Framework of Comprehensive Medication Management Services

A quick reference guide to assist pharmacists in conducting a CMR/A.

1. An assessment of the patient’s medication-related needs includes:

A. A review of ALL of the patient’s medications
   i. Prescription, nonprescription, alternative, traditional, supplements, vitamins, samples, etc.

B. Uncovering the patient’s medication experience
   i. Patient beliefs, concerns, understanding, and expectations about his/her medications
   ii. The goal of medication management is to positively impact the health outcomes of the patient, which necessitates actively engaging them in the decision-making process.

C. The patient’s medication history
   i. Which medications have been taken in the past and for what medical conditions?
   ii. Which have worked and which have not worked?
   iii. Which medications have caused the patient problems or concerns?
   iv. Which medications would the patient like to avoid in the future and why?

D. The patient’s current medication record
   i. How the patient actually takes his/her medications and why
   ii. Note changes, discrepancies and any concerns or questions about the medications

2. Identification of the patient’s medication-related problems

A. Appropriateness of the medication
   i. Is the medication appropriate for the medical condition being treated?
   ii. Does the patient have an indication for a medication that is not being treated or prevented?

B. Effectiveness of the medication
   i. Is the most effective drug product being used for the medical condition?
   ii. Is the dose appropriate and able to achieve the intended goals of therapy?

C. Safety of the medication
   i. Is the patient experiencing an adverse event from the medication?
   ii. Is the dose so high it could cause toxicity in the patient?

D. Adherence to the medication
   i. Is the patient able and willing to take the medication as intended?
3. **Development of a care plan with individualized therapy goals and personalized interventions**

A. Intervene to solve the patient’s medication-related problems (interventions include initiating needed drug therapy, changing drug products or doses, discontinuing medications, and educating the patient).

B. Establish individualized therapy goals for each medical condition. Although national guidelines dictate population-level goals, each therapy goal must be individualized for each patient based on risk, comorbidities, other drug therapies, patient preferences, and physician intentions.

C. Design personalized education and interventions that will optimize each patient’s medication experience.

D. Establish measurable outcome parameters that can be monitored and evaluated at follow-up to determine the impact of the therapies and the service itself.

E. Determine appropriate follow-up time frames to ensure the interventions were effective and determine if any safety issues have developed since the last evaluation.

4. **Follow-up evaluation to determine actual patient outcomes**

The follow-up evaluation allows the practitioner to determine the actual outcomes resulting from the interventions. The outcome parameters are evaluated against the intended outcomes (individualized therapy goals) and the patient is reassessed to determine if any new medication-related problems have developed that might interfere with the safe and effective use of the medications. This follow-up occurs in a time frame that is clinically appropriate for the specific patient, the medical conditions being monitored, and the drug therapy being taken. This will vary with each patient. These follow-ups should be coordinated with the medical team to minimize interference with other care activities.

This material was adapted from: