

# MEDICATION THERAPY MANAGEMENT (MTM) TRAINING FOR A STUDENT STAFFED CALL CENTER

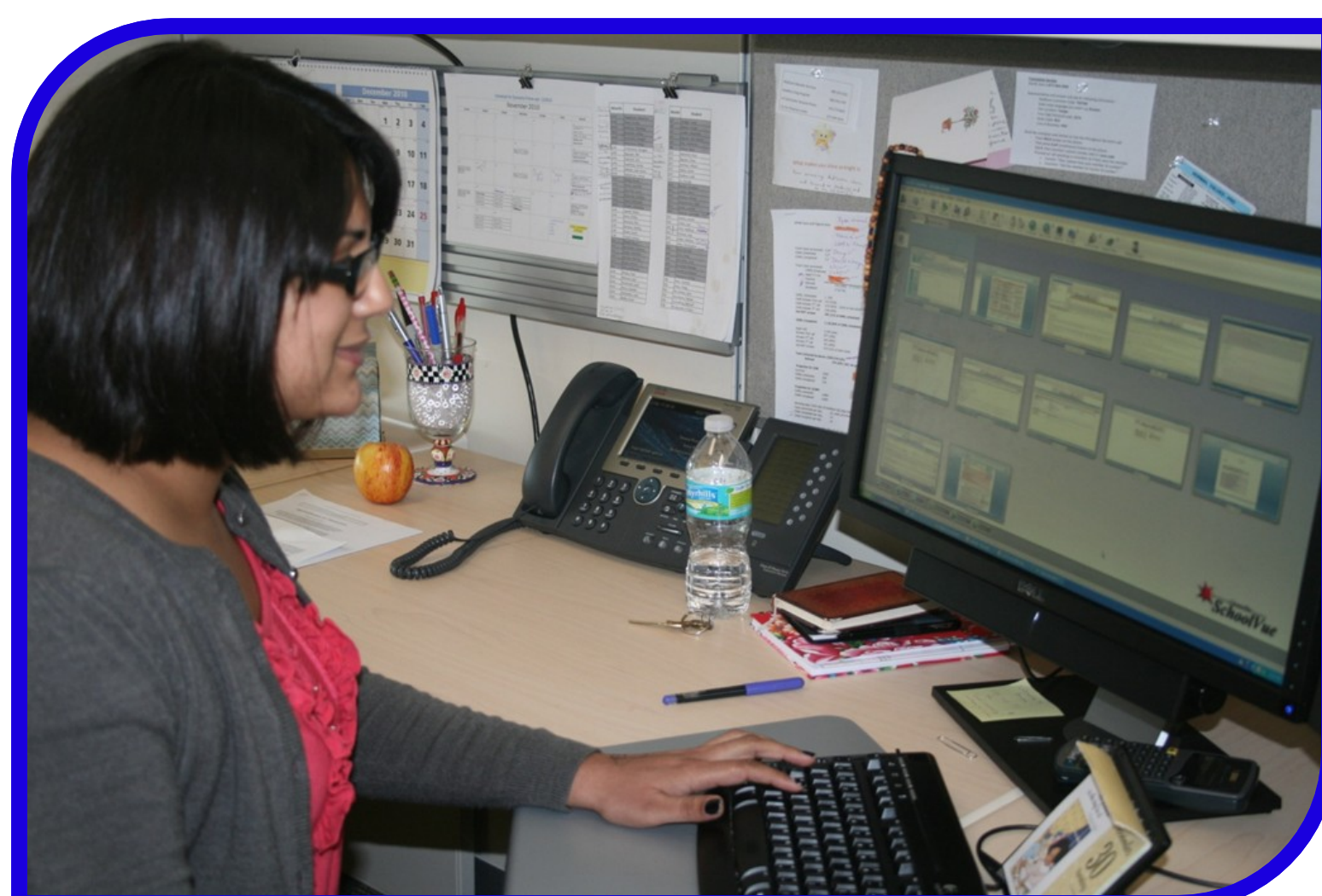
Shelley A. Stevens, Pharm.D. Candidate, Reena B. Mistry, Pharm.D., Michele J. Lawson, RHIT  
The University of Florida College of Pharmacy

## BACKGROUND

- ❖ The University of Florida College of Pharmacy MTM Call Center began in March 2010. To date, this is the largest rotation experience available to pharmacy students. There are a total of 12 Pharm.D. candidates who collectively provide MTM services.
- ❖ Pharm.D. candidates have constant guidance and support from the personnel at the call center. This includes a director, training coordinator, 3 Pharm.D. faculty members, 2 residents, and 1 research fellow.
- ❖ The MTM services provided by telephone require a special set of skills that are not emphasized in most pharmacy curricula.

## PURPOSE

- ❖ To train and mentor pharmacy students in the provision of telephony MTM services.



Monitoring Students



Student Providing MTM

## METHODS

Student training, mentoring, and monitoring

- ❖ Phase I (~3 ½ days):
  - *Interactive educational presentations*
    - MTM call center practice model
    - Communication skills
    - MTM electronic chart use
    - Simulated cases & crisis management
    - Listening & note taking techniques
    - ASiST Training
    - Practice calls
- ❖ Phase II (~7 weeks):
  - *Mentoring and monitoring student performance*
    - Second month students mentor the first month students.
    - Daily feedback is provided by faculty and residents on each completed CMR, MAP, and Physician Fax.
    - A commercial monitoring program allows MTM staff to monitor students' computer desktop and telephonic interview in real time.
    - Faculty can instantly message the students and/or take control of the call when special circumstances arise.
    - All calls are recorded for review and quality improvement analyses.



## RESULTS

- ❖ To date, the UF MTM call center has conducted over 1,500 CMRs and 600 quarterly reviews. We have trained 42 Pharm.D. candidates.
- ❖ Outside expertise in listening/note taking and crisis training were incorporated to provide student instruction as certain needs were recognized.

## CONCLUSION

- ❖ This unique advanced pharmacy rotation experience bridges the gap for MTM services over the telephone.
- ❖ This rotation provides students with confidence to speak to patients about their medications, knowing faculty and residents are watching, listening, and available at all times.
- ❖ Special training in note taking, listening, and crisis awareness extend these Pharm.D. candidates' education.



ASiST Training

### Disclosure

Authors of this presentation have the following to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation:

- The University of Florida College of Pharmacy MTM Call Center has a partnership with WellCare and Gold Standard, Elsevier.
- S Stevens:
- R. Mistry:
- M Lawson: