Evaluation of the effectiveness of a survey, the Pharmacist Drug Adherence Work-up (DRAW) tool, used to assess and improve medication adherence in Medicare Advantage prescription drug (MA-PD) plan members

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Background

- Medication non-adherence has been linked to poor clinical outcomes leading to increased healthcare costs.¹
- There are a number of patient-specific factors that can directly and indirectly affect adherence to medications including, but not limited to: cost, forgetfulness, complexity of the medication regimen, and perceived effectiveness of the prescribed medication.
- The Centers for Medicare and Medicaid Services (CMS) utilizes a set of adherence performance measures for Medicare Advantage prescription drug (MA-PD) plans that have the potential to heavily influence a plan's overall quality rating.
- In August 2014, the University of Florida (UF) Medication Therapy Management Communication and Care Center (MTMCCC) started using the DRAW tool to conduct advanced medication adherence services.
- Using the DRAW tool, the MTMCCC adherence team provided adherence call services to assess individual patient-specific barriers and provide solutions to improving medication non-adherence for three classes of medications: renin angiotensin system antagonists, HMG-CoA reductase inhibitors (statins), and oral diabetes medications.

Objective

To evaluate the effectiveness of a survey, the Pharmacist Drug Adherence Work-up (DRAW) tool, as part of an advanced telephonic outreach program designed to improve medication adherence for Medicare Advantage prescription drug (MA-PD) plan members diagnosed with diabetes, hypertension, and/or dyslipidemia.

Methods

- This study was a retrospective pre-post analysis utilizing pharmacy claims data.
- Effectiveness of the advanced adherence calls using the DRAW tool will be evaluated using a pre-post analysis that compares the proportion of days covered (PDC) 6 months before and 6 months after the index month.
- The index month is defined as the month in which the patient receives the first telephonic adherence call.
- The study population includes patients 18 years of age and older with diabetes mellitus, hypertension, and/or dyslipidemia who had pharmacy claims data for at least 2 months.
- A control group will be created from individuals who meet the inclusion criteria but did not receive any intervention.
- Patients from the intervention group will be matched 1:1 with individuals from the control group in order to calculate a difference-in-difference for the PDC between the control and intervention groups.

Drug Adherence Work-up (DRAW) Tool²

<table>
<thead>
<tr>
<th>Patient Interview</th>
<th>Yes</th>
<th>Suggested actions &amp; GUIDES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Please tell me how you take your medication every day.</td>
<td>N/A</td>
<td>Verify adherence; Identify any discrepancies; Add to their knowledge</td>
</tr>
<tr>
<td>2) Do you feel like you have too many medications or too many doses per day?</td>
<td>☐</td>
<td>Reduce number of meds per day by stopping/changing medications; Simplify regimen</td>
</tr>
<tr>
<td>3) Do you sometimes forget to take your medication on routine days?</td>
<td>☐</td>
<td>Adherence aid, alarm or specialized packaging; Med calendar; Memory aids; Rule out anticholinergic meds</td>
</tr>
<tr>
<td>4) Do you forget on non-routine days such as weekends or when traveling?</td>
<td>☐</td>
<td>Patient education; Guided counseling</td>
</tr>
<tr>
<td>5) Do you have a concern that your medication is not helping you?</td>
<td>☐</td>
<td>Guided counseling; Switch medications; Symptom management; Adjust regimen</td>
</tr>
<tr>
<td>6) Do you feel that you do not need this medication?</td>
<td>☐</td>
<td>Switch to less costly medication; Cost reduction strategy</td>
</tr>
<tr>
<td>7) Have you had any side effects?</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>8) Are you concerned about side effects?</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>9) Is the cost of this medication too much?</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>

Methods (Diagram)

- Index Period
- 8/1/2014
- 9/30/2015
- 6 month pre-index period
- 6 month post-index period

Results

Pending

References