



Duke Population Health Management Office

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Pharmacy Manager, Population Health



DukeHealth



Shift to Value-based Care

Financial Responsibility is Shifting

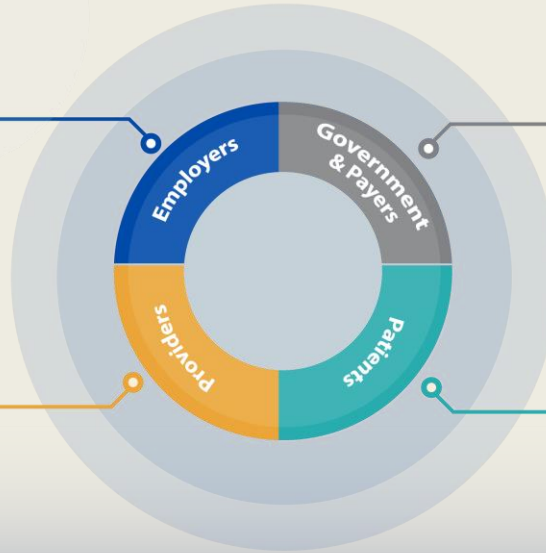


Employers

- Not absorbing cost increases
- Exchanges may accelerate decline in employer-sponsored insurance (fixed contribution vs fixed benefits)

Providers

- Higher patient cost share = more bad debt
- Undertaking cost reduction initiatives
- **Need to be prepared to take on risk**



Government & Commercial Payers

- Overall reimbursement, other support decreasing
- Commercial payers competing on cost
- **Government payers shifting risk to providers**

Patients

- Costs shifting to consumers (HDHPs, tiering)
- Selecting lower premium with higher OOP costs (e.g., exchange Bronze plans)



Duke Population Health Management Office (PHMO)

Mission & Vision



Mission

Partner with **patients, providers, payers & communities** to measurably improve health outcomes through results-driven **care management**, evidence-based **practice support** & actionable **data & analytics**.

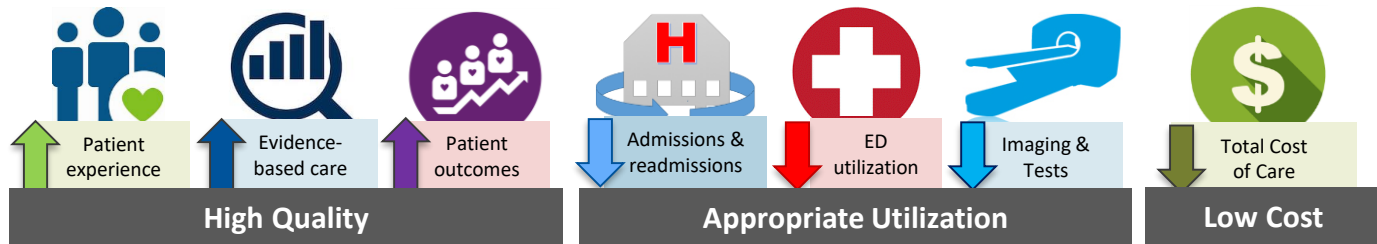
Vision

Connected patients, **empowered** providers, **healthy** communities.

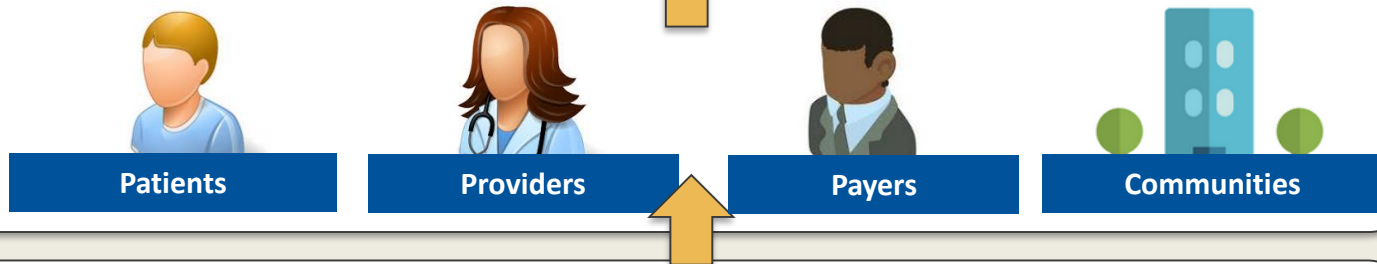
How Duke PHMO Supports Better Outcomes



Desired
Outcomes
("Value")



Stakeholders



Duke PHMO



Value-based Networks

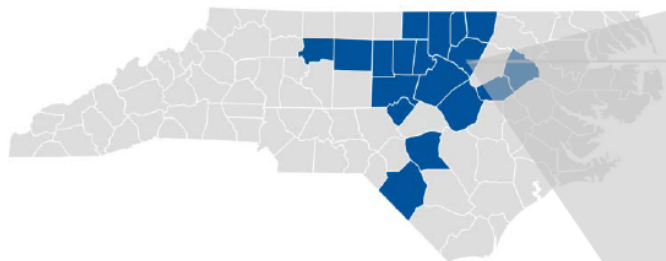
Patient Care Support

Practice Support

Duke Connected Profile and Participants



Duke Connected Care



Medicare (MSSP)



50,000 lives



Cigna (CAC)



18,000 lives



Duke Connected Care (DCC) is a Track 3 Medicare Shared Savings Program **Accountable Care Organization (ACO)*** and FTC/DOJ-approved **Clinically Integrated Network (CIN)**.

**Qualifying APM under MACRA*

DukeHealth participants

- All 40 Duke Primary Care locations
- All 100 Duke Specialty Clinic locations
- All 3 Duke Hospitals

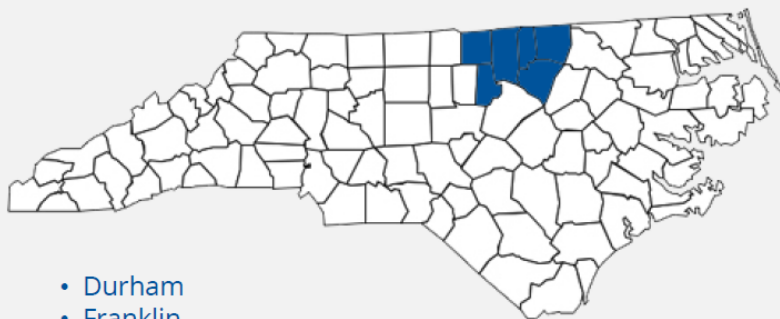
Independent community participants

- Duke LifePoint Maria Parham Medical Center, LLC (**Vance**)
- Duke LifePoint Maria Parham Physician Practices, LLC (**Vance**)
- Duke LifePoint Wilson Physician Practices, LLC (**Wilson**)
- Allmed Clinic (**Wake**)
- Beckford Avenue Medical Center, PA (**Vance**)
- Carolina Family Health Centers, Inc. (**Wilson, Nash & Edgecomb**)
- Lincoln Community Health Center, Inc. (**Durham**)
- North State Medical Center (**Person**)
- Primary Medical Care (**Wake**)
- Roxboro Internal Medicine & Pediatrics, PA (**Person**)
- Roxboro Medical Associates, PA (**Person**)
- Sundar Internal Medicine Associates, PA (**Vance**)
- Triangle Community Physicians, PA (**Durham**)
- Vance Family Medicine, PA (**Vance**)
- William B. Olds, MD, PA (**Person**)

Medicaid Transformation



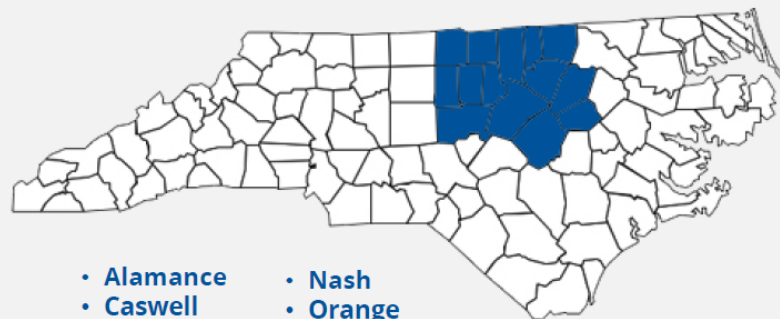
Pre-transformation



- Durham
- Franklin
- Granville
- Person
- Vance
- Warren

Post-transformation

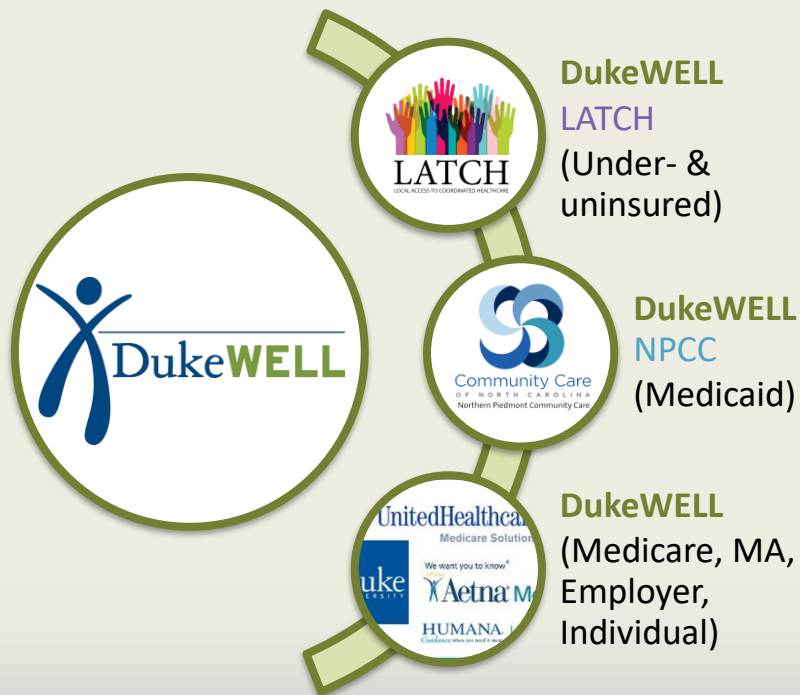
New Service Area



- | | |
|-------------|----------|
| • Alamance | • Nash |
| • Caswell | • Orange |
| • Chatham | • Person |
| • Durham | • Vance |
| • Franklin | • Wake |
| • Granville | • Warren |
| • Johnston | • Wilson |

Our new Medicaid service area includes **our entire six-county NPCC region plus 8 additional counties**—extending the potential reach of our services!

Patient Care Support



DukeWELL provides ambulatory care services across the continuum of care to **eligible patients** who get care through Duke Health's value-based arrangements.

The **Resource Center** provides inpatient services—including case management and transitional care support—to **any patient** who is admitted into Duke Health's three hospitals.



Duke Connected Care: Success in 2017



In 2017, **Duke Health's MSSP ACO saved Medicare \$21 million and exceeded evidence based quality standards**, earning a \$9.5 million shared savings payment from CMS.



Of MSSP ACOs in NC that earned shared savings,

Duke Connected Care was:

- **#1** in total Medicare dollars saved
- **#1** in shared savings earned
- **#3** in savings rate per beneficiary



Of AHC-based MSSP ACOs that earned shared savings in the US,

Duke Connected Care was:

- **#3** in total Medicare dollars saved
- **#2** in shared savings earned
- **#3** in savings rate per beneficiary



Duke PHMO



Sample Payer Medication-Related Quality Measures



Measures

Statin Medication Adherence

ACE-I/ARB Medication Adherence

Diabetes Medication Adherence (excludes insulin)

Statin Use in Patients with Diabetes

Statin Use in Patients with CVD

Hypertension Control

Diabetes Control (A1c Control)

Measures

Rx 90 Day Supply

Generic Prescribing Rate

High Risk Medication Use in the Elderly

Influenza Vaccination

Osteoporosis Management for Women

Rheumatoid Arthritis Management

Referring Patients to DukeWELL



Ambulatory Referral to DukeWELL in Maestro Care (Video)

Epic Patient Station Patient Lists In Basket Workqueue List Chart Record Viewer Build Tools Content Review Chart Correction Print Log Out

Data Courier Long, Tangerine

Long, Tangerine MRN: T1467901 C1: None
Pref Name: None CSN: 800003428
Female, 68 y.o., 02/11/1950, DukeWELL Elig: Y

Specialty Comments: HT: None BPA: None Isolation: None Patient FYIs: No... MyChart: Inactive
Allergies: Unknown: Not o... Wt: None ASCVD Risk (%... Infection: None Pref Language:...
Code: Not on File Dosing Wt: N... Falls Risk?: None Need Interp: None PCP: Eugenie Marie K...
Advance Care Planning: Bilit: None Outside Info: No...
Health Maintenance: Heal...

2/19/2018 visit with Eugenie Marie Komives, MD for Orders Only

Images Questionnaires Admin Benefits Inquiry References Scans Open Orders Care Teams More

ORDERS ONLY
PASS Clinic Read...
Medications & Orders + Comments

Order Search

REF DUKEWELL

Browse Preference List Facility List Database

Panels (No results found)

After visit Medications (No results found)

After visit Procedures

Name	Type	Code	Pref List	Cost to Org
Ambulatory Referral to DukeWell	REF	REF301	AMB FACILITY REFERRAL...	

During visit Orders

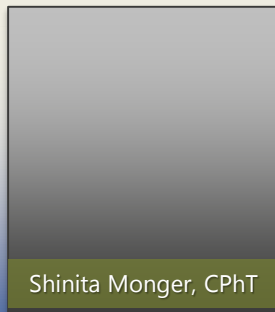
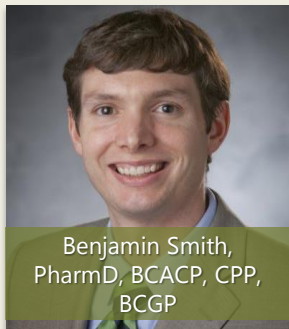
Customize More

ref dukewell

DukeWELL Pharmacy Support



A team of pharmacy professionals dedicated to **improving medication safety and adherence** for complex patients.



DukeWELL clinical pharmacists conduct chart reviews and give providers with advice that improves medication adherence and drug safety for complex patients.

DukeWELL pharmacy techs work with patients directly to obtain medication histories and improve adherence, education and safety.

DukeWELL Specialty Case Review



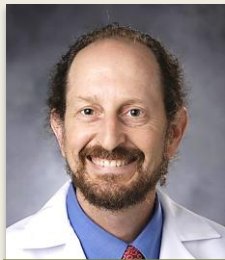
Quick answers and advice from **DukeHealth's** nationally-renowned specialists at the click of a few buttons.



Blake Cameron, MD

Nephrology

- Preparation for kidney failure / dialysis
- Dietary counseling
- Medication management
- Transplant evaluation



Jonathan Fischer, MD

Palliative Care

- Goals of care conversations
- Advanced care planning
- Symptom management
- Psychological services
- Spiritual support
- Caregiver support
- External services
- Palliative care vs. hospice



Susan Spratt, MD

Endocrinology

- Which medicine to add next
- Interpreting glucose logs
- Insulin dose titration
- Diabetes education
- Diabetes risk reduction



Cary Ward, MD

Cardiology

- Abnormal EKG / stress test
- Statin titration
- Cardiovascular risk reduction
- Congestive Heart Failure
- Poorly controlled hypertension management



Heidi White, MD

Geriatrics

- Decline in ADLs
- Polypharmacy
- Sarcopenia, anxiety, anorexia
- Frequent falls
- Caregiver stress
- Dementia care



DukeWELL specialty case review gives providers access to specialty advice and input on health issues that could be addressed in the primary care setting.

DukeHealth specialists review patient charts weekly and deliver feedback directly to providers—often faster than the next available appointment!

DukeWELL Pharmacy Support Services



Home visit support

- Pharmacy technician home visit program with PharmD oversight

Serve as education resource for providers and DukeWELL care management team

- E.g., CME, Formulary Notifications/Education, Plan Design Changes for certain payers

Serve as resource for providers and DukeWELL care managers

- Available to conduct medication reviews via chart review, telephonic outreach, or select clinic visits

Utilize data to address medication-related quality measures or gaps in care

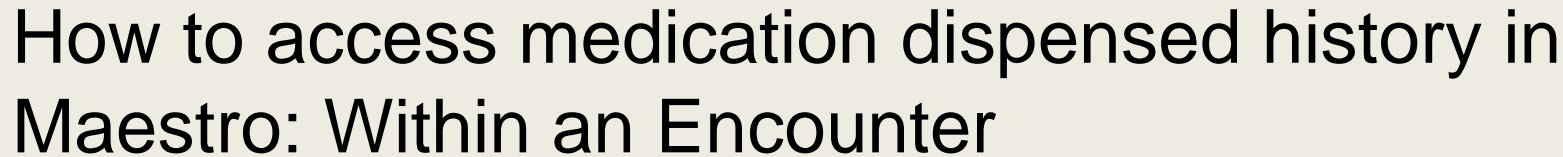
- E.g., statin gaps, etc.

Pharmacy technicians address medication access issues

- Evaluate appropriateness of lower-cost medication alternatives, promote care management utilization of community resources



Additional Medication Resources



Order Report

Patient Summary Snapshot
 SnapShot Chart Review Care Everywhere Review Flows Results Review Order Report History Allergies Problem List Medications Immunizations Communications Enter/Edit Re Education Order Entry Pre-charting FYI Customize More

sig - insulin take 0.1 mg by mouth. - oral
Class: Historical Med

Reference Links

- 1. Lexi-Comp
- 2. Lexi-Comp

Medication Dispense Information (as of 3/1/2018)

Dispensed	Written	Strength	Form	Quantity	Refills	Days Supply	Provider	Pharmacy
08/15/2017	08/15/2017			30	1	30	SHEKARI AREZU	CVS/pharmacy #10481 - CLAYTON, NC - 32 VILLAGE CENTER DR
ATORVASTATIN 10 MG TABLET	ATORVASTATIN 10 MG TABLET	08/15/2017	08/15/2017	30	1	30	SHEKARI AREZU	CVS/pharmacy #10481 - CLAYTON, NC - 32 VILLAGE CENTER DR

BLOOD SUGAR DIAGNOSTIC
 BLOOD-GLUCOSE METER
 DIFLORASONE DIACETATE
 DOXYCYCLINE MONOHYDRATE
 FLU VACCINE TS2016-17(4 YR UP)
 FLUCONAZOLE
 HYDROCHLOROTHIAZIDE
 HYDROXYZINE HCL
 IBUPROFEN
 INSULIN GLARGINE,HUM.RECANLOG
 INSULIN LISPRO
 LANCETS
 LISINAPRIL

PATRICK GREGORY ID# 11440



How to access medication dispensed history in Maestro: Medications Activity

Order Report

Patient Sum...

Snapshot

Chart Review

Care Everywh...

Review Flows

Results Rev...

Order Report

History

Allergies

Problem List

Medications

Immunizations

Communicati...

Enter/Edit Re...

Education

Order Entry

Pre-charting

FYI

Customize

More

Order Report

30g - ROQUEL TAKE 30 mg BY MOUTH - Oral

Class: Historical Med

Reference Links

1. Lexi-Comp 2. Lexi-Peds

Medication Dispense Information (as of 3/1/2018)

ALCOHOL ANTISEPTIC PADS

AMOXICILLIN

ASPIRIN

ATORVASTATIN CALCIUM

Medication	Dispensed	Written	Strength	Form	Quantity	Refills	Days Supply	Provider	Pharmacy
ATORVASTATIN 10 MG TABLET	08/15/2017	08/15/2017			30	1	30	SHEKARI, AREZU	CVS/pharmacy #10481 - CLAYTON, NC - 32 VILLAGE CENTER DR
ATORVASTATIN 10 MG TABLET	08/15/2017	08/15/2017			30	1	30	SHEKARI, AREZU	CVS/pharmacy #10481 - CLAYTON, NC - 32 VILLAGE CENTER DR

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HYDROXYZINE HCL

IBUPROFEN

INSULIN GLARGINE,HUM.RECANLOG

INSULIN LISPRO

LANCETS

LISINAPRIL

PATRICK GREGORY

11:40 AM



How to access medication dispensed history in Maestro: Chart Review

Chart Review

Encounters Notes Labs Micro Path/Cyto Imaging Surgeries Procedures ECG Other Orders **Meds** LDAs Episodes Letters Referrals Media Sensitive Notes Misc Reports Legacy EMR Consents

Snapshot ☒ Preview ☒ Refresh (11:44 AM) ☒ Select All ☒ Deselect All ☒ Review Selected ☒ Apply Default Sorting ☒ Route

Filters ☒ Current Meds Only

Date	AMB/SP	Medication	Order Detail	Auth Provider
08/15/2017	AMB	aspirin 81 MG EC tablet	Take 81 mg by mouth.	Historical Provider, MD
08/15/2017	AMB	atorvastatin (LIPITOR) 10 MG tablet	Take 10 mg by mouth.	Historical Provider, MD
08/06/2017	AMB	gabapentin (NEURONTIN) 300 MG capsule	Take 1 capsule 300...	Kassandra Joyce Stoffer, NP
08/15/2017	AMB	hydroCHLORothiazide (HYDRODIURIL) 12.5...	Take 12.5 mg by mou...	Historical Provider, MD
03/22/2017	AMB	hydroXYzine (ATARAX) 25 MG tablet	Take 25 mg by mouth...	Historical Provider, MD
09/06/2017	AMB	ibuprofen (ADVIL/MOTRIN) 800 MG tablet	Take 1 tablet (800 mg...	Kassandra Joyce Stoffer, NP
10/25/2017	AMB	insulin GLARGINE (LANTUS) injection (concen...	Inject 70 Units subcut...	Kassandra Joyce Stoffer, NP
	AMB	INSULIN LISPRO (HUMALOG SUBQ)	Inject subcutaneously...	Historical Provider, MD
08/15/2017	AMB	lisinopril (PRINIVIL/ZESTRIL) 20 MG tablet	Take 20 mg by mouth...	Historical Provider, MD
12/29/2017	AMB	magnesium oxide (MAG-OX) 400 mg tablet	Take 1 tablet (400 mg...	Kassandra Joyce Stoffer, NP
02/28/2018	AMB	metFORMIN (GLUCOPHAGE XR) 500 MG XR	Take 1 tablet (500 mg...	Kassandra Joyce Stoffer, NP
12/10/2017	AMB	polyethylene glycol (MIRALAX) packet	TAKE 1 PACKET BY...	Historical Provider, MD

Medication Dispense Information (as of 3/1/2018)

Medication	Dispensed	Written	Strength	Form	Quantity	Refills	Days Supply	Provider	Pharmacy
ATORVASTATIN 10 MG TABLET	08/15/2017	08/15/2017			30	1	30	SHEKARL AREZU	CVS/pharmacy #10481 - CLAYTON, NC - 32 VILLAGE CENTER DR
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BLOOD SUGAR DIAGNOSTIC ☒
BLOOD-GLUCOSE METER ☒
DIFLORASONE DIACETATE ☒
DOXYCYCLINE MONOHYDRATE ☒
FLU VACCINE TS2016-17(4 YR UP) ☒
FLUCONAZOLE ☒
HYDROCHLOROTHIAZIDE ☒
HYDROXYZINE HCL ☒
IBUPROFEN ☒
INSULIN GLARGINE HUM.REC.AN.OG ☒

PATRICK GREGORY 11:45 AM



- Resource guide previously disseminated to DPC nursing
- Utilized by DukeWELL pharmacy technicians to assist with medication access issues

2018

Medication Assistance Resources

CREATED BY DUKEWELL PHARMACY SERVICES

BEMNAT AGEGENHU, PHARM.D CANDIDATE

PATRICK GREGORY, PHARM.D, BCPS, CDE

BENJAMIN SMITH, PHARM.D, BCACP, CPP, BCGP

Duke PHMO Web-based Pharmacy Resources



- Medicaid Preferred Drug List (PDL) changes frequently
 - Access most recent version via PHMO website (phmo.dukehealth.org/resources/pharmacy)

The screenshot displays the DukeHealth website's navigation bar and main content area. The navigation bar includes the DukeHealth logo and the text 'Population Health Management Office'. The main navigation menu is located at the top right, with the 'Resources' link highlighted by a red circle. The main content area is titled 'Formularies & Preferred Pharmacies' and is divided into two columns. The left column contains the heading 'Formularies' followed by a list of links: 'Medicaid's Preferred Drug List', 'Duke Health Plan / ExpressScripts Excluded Medication List', 'Medicare Part D or Medicare Advantage', and 'Duke Health Plan Prescription Co-pays / Plan Design'. Below this is the heading 'Pharmacies With Enhanced Services' followed by a link to 'Community Pharmacy Enhanced Services Network'. The right column is titled 'Resources' and contains two links: 'ABCs of MACRA' and 'Formularies & Preferred Pharmacies', with the latter link highlighted by a blue bar.

DukeHealth
Population Health Management Office

About Us ▾ Provider Services ▾ Networks ▾ Initiatives ▾ **Resources ▾**

Formularies & Preferred Pharmacies

Formularies

- [Medicaid's Preferred Drug List](#)
- [Duke Health Plan / ExpressScripts Excluded Medication List](#)
- [Medicare Part D or Medicare Advantage](#)
- [Duke Health Plan Prescription Co-pays / Plan Design](#)

Pharmacies With Enhanced Services

- [Community Pharmacy Enhanced Services Network](#)

Preferred Pharmacies

Duke Select / Duke Basic:

Resources

- [ABCs of MACRA](#)
- [Formularies & Preferred Pharmacies](#)