

Case Summary

- Cleveland Clinic/ Akron General Employee Health Plan (EHP) covers over 100,000 lives
 - Employees and family members
- Employees and spouses may join a voluntary coordinated care program, Healthy Choice
 - Must meet annual personalized medical, nutrition, or fitness goals
 - Attain premium discount
- EHP Healthy Choice Care Coordination programs:
 - Asthma
 - Chronic Kidney Disease (CKD)
 - Depression
 - Diabetes
 - Heart Failure (HF)
 - Hyperlipidemia
 - Hypertension
 - Migraine
 - Tobacco Cessation (offered by EHP Wellness)
 - Weight Management
- Members enrolled in a Care Coordination program are assigned a Care Coordinator employed by EHP
- Clinical Pharmacist available for disease state management hired September 2017
 - Work with Care Coordinators and members to achieve disease state goals

Methods

Clinical Pharmacist Consults

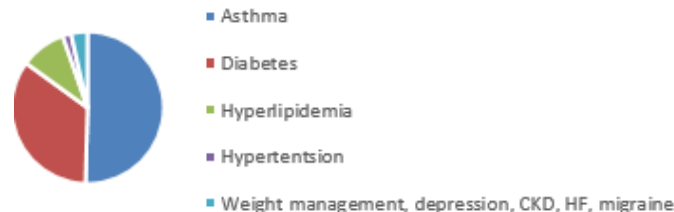
- Care Coordinators contact Clinical Pharmacist for consults
- Medication review, adherence, education, affordability, and side effects
- Telephonic patient management
- Interact with providers via electronic medical record or telephone

Goals

- Help members achieve therapeutic goals
- Improve medication adherence
- Decrease hospital admissions and ER utilization
- Promote in-house medication fulfillment, if applicable

Metrics/Results

- 18,938 unique EHP members in Healthy Choice
 - 21,722 enrolled in unique Care Coordination programs (members can be in multiple programs)
- Proportion of Clinical Pharmacist consults by disease state (Sep 2017 – Apr 2018)



Pearls

- Currently dependent on Care Coordinators to identify members in need of pharmacist interventions
- Developing relationship with Primary Care Clinical Pharmacists at Cleveland Clinic outpatient clinics to align goals for population health management
- Clinical Pharmacist’s role has overall been well received by providers and members; however, some challenges have been encountered
 - Ex: Provider acceptance of evidence-based treatment recommendations

Future Direction and Vision for Value

- Create data reports to proactively identify groups of members to intervene upon
- Expanding focus of interventions from affecting single members to groups of members for larger population impact
- Working with Care Coordinators to create a EHP Hypertension Remote Monitoring Pilot as part of telemedicine initiative
- Creating dashboard to measure financial impact of interventions and establish return on investment for Clinical Pharmacist position