

What is the Wisconsin Pharmacy Quality Collaborative (WPQC)?

- The WPQC Program was established through collaboration between pharmacists and insurance payors.
- Pharmacies participating in the program must meet 12 quality-based “best practices” including:
 - ✓ Medication “Show and Tell”
 - ✓ Brief medication histories on all new patients and patients who use other pharmacies
 - ✓ Implementation of continuous quality improvement programs
- Expected Results
 - ✓ Improved patient safety
 - ✓ Improved health care quality
 - ✓ Decreased health care costs
 - ✓ Sustainable advancement in quality pharmacy practice
- Pharmacies offer comprehensive medication review services to eligible patients



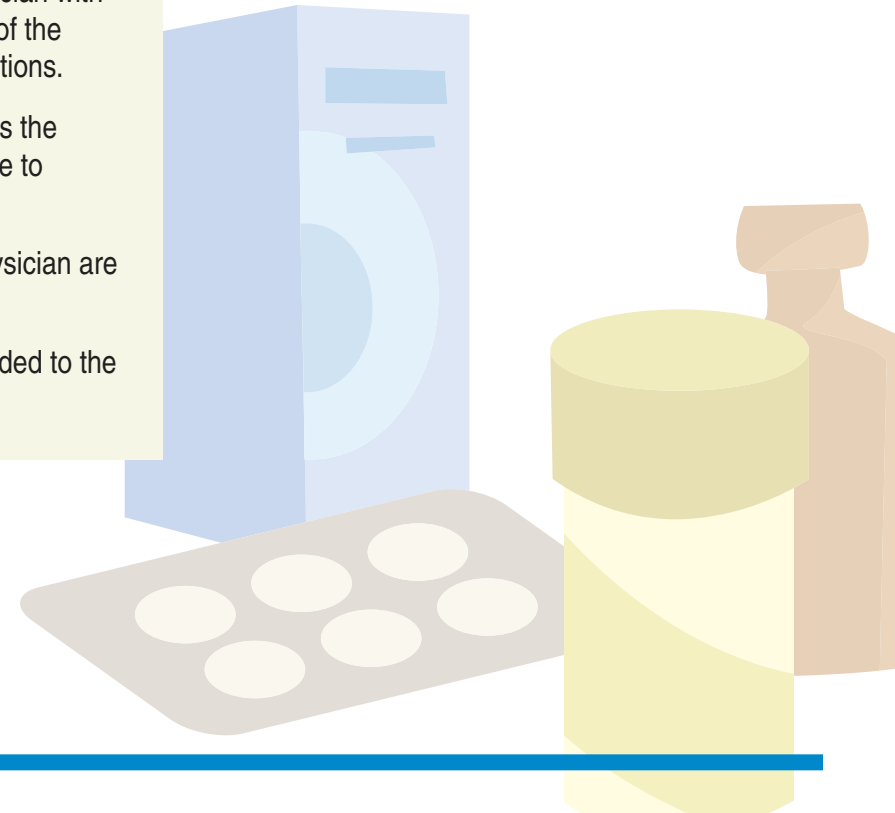
What are WPQC Comprehensive Medication Reviews (CMR)?

- 1.** The payor, pharmacist, or physician determines that a patient is in need of education/service.
- 2.** The pharmacist meets with the patient to review their entire medication regimen: prescriptions (including samples, medications filled at other pharmacies, mail order, or the internet), over-the-counter medications, herbal supplements, and vitamins.
- 3.** The pharmacist addresses adherence issues and patient concerns and reinforces self-monitoring techniques.
- 4.** The pharmacist provides the physician with a current medication list, a summary of the review, and subsequent recommendations.
- 5.** The physician reviews and contacts the pharmacy via fax/phone with response to recommendations.
- 6.** Only changes approved by the physician are made.
- 7.** An updated medication list is provided to the patient and the physician.

How does this differ from current practice?

- Pharmacists will continue to provide:
 - ✓ Adherence consultation
 - ✓ Medication device instruction
 - ✓ Recommendation for the addition or discontinuation of a medication
 - ✓ Monitoring for duplicate therapy
 - ✓ Recommendation for dose modification
 - ✓ Recommendation for potential patient cost savings

Only changes approved by the physician will be made.



Which patients are eligible for CMR?

Comprehensive Medication Review (CMR) services are available to patients who have been identified through insurance claims data and meet **one or more** of the following criteria:

- Take four or more prescription medications to treat or prevent two or more chronic conditions
- Have diabetes
- Receive prescriptions from three or more healthcare providers
- Have recently been discharged from the hospital or long-term care setting
- Experience health literacy issues
- Referral by a physician or other prescriber or payor



How do I refer my patients for a Comprehensive Medication Review?

Pharmacists offer services to eligible patients. You may also refer a patient by contacting a WPQC pharmacy.

Your relationship with your patients is very important.

Pharmacy services provided to your patients are meant to **supplement** your care, not replace it. The importance of regular physician follow-up visits will be encouraged, and your relationship with your patient will be respected.



Questions, Comments or Concerns?

Please contact your local WPQC pharmacy, or the Pharmacy Society of Wisconsin.

 www.pswi.org/professional/wpqc



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