

# Star Measures Success: Astrup Drug



Lyle Prussman, PharmD

## **Pharmacy Name:**

Astrup Drug

## **Community Type:**

Rural/one out of the 20 retail locations is suburban

## **Location Setting:**

Mix of free Standing and Strip Mall

## **Patient Base:**

Roughly 30 to 40% Medicare population

## **Primary Objective:**

We are hoping that our MTM and adherence tools are going to help our Star ratings. Our goal is to make our pharmacy more than an errand and utilize more of our pharmacist's training and education. It's not only good for the patient to get a higher level of care from their community pharmacist, but we have also seen that pharmacists enjoy their jobs more this way as well. The idea is to change the perception of how pharmacy is thought of by the majority.

AmerisourceBergen customer Astrup Drug was listed as a leader during the November time frame in the Humana DTM TIP Contest, part of Humana's "Aim for the Stars" initiative. The contest, which ran through December 31, 2014, selected winners based on the percentage of assigned Needs Drug Therapy – ACE-I/ARB/DRI (Diabetes Treatment) TIPs completed and the success rate for completed TIPs. To be eligible to win, the pharmacy organization was required to:

- Have at least 10 Humana DTM primary TIP opportunities
- Complete more than 80% of its Humana DTM primary TIP opportunities
- Successfully close the gap for at least 25% of completed Humana DTM primary TIP opportunities

After hearing of Astrup Drug's recognition in this contest, AmerisourceBergen reached out to Lyle Prussman of Astrup Drug to find out more about what their pharmacy organization has implemented that is setting them apart and driving success. Our goal was to understand best practices that can be shared with pharmacy peers, as they strive to increase their own focus on MTMs and Star Ratings performance.

When Lyle isn't working as a staff pharmacist 1-2 days per week, he is focused on his responsibilities as the Director of Specialty Care Services and the Health and Wellness Coordinator at Astrup Drug. In these roles, Lyle monitors all 20 Astrup Drug locations in an effort to implement a uniform way of performing MTMs across all pharmacies while also engaging the Pharmacy Managers regarding the benefits and importance of MTM completion.

# Star Measures Success: Astrup Drug



Gaining consistency across locations can be a challenge when working with a variety of Pharmacy Managers, each with unique experience levels and volume demands. In addition to the challenges resulting from these differences, Lyle has had to overcome the perception that working MTMs is not cost effective. He has helped the Astrup Pharmacists bridge the gap that while they may not make money on performing the actual MTM, it's quite simply the right thing to do and can have long-term customer retention benefits. Most importantly, they can actually see their patients getting better, and that's what their goal should be as clinicians.

Lyle believes that there is so much opportunity to educate patients on their disease states, and pharmacists have a wealth of education and information that they can share with their patients. Physicians are often time-constrained and the pharmacist provides an additional layer of clinical expertise in discussing medications, side effects and overall health of the patient. The partnership between patient, prescriber and pharmacist is the key to success.

As Astrup works toward a goal of consistency, they have established and supported a unified workflow on MTM process and completion. Lyle believes that consistency is the key: Astrup can't have 20 stores doing things 20

different ways as it would be difficult to drive improvement or measure success. Therefore, Lyle provides guidance to pharmacists on actions to take and then does much of the paperwork centrally on behalf of the pharmacy. He has developed a streamlined process that the pharmacist can complete which satisfies all the requirements for Mirixa and Outcomes online portals. Lyle aids in completion of the online submissions for the pharmacies, saving them time and allowing them to focus on the patient interaction. This also helps level set data and processes across the pharmacies, providing more support to the pharmacies that need additional help to complete their cases.

Lyle's work at Astrup has just begun, and AmerisourceBergen will continue to check in with him as piloted initiatives officially launch. In his short time in his role, he's helped develop a formal process, created consistency in MTM case completion, identified opportunities for innovation and streamlined workflow. Astrup Drug's ranking amongst the leaders in the Humana Aim for the Stars Initiatives contest demonstrated the impact Lyle's work has made. As a group, the Astrup-Sterling pharmacies have been averaging just over a 4 Star composite performance score based on EQiIPP™ data for August 2014-February 2015.