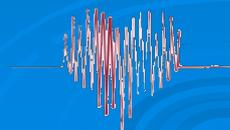


San Diego RCI Community Pharmacists on Care Team Pilot

Annual Right Care Summit
October 1, 2012 Berkeley, CA



San Diego RCI



Be there.



Pilot Project Overview

➤ Rationale & Aims

- Assess feasibility & cost-effectiveness of implementing community MTM in real-world settings

➤ Partners

- Health Plan – UnitedHealthCare
- Large Employer - San Diego School Districts (VEBA)
- Community Pharmacists - Ralph's Grocery Store Pharmacies
- Researchers - RAND, UCSD, UCLA, RCI

Project Overview Cont.

- 300 diabetics, Usual Care + MTM & (healthy lifestyle coaching)
 - Convenience sample, pre-post, matched control
- 6 month intervention
 - 60 min in-person Pharmacist consult at baseline, & 6 mo. 3 month phone; f/u contacts as needed, coordination w/VEBA health coaches and PCPs
 - Labs at baseline, 3, 6 mo.; biometrics & survey at baseline & 6 mo.

Project Status

- Actively enrolling patients from **San Diego**, Orange, LA, & San Bernardino County
- Small subset completed 6 mo intervention, but numbers still too small for clinical & cost results
- Preliminary Formative Evaluation results:
 - Some expected & unexpected challenges
 - IRB process, initial data & resource limitations
- Numerous unexpected insights and outcomes, emerging from project already

Emerging Lessons and Perspectives from:

- Health Plan
 - UnitedHealthCare
- Large Employer Benefits Trust
 - School Districts (VEBA)
- Community Pharmacist Network
 - Ralph's Grocery Store Pharmacies



UnitedHealthCare

- Collaborating with Wendy and Medical Groups to improve DM outcomes. Wendy has the close relationships with VEBA beneficiaries but needs the authority of the PCP's to encourage participation in MTM.
- Promoting the implementation of pharmacist on the care team
- Metrics-based focus on quality improvement
- Improved relationships with participating entities, such as the customer (VEBA) and regulator (DMHC)
- Opportunity to work with academicians from University of California and RAND Corp.



California Schools VEBA

(Voluntary Employee Benefits Association)

- Meaningful engagement at the employee and district level:
 - Increased outreach at school districts & sites for recruitment, allowing for more collaboration & intervention at individual & group level.
 - More concentrated outreach efforts towards high-risk districts & sites.
 - Engaging those with diabetes previously not participating in wellness programs, resulting in increased wellness participation in either the MTM project, coaching, and/or challenges.
 - Increased interaction with pre-diabetics well beyond what we have encountered in the past, seeking assistance with lifestyle changes to prevent disease advancement.
- Bridging wellness between employers and health care:
 - Partnering with UHC has opened other doors of collaboration between health coaching & case management with Sharp Community & Sharp Rees-Steely & other physician groups.
 - VEBA' participation in collaborative efforts has contributed to success in motivating & assisting districts in forming their own employee wellness programs.



Ralphs Grocery Store Pharmacies

- Pushing the envelope and developing and testing expanded MTM and health education programs
- Developing and testing more flexible, patient-centered programs that include community based visits, phone calls, in addition to on-site sessions at Ralphs
- Gain clear understanding of needs and capacities of plans and employers