

# A Retrospective Review of Medication Therapy Management Claims to Determine Prescribers' Responses to Pharmacists' Recommendations

Samantha Arrants, PharmD<sup>1,2</sup>, Christy Holland, PharmD<sup>2</sup>,  
Ashley Abode, PharmD<sup>2</sup>, Macary Marciniak, PharmD<sup>1</sup>

<sup>1</sup>UNC Eshelman School of Pharmacy, Chapel Hill, NC; <sup>2</sup>Realo Discount Drugs, New Bern, NC

## BACKGROUND

- Targeted Intervention Programs (TIPs) are medication therapy management (MTM) services that focus on issues such as gaps in therapy, non-adherence, high-risk medications, and cost-saving opportunities.
- TIPs are a part of the MTM program whose success is dependent upon communication and collaboration among pharmacists, patients, physicians and other healthcare professionals.
- In previous studies, provider acceptance of pharmacist recommendations to health care providers was about 60%.

## OBJECTIVES

- To describe and evaluate prescribers' responses to pharmacists' TIP recommendations.
- To determine if a relationship exists between accepted/rejected recommendations based on the patient's primary pharmacy.

## METHODS

### Design

- Retrospective, observational study

### Setting

- Fourteen independent community pharmacies located in North Carolina

### Procedure

- OutcomesMTM™ TIP recommendations collected between July 1, 2013-June 30, 2014
- Included all TIPs requiring prescriber consultation. Excluded all TIPs requiring patient consultation.

### Data Analysis

- Chi-Square Analysis
- Descriptive Statistics

## RESULTS

### Prescriber Response Based on Intervention

	Accepted Recommendations N (%)	Refused Recommendations N (%)	Unable to Reach N (%)	Total Claims*
Needs Drug Therapy	11 (26.19%)	19 (45.24%)	12 (28.57%)	42
Suboptimal Drug	18 (64.29%)	8 (28.57%)	2 (7.14%)	28
Other**	8 (13.33%)	33 (55%)	19 (31.67%)	60
<b>Total Claims</b>	<b>37</b>	<b>60</b>	<b>33</b>	<b>130</b>

\*\*Adverse drug reaction, cost-effective alternative, dose too high, drug interaction, or unnecessary therapy

\*p<0.0001

### Prescriber Response Based on Primary Pharmacy Use

	Accepted Recommendation N (% total)	Refused Recommendation N (% total)	Unable to Reach N (% total)	Total Claims*
Primary**	34 (39.53%)	33 (38.37%)	19 (22.09%)	86
Not Primary	7 (15.91%)	23 (52.27%)	14 (31.82%)	44
<b>Total Claims</b>	<b>41</b>	<b>56</b>	<b>33</b>	<b>130</b>

\*\*51% or more of total patient prescriptions filled

\*p<0.0230

## DISCUSSION

- From the results of this study, there was a statistically significant difference between prescriber response based on intervention (p<0.0001).
- Also, there was a statistically significant difference in prescriber response based on primary pharmacy use (p<0.0230).
- Limitations of this study include: small sample size and the inability to determine statistical significance between each category analyzed.

## CONCLUSION

- The highest accepted TIP recommendations were in the suboptimal drug category. The lowest accepted TIP recommendations were in the other category. The results of this study suggest focusing pharmacists' time on the types of interventions most likely to be accepted.
- Based on the results of this study, prescribers are more likely to accept recommendations from pharmacists of patient's primary pharmacy.