AMERICAN PHARMACISTS ASSOCIATION'S
DELIVERING MEDICATION THERAPY MANAGEMENT SERVICES

A CERTIFICATE PROGRAM FOR PHARMACISTS

HOSTED BY: WEST VIRGINIA UNIVERSITY SCHOOL OF PHARMACY
AUGUST 17, 2018 – 8:00AM TO 5:30PM
200 LEE STREET EAST, CHARLESTON, WV 23501
For more information, please contact:
Michael Kurilla at 304-293-5103/mpkurilla@hsc.wvu.edu or Dr. Ginger Scott at 304-293-1553/vscott@hsc.wvu.edu

APhA's Delivering Medication Therapy Management Services
certificate training program (3rd Edition) presents a systematic approach for developing, implementing, delivering, and sustaining MTM services. It includes an overview of the marketplace for delivering MTM services, guidance for implementing MTM services in pharmacy practice, a review of the essential skills and knowledge needed for performing MTM successfully, and an organized process for identifying medication-related problems. The purpose of this certificate training program is to prepare pharmacists to improve medication use through the delivery of MTM services in a variety of practice settings.

The goals of this program are to:
- Advance public health and patient care through improved medication use
- Provide training to enhance pharmacists' ability to effectively provide MTM services
- Motivate increased numbers of pharmacists to establish MTM services
- Communicate benchmark practices for providing MTM services

APhA's Delivering Medication Therapy Management Services certificate training program has three components: online interactive self-study with assessment; the live seminar with online evaluation; and post-seminar case exercise. A Certificate of Achievement will be awarded to participants who successfully complete all program components, including an evaluation.

Key Learning Objectives of the Live Training Seminar

At the completion of this activity, the participant will be able to:

- Conduct a thorough medication therapy review (MTR)
- When interviewing a patient, employ effective communication skills to overcome communication barriers
- Complete a personal medication record (PMR)
- Develop a medication-related action plan (MAP)
- Document medication therapy management (MTM) services in a manner that allows for evaluating patient progress, billing, and tracking clinical and financial outcomes
- Create a plan for patient follow-up
- Assess patient-specific data and issues, and interpret these findings to identify medication-related problems
- Develop a patient problem list and a list of the patient's medication-related problems

- Establish goals of therapy for each medical condition and medication-related problem identified
- Make recommendations for resolving situations in which a patient's medications are potentially inappropriate
- Discuss the elements of an effective medication therapy recommendation to another health care practitioner
- Describe the medication use concerns and adverse drug events that are more common in elderly patients
- Account for pharmacokinetic and pharmacodynamic changes when reviewing an elderly person's medication regimen
- List important considerations when determining the operations of an MTM service
- Identify potential payers for MTM services
- Explain how to bill for MTM services using CPT codes
- Describe strategies for marketing MTM services
- Describe emerging opportunities for delivering MTM services

Self-Study Learning Objectives

•Explain the key components of medication therapy management (MTM).
•Define the five core elements of the MTM service model.
•Discuss the MTM provisions of the Medicare Part D benefit, including requirements established by the Centers for Medicare and Medicaid Services and the Affordable Care Act.
•List opportunities for providing MTM services including those that were created by the Affordable Care Act, such as patient-centered medical homes, accountable care organizations, and transition of care activities.
•Cite data that describe the current status of MTM provision in the United States.
•Discuss quality measures that can be impacted by MTM services or used to evaluate MTM services.
•Apply concepts and recommendations from current dietary, physical activity, and weight management guidelines to the specific needs of patients with diabetes.
•Discuss quality measures that can be impacted by MTM services or used to evaluate MTM services.
•Describe economic and clinical outcomes that are affected by pharmacist-provided patient care services
•Describe the components of a business plan.
•Evaluate the strengths and weaknesses of current pharmacy operations and list potential service opportunities and barriers that threaten success using a SWOT analysis.
•Write goals for providing medication therapy management (MTM) services.
•Describe appropriate activities for pharmacy technicians, student pharmacists, and pharmacy residents involved with MTM services.
•Discuss strategies for obtaining compensation for MTM services.
•Outline the processes and key considerations of making MTM services operational and integrated with existing services.
•Identify measures to track the economic, clinical, and humanistic outcomes of an MTM service.
•Describe elements of a marketing plan for attracting patients, providers, employers, and payers to engage in MTM services in your practice setting.
•List at least seven types of medication-related problems and possible solutions.
•Describe strategies for and limitations of using clinical practice guidelines during MTM services.
•Explain pharmacodynamic and pharmacokinetic changes that are common in elderly adults.
•Define the term geriatric syndromes.
•Explain the risks of medication-related problems in elderly patients, and strategies for reducing their incidence.
•List patient assessment strategies that may be useful during MTM visits.
•Identify patients with low health literacy.
•Describe techniques that support open communication with patients, including open-ended questions and active listening techniques.

•Describe a strategy for improving the cultural competence of pharmacists providing patient care during MTM visits.
•Identify the stages of behavior change in the Transtheoretical Model of Change.
•Describe the communication process used in motivational interviewing.
•Outline ways to adapt patient communication strategies when caring for patients with functional impairments.
•Identify pertinent information that should be obtained from patients and other health care providers prior to a medication therapy management (MTM) visit.
•Explain how to greet a patient and begin a patient interview during a medication therapy review.
•Systematically review a patient's medication regimen to assess for medication-related problems (MRPs).
•Assess whether an elderly patient requires dosage adjustments for drugs that are cleared renally.
•Describe a strategy for prioritizing MRPs.
•Identify components of the personal medication record and medication-related action plan.
•Describe the steps involved in completing an assessment of a patient's medication-related needs.
•Document an MTM visit.
•Explain information that should be included in a SOAP note.
•Describe how to document MTM services for internal records, patient records, and communications with third parties.
•Assess pre- and post-discharge medication lists as part of the medication reconciliation process.

Live Seminar Learning Objectives

•Conduct a thorough medication therapy review (MTR)
•When interviewing a patient, employ effective communication skills to overcome communication barriers
•Complete a personal medication record (PMR)
•Develop a medication-related action plan (MAP)
•Document medication therapy management (MTM) services in a manner that allows for evaluating patient progress, billing, and tracking clinical and financial outcomes
•Create a plan for patient follow-up
•Assess patient-specific data and issues, and interpret these findings to identify medication-related problems
•Develop a patient problem list and a list of the patient's medication-related problems
•Establish goals of therapy for each medical condition and medication-related problem identified
•Make recommendations for resolving situations in which a patient's medications are potentially inappropriate
•Discuss the elements of an effective medication therapy recommendation to another health care practitioner
•Describe the medication use concerns and adverse drug events that are more common in elderly patients
•Account for pharmacokinetic and pharmacodynamic changes when reviewing an elderly person's medication regimen
•List important considerations when determining the operations of an MTM service
•Identify potential payers for MTM services
•Explain how to bill for MTM services using CPT codes
•Describe strategies for marketing MTM services
•Describe emerging opportunities for delivering MTM services

Post-Case Seminar Learning Objectives

•Conduct a thorough medication history
•Complete a personal medication record (PMR)
•Develop a medication-related action plan (MAP)
•Assess a patient's health conditions and medication use to generate a list of medication-related problems
•Prioritize a list of medication-related problems and provide recommendations to address those problems
•Appropriately document medication therapy management services provided to a patient

Seminar Agenda

7:30am	**Check-in and Continental Breakfast**
	Welcome, Introductions and Acknowledgements
	The MTM Care Process
10:00am	**Break**
	Patient Communication During MTM Encounters
	Cultural Sensitivity
	Managing Special Needs of Elderly Patients
12:00pm	**Lunch and Networking**
	Case Studies
2:15pm	**Break**
	MTM Implementation: Financial and Operational Issues
	Next Steps and Take Home Points
5:30pm	**Post-Seminar Assignment and Final Instructions**

Faculty

> **Mark Garofoli, PharmD, MBA, BCGP, CPE**
> Director, Experiential Learning Program
> Assistant Professor
> West Virginia University School of Pharmacy
> Coordinator, WV Expert Pain Management Panel
> Morgantown, WV
>
> **Tara Whetsel, PharmD, BCACP, BC-ADM**
> Clinical Associate Professor, Department of Clinical Pharmacy
> West Virginia University School of Pharmacy
> Morgantown, WV

Continuing Pharmacy Education (CPE) Information and Activity Completion Requirements

Initial release date: 8/1/2017; expiration date: 6/31/2018
Activity Type: Practice-based
Target Audience: Pharmacists in all practice settings

- Successful completion of the self-study component involves passing the self-study assessment with a grade of 70% or higher and will result in 10 contact hours of CPE credit (1.0 CEUs). **ACPE Universal Activity Number: 0202-9999-17-213-H04-P.**
- Successful completion of the live seminar component involves attending the full live seminar and completing the online evaluation. Successful completion of this component will result in 8 contact hours of CPE credit (0.8 CEU). **ACPE Universal Activity Number: 0202-9999-17-214-L04-P**
- Successful completion of the post seminar case exercise component involves completing 3 post cases and submitting an online attestation statement of completion. Successful completion of this component will result in 3 contact hours of CPE credit (0.3 CEU). **ACPE Universal Activity Number: 0202-9999-17-215-H04-P**

Once credit is claimed, Statements of Credit will be available online within 24 hours on participant's CPE Monitor profile at www.nabp.net. The Certificate of Achievement will be available online upon successful completion of the necessary activity requirements on the participant's "My Training" page on www.pharmacist.com

The American Pharmacists Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

Activity Requirements - Course material and exams will be accessed online - In order to participate in this activity, registrants must have access to a computer with minimum system requirements: Internet connectivity with current version of internet browsers, such as Chrome, Firefox, Safari, or Internet Explorer (V9 and above); Adobe Acrobat Reader, Flash Player 8 or higher, Windows 95, Pentium 3 or equivalent processor, 64 MB of free memory (not 64 MB total), and Audio: Sound card and speakers or earphones. For full technology requirements, please visit http://www.pharmacist.com/delivering-medication-therapy-management-services

What Technology Is Required?

These technology requirements and suggestions will allow you a better online learning experience. In order to participate in any APhA online learning activity, participants must have access to a computer with these minimum system requirements:

Hardware Requirements
•128MB of RAM
•16-bit video card capable of 1024x768 screen resolution or better
•Speakers or headphones, if accessing content with audio

Software Requirements
•Internet Browsers ◦IE 9 and greater
◦Microsoft Edge 12 and greater
◦Firefox 4 and greater*
◦Google Chrome*
◦Safari 5 and greater

* These browsers automatically update themselves behind the scenes to the most current version.
•Operating Systems ◦Windows XP
◦Windows 7 and 8
◦Windows Vista
◦Mac OSX
◦iOS devices (tablets and phones): Please note iPads do not currently allow Adobe Support to be downloaded onto the device.
◦Android devices (tablets and phones)
◦Windows 10

If you are able to see a course window displayed, but no content within the display, you can check your pop-up blocker settings. Each web browser is different. To find out how to check the pop-up blocker settings, click here: http://elearning.pharmacist.com/technology-troubleshooting

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Refund Policy:

> **Cancellations received in writing at least 7 days prior to the program (fax 304-293-2529 or e-mail mpkurilla@hsc.wvu.edu) will be charged a $150 cancellation fee then refunded the remaining registration fee.**

American Pharmacists Association™
Improving medication use. Advancing patient care.
APhA

Program Costs

Each seminar is limited to a maximum of 60 people. Registration will be taken on a first-come, first-served basis. Participant cost will be $400 per pharmacist and $300 per student. This amount includes the cost of self-study and live seminar materials, continuing pharmacy education credit, continental breakfast, lunch, and breaks. Lodging, travel, and dinner expenses will be the responsibility of the participant. Cancellations received in writing at least 7 days prior to each program (Michael Kurilla at 304-293-5103/mpkurilla@hsc.wvu.edu, Dr. Ginger Scott at 304-293-5103/vscott@hsc.wvu.edu, or WVUSOPCE@hsc.wvu.edu) will be charged a $150 cancellation fee then refunded the remaining registration fee. We reserve the right to cancel the entire program. In the event of a seminar cancellation, each participant will be notified via phone and a full tuition refund will be made.

Hotel Information

Charleston Marriott Town Center
200 Lee Street East, Charleston, WV 25301
Reservations call 304-345-6500, Check-in: 4:00 PM, Check-out: 12:00 PM
Express Checkin, Express Checkout, Video Review Billing, Video Checkout
Guest rooms: Wireless, Wired
High Speed: Check email + browse the Web for 9.95 USD/day
Enhanced High Speed: Video chat, download large files + stream video for 13.95 USD/day
Lobby and public areas: Complimentary Wireless
Meeting rooms: Wireless, Wired
Smoke-free

Location, Directions, Parking

From I-64 West
Take Exit 58-C to US 119 S (Bigley Ave toward Washington Street/Civic Center). Keep left to stay on US-119 S/ Pennsylvania Avenue South. Turn left at 2nd light, onto US-60 East / Lee Street West (stay in middle lane). Continue straight ahead, the hotel is 2 blocks down on left side.

From I-64 East
Take Exit 58-C (ramp on right) and follow signs for US-60, turn right onto US -60E /Lee Street East, Continue straight ahead, the hotel is 2 blocks down on left side.

On-site parking, fee: $5 USD hourly, $15 USD daily, 267 spaces, well-lit and secure.

Delivering Medication Therapy Management Services Registration Form

AUGUST 17, 2018 – 8:00AM TO 5:30PM
CHARLESTON MARRIOTT TOWN CENTER – 200 LEE STREET EAST –
CHARLESTON, WEST VIRGINIA 25301

The program is limited to a maximum of 60 people. Registrations will be taken on a first-come, first-served basis. Registration is required at least seven days prior to each program.

Preferred registration and payment is online in our continuing education management system at **https://pharmacyce.wvu.edu/user/login** with a Visa, MasterCard, American Express, or Discover Card.

You can fax registration form to 304-293-2529. For registration and payment assistance please contact **Michael Kurilla at 304-293-5103/mpkurilla@hsc.wvu.edu, or Dr. Ginger Scott at 304-293-1553/vscott@hsc.wvu.edu**.

Please print or type: (One form per pharmacist)

First name _____MI _____ Last name _____
(Please note both given and preferred names if different.)

Home Address _____

City _____ State _____ Zip _____

Place of Employment _____

Work Address _____

City _____ State _____ Zip _____

Home Phone _____ Work Phone_____ Fax Number_____

E-mail _____

Please list any special dietary needs (ex. vegetarian, etc.): _____

Program Fee (check one)   **Please circle**
___ Student $300
___ Pharmacist $400

Self-study materials will be available online at least 30 days prior to program date. Information to access the online self-study materials will be emailed to participants.
If you have not received an email with this information, please contact the WVU School of Pharmacy at 304-293-5103/304-293-1553. Cancellations received in writing at least 7 days prior to the program (fax 304-293-2529 or e-mail mpkurilla@hsc.wvu.edu) will be charged a $150 cancellation fee then refunded the remaining registration fee. We reserve the right to cancel the program. In the event of a seminar cancellation, registrants will be notified by phone and a full registration refund will be made. Questions regarding the program should be directed to the WVU School of Pharmacy Office of Continuing Education to **Michael Kurilla at 304-293-5103/mpkurilla@hsc.wvu.edu, Dr. Ginger Scott at 304-293-5103/vscott@hsc.wvu.edu.**
Visit us on the web at **https://pharmacy.hsc.wvu.edu/continuing-education/**.