

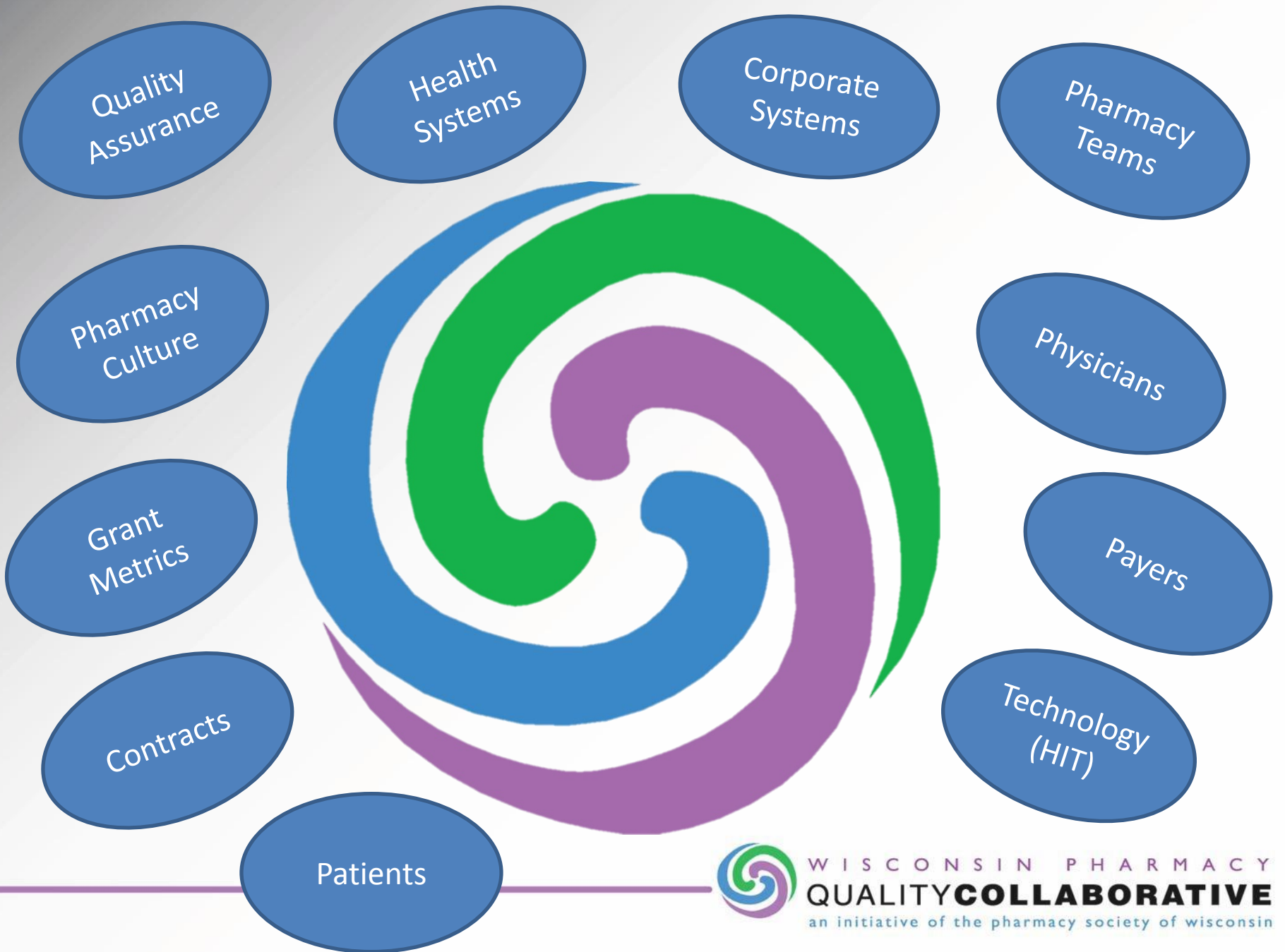


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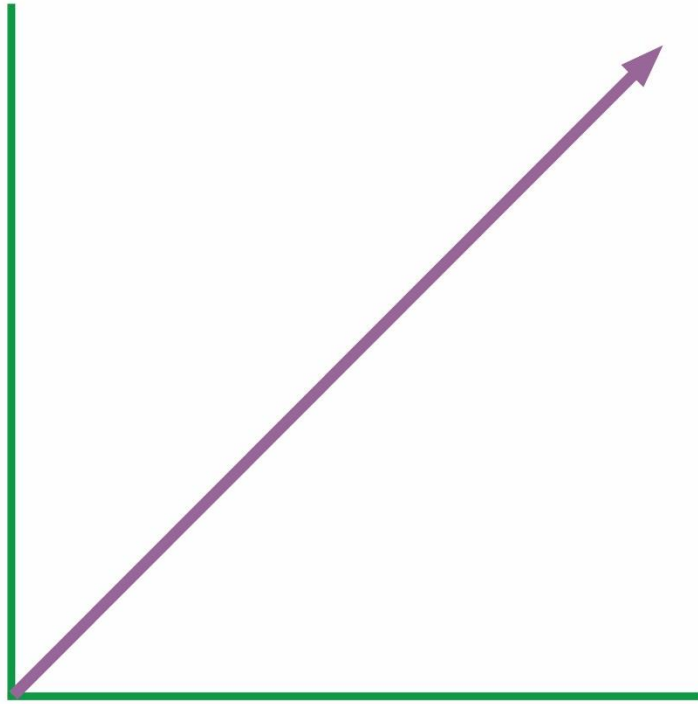
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**Together, We're Building a Better
Way to Care – For Everyone**

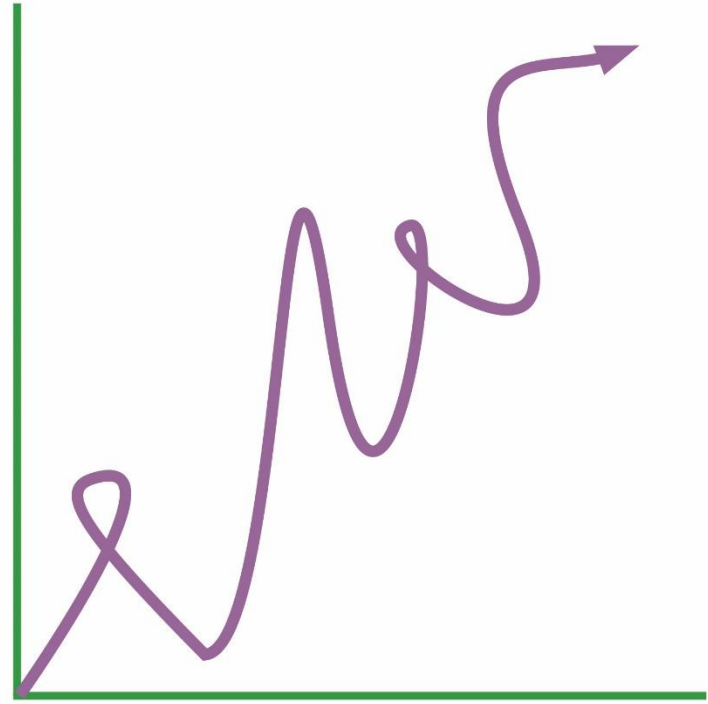


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What We Planned

vs.



What Really Happened



WPQC Fundamentals

- Network of pharmacies with certified pharmacists who provide medication therapy management (MTM) services to patients
- PSW accredits WPQC pharmacies based on a set of 7 quality-based best practices
- Team-based care focus



Implementing the WPQC Quality-Based Best Practices
by



“Retooling the Community Pharmacist from Medication Dispenser to Medication Therapy Manager to Improve Health and Reduce Health Care Costs”

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The contents of this publication are solely the responsibility of the authors and have not been approved by the Department of Health and Human Services, Centers for Medicare & Medicaid Services.



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CMS Grant

- Challenges to overcome, but afforded luxury of infrastructure



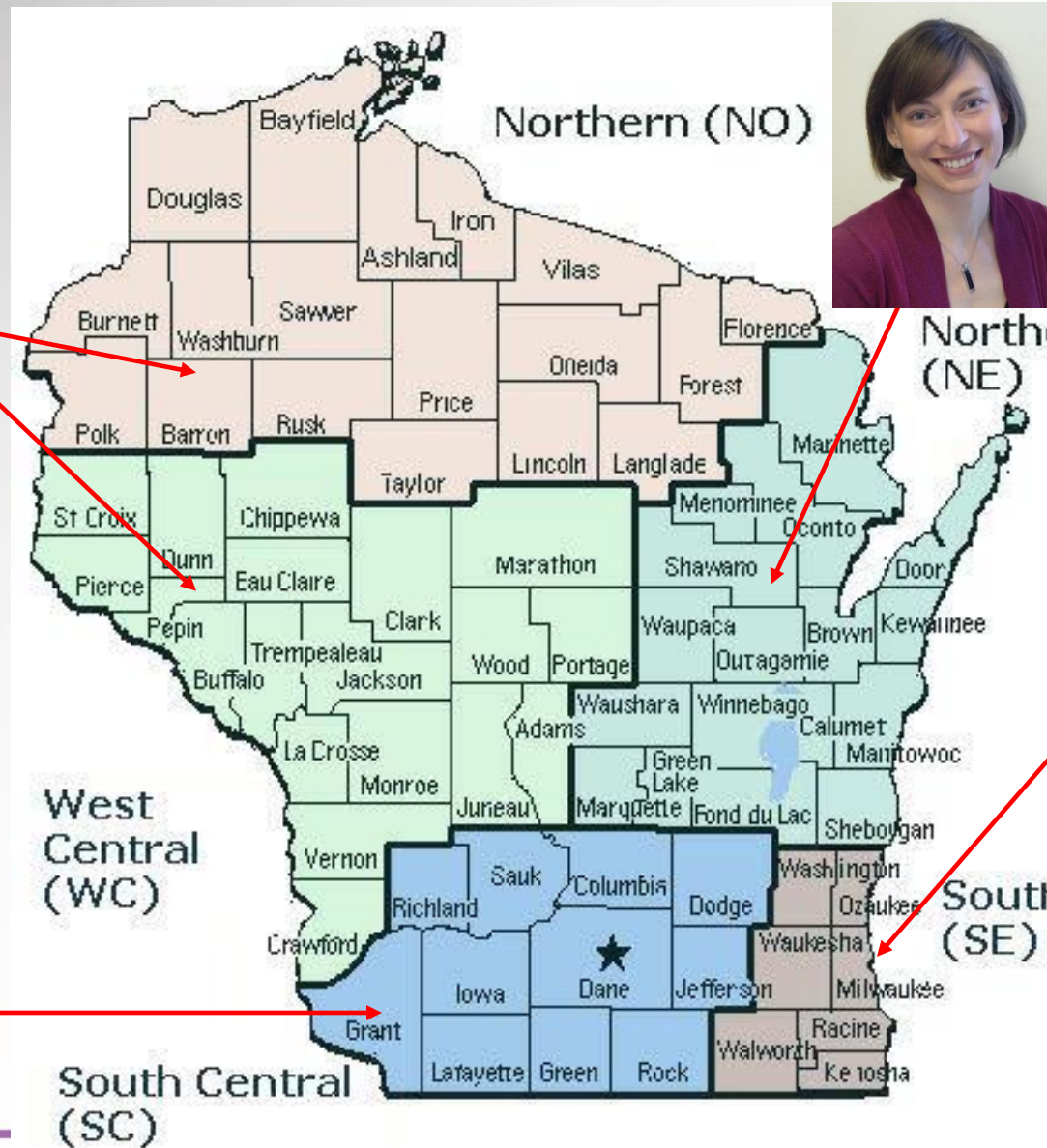
WPQC: Regional Implementation Specialists



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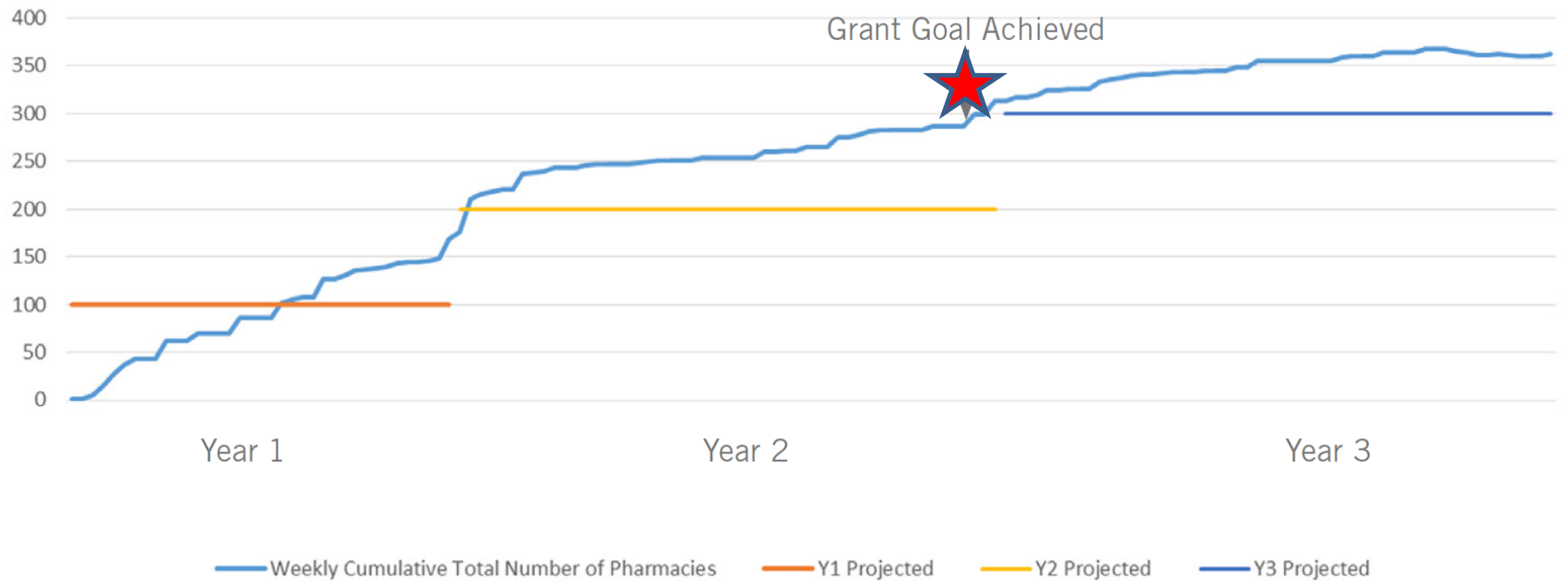


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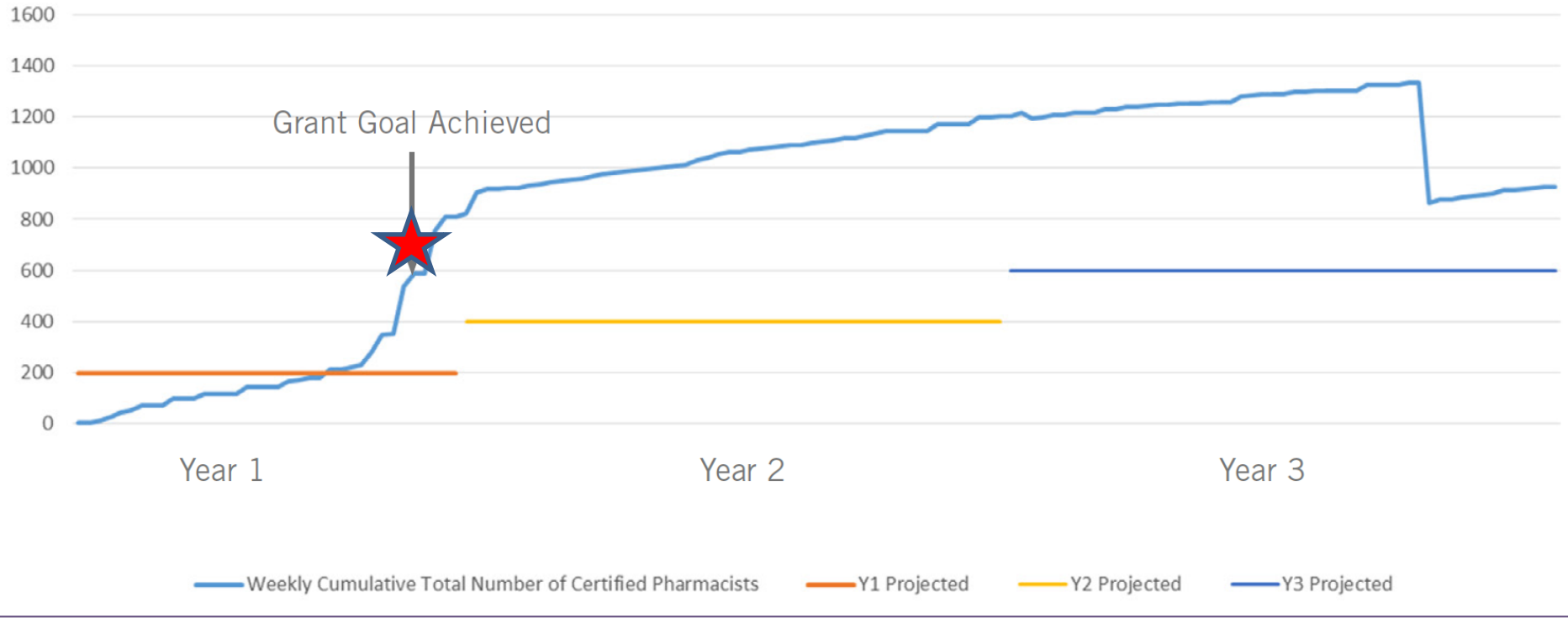
Program Expansion

- South Central WI expansion to entire state
- Benefits of WPQC Membership
 - Development and implementation of policies and procedures
 - Clinical and programmatic resources
 - Education and training materials
 - Health Information Technology (HIT) platform
 - Accreditation/certification processes

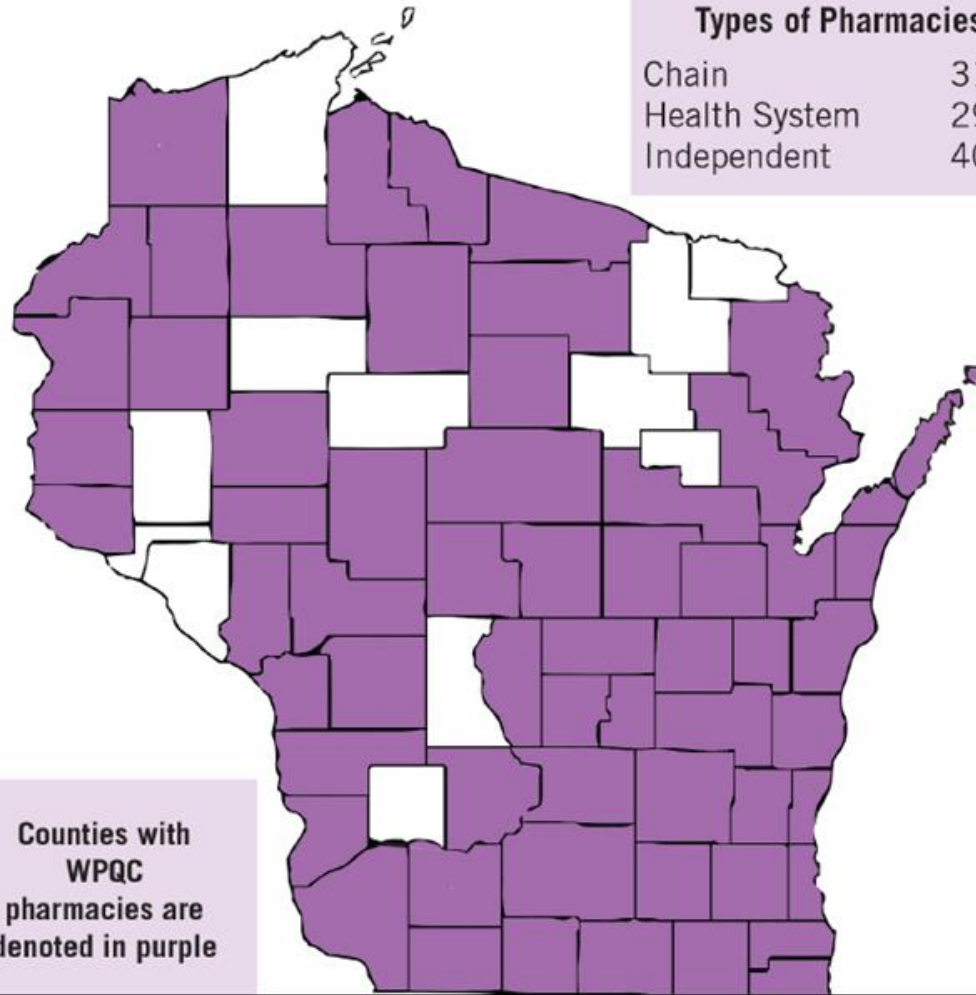
WPQC-Accredited Pharmacies



WPQC-Certified Pharmacists



WPQC Participating Pharmacies



Types of Pharmacies

Chain	31%
Health System	29%
Independent	40%

Counties with
WPQC
pharmacies are
denoted in purple



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WPQC Payers

The following payers support WPQC:



New health plans are always welcome to participate! Please contact [Kari Trapskin](#) at (608) 827-9200 for more information on how to get started.



Attributes of Success

Culture

*A motivated
pharmacy team,
streamlined workflow
and supportive
leadership*

Tools

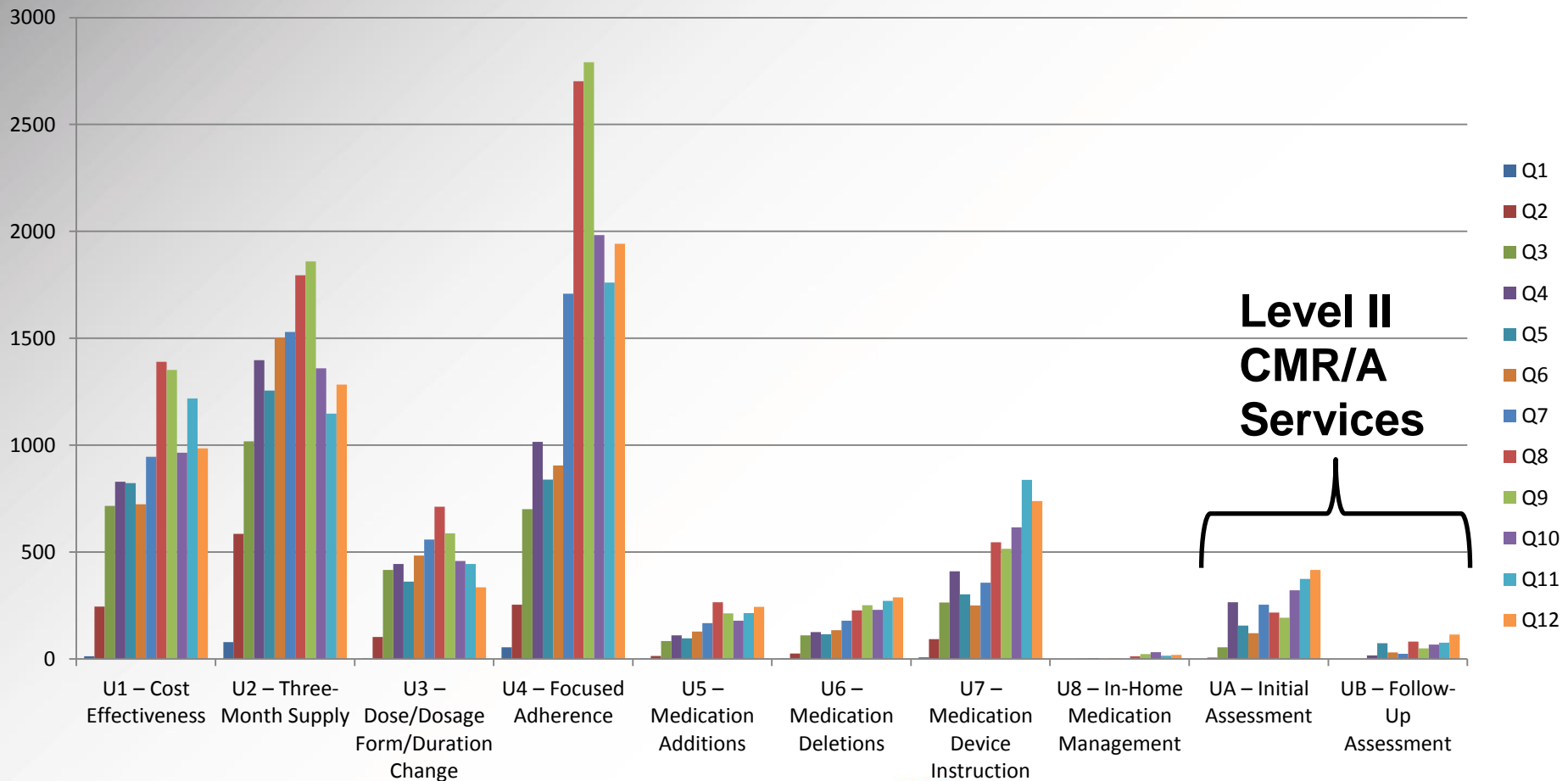
*In the form of
resources,
technology and
dedicated patient
care space*

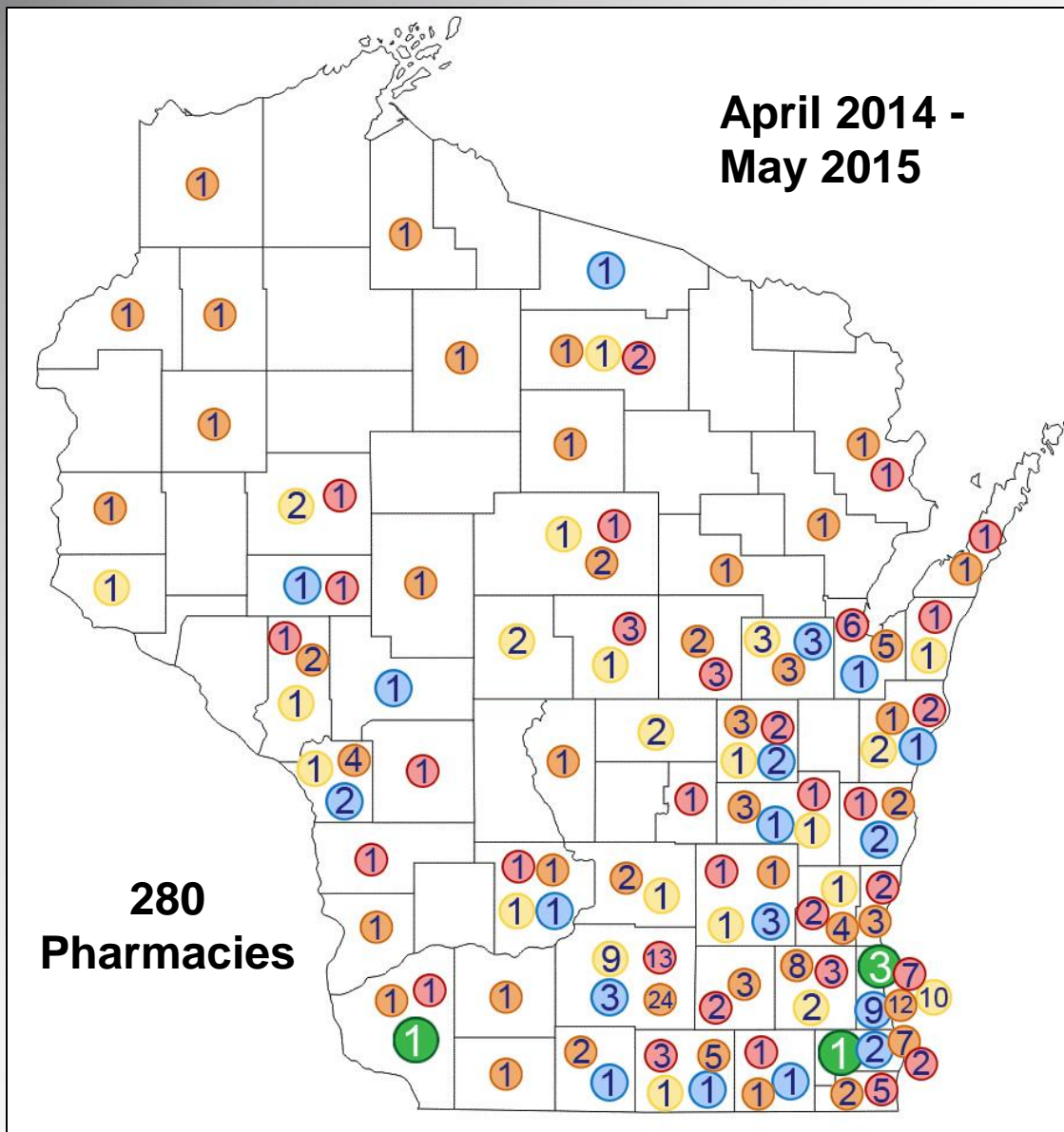
Rapport

*Establishing
and maintaining
relationships with
patients and
providers*

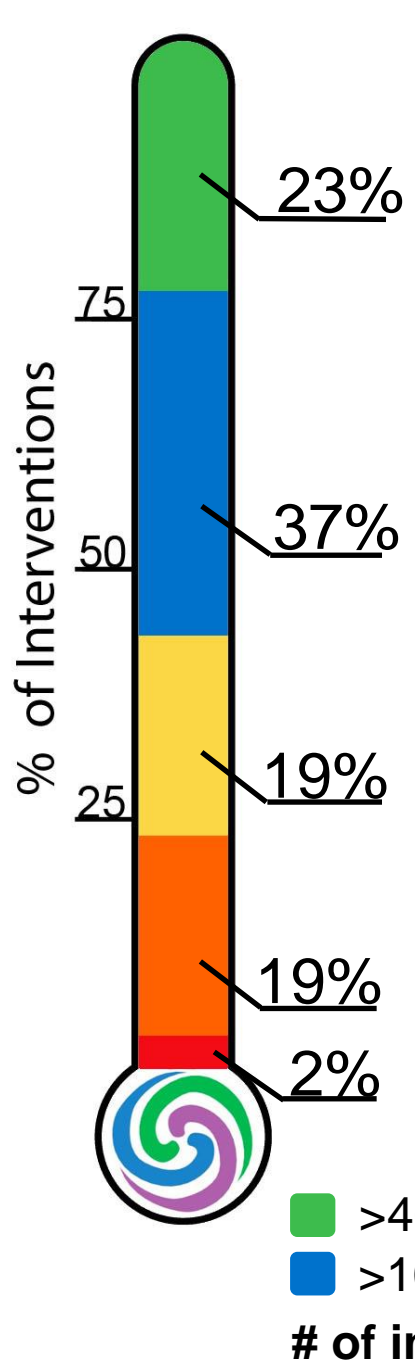


WI ForwardHealth Level I/II Interventions



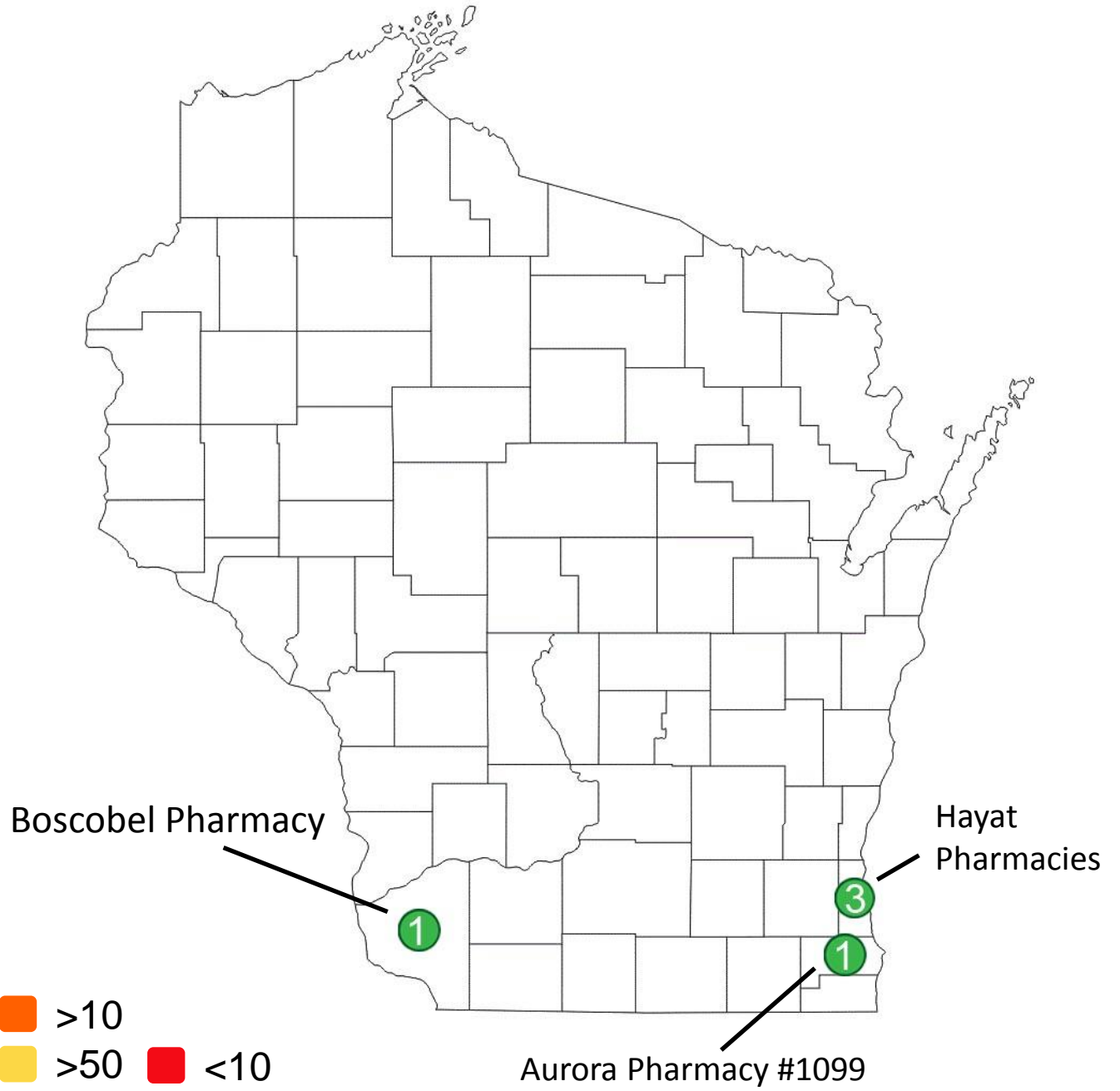


- **Pharmacies providing at least one WPQC service**
- **Level I or Level II; Push and Pull**
- **N = 16,404**
- **Documented in Aprexis™**
- **80 pharmacies out of 360 pharmacies submitted no claims**
- **Commercial and Medicaid members**



■ >400 ■ >10
■ >100 ■ >50 ■ <10

of interventions (n=16,404)

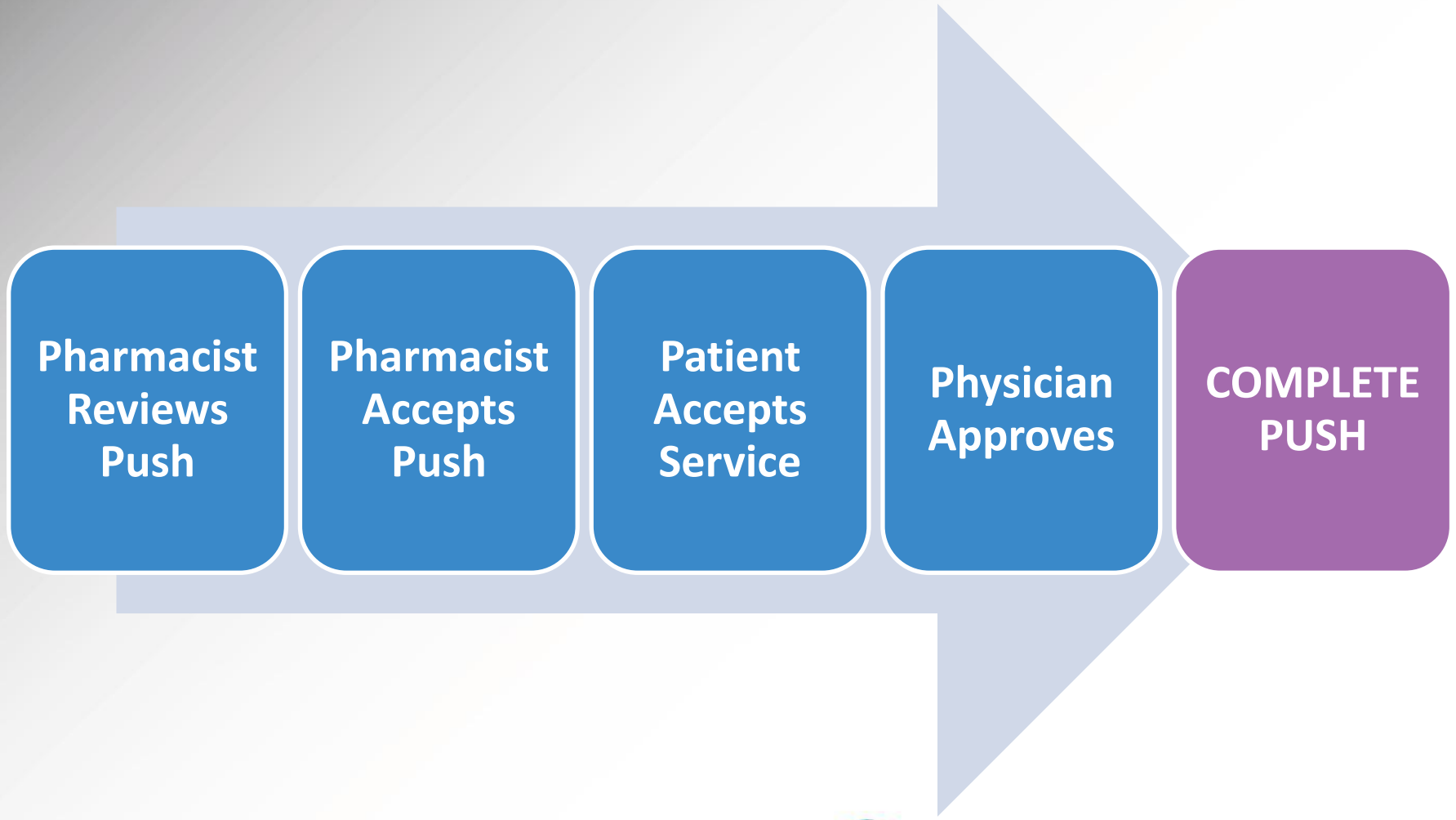


WPQC Outcomes

- Program focus: Asthma, Diabetes, Chronic Heart Failure, Geriatric Syndromes
 - Clinical cases pushed to pharmacy queues
- The push process works
- Pharmacies need to respond and complete pushes and continue to identify pulls



Push Process Steps



Tremendous Opportunity: Pushes

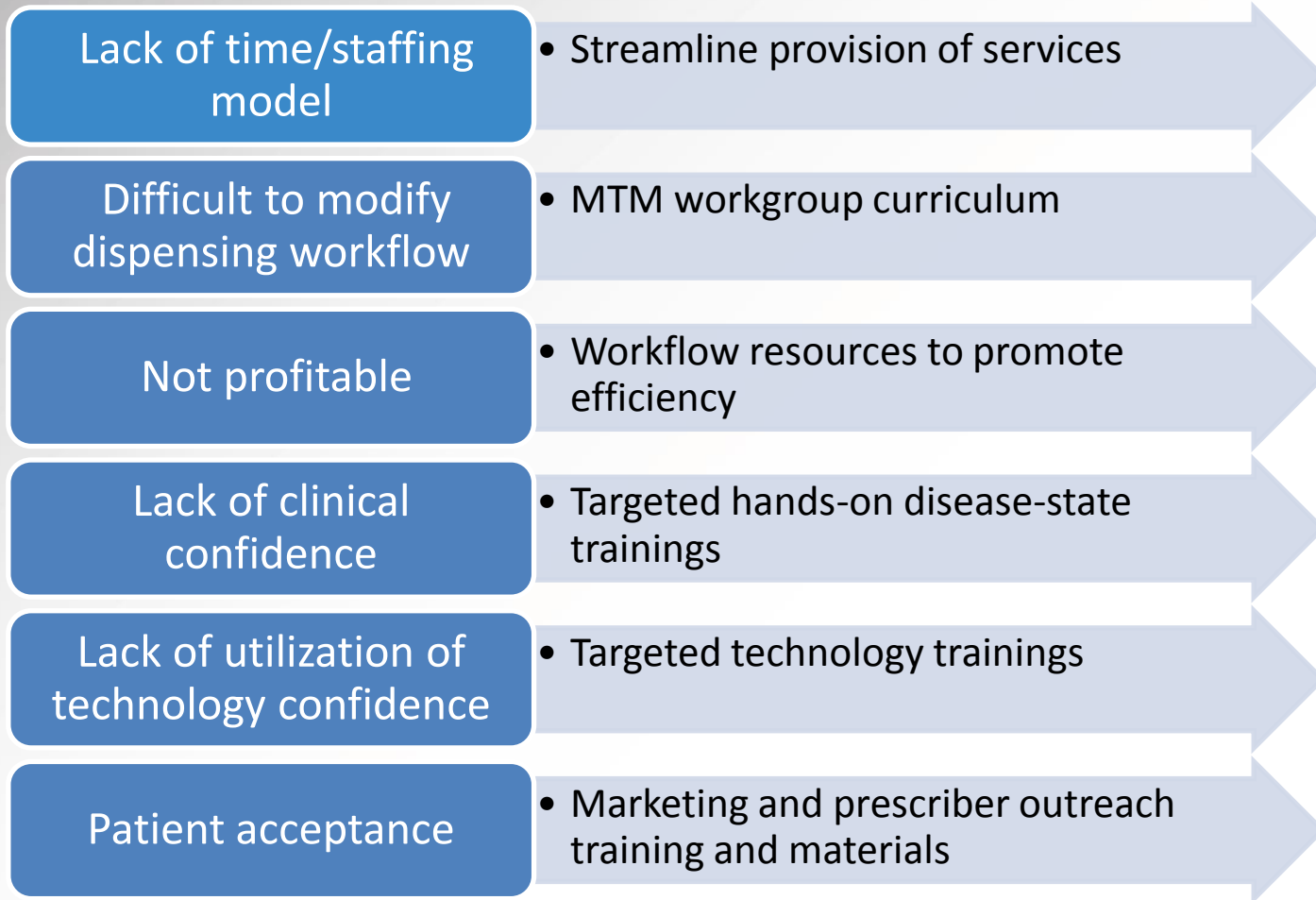
	Level I Services	Level II (CMR/A) Services
Projected Completion Rate	71%	48%
Actual Completion Rate	13%	12%



WPQC Sustainability

- Comparably **smaller** number of WPQC claims submitted for **commercial plans vs. WI ForwardHealth**
- Commercial plans have stretched internal cost of administering the program over a small number of claims
 - Concern about **long term sustainability**
- WI ForwardHealth has seen a **decline in medical costs** and **slight increase in pharmacy costs**

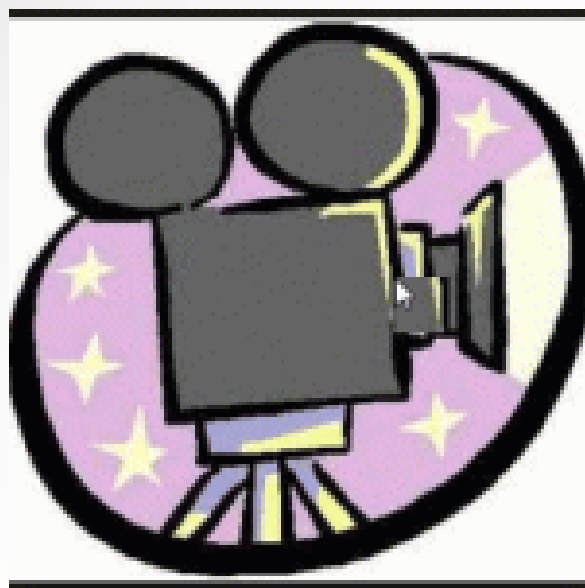
Barriers and Strategies



Challenges Overcome

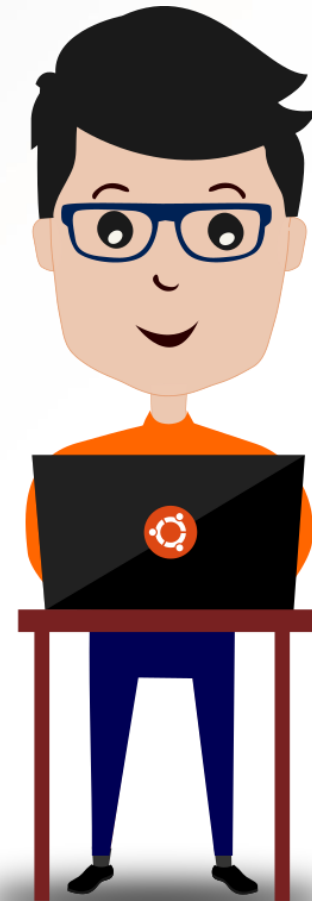
- Lisa Boerner, PharmD, RPh
 - Lakeview Pharmacy, Racine WI
- Kate Hartkopf, PharmD, RPh
 - UW Hospital and Clinics Pharmacy, Madison WI
- Ann Moore, RPh
 - Aurora Pharmacy #1300, Wautoma WI

WPQC Video



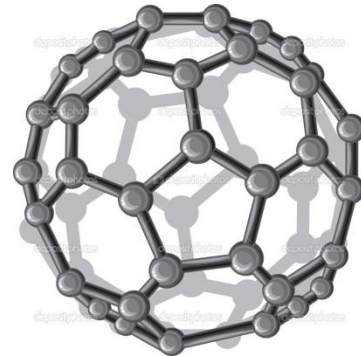
UW SOP WPQC Evaluation Team

- David Mott, PhD,
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- Kwame Bernard, Data
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- Lori Allerson, Graduate
Student, Data Analyst
- Kevin Look, PharmD,
PhD



“You never change things by fighting the existing reality. To change something, build a new model that makes the existing model obsolete.”

~ Buckminster Fuller





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