance scores could help pharmacies increase reimbursement from Medicare plans.
- Further research is needed to determine the before-and-after effect of implementing these strategies.

REFERENCES

- Medicare star ratings: Stakeholder proceedings on community pharmacy and managed care partnerships in quality. J Am Pharm Assoc. 2014;54:228-240.
- Bonner L. Quality metrics, incentives emerging in pharmacy. Pharmacy Today. March 2015.
- PA Harris, R Taylor, R Thielke, J Payne, N Gonzalez, JG Conde. Research electronic data capture (REDCap) – A metadata-driven methodology and workflow process for providing translational research informatics support. J Biomed Inform. 2009 Apr;42(2):377-81.
- PA Harris, R Taylor, BL Minor, V Elliott, M Fernandez, L O'Neal, L McLeod, G Delacqua, F Delacqua, J Kirby, SN Duda. REDCap Consortium. The REDCap consortium: Building an international community of software partners. J Biomed Inform. 2019 May 9 [doi: 10.1016/j.jbi.2019.103208]

Disclosures

The authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.

- For full results, visit bit.ly/pharmacy_scores or scan the QR code:



ACKNOWLEDGEMENTS

- Dr. Gene Reeder for statistical analysis feedback
- Dr. Pauline Kitolo for general feedback
- Courtney Winkler for statistical analysis feedback