

# pharmacy's role in the value-based care landscape

NACDS

regional



**Jackie Morse, PharmD, BCPS**  
Group Vice President, Pharmacy  
Meijer, Inc., 2024 Regional Chain Chair

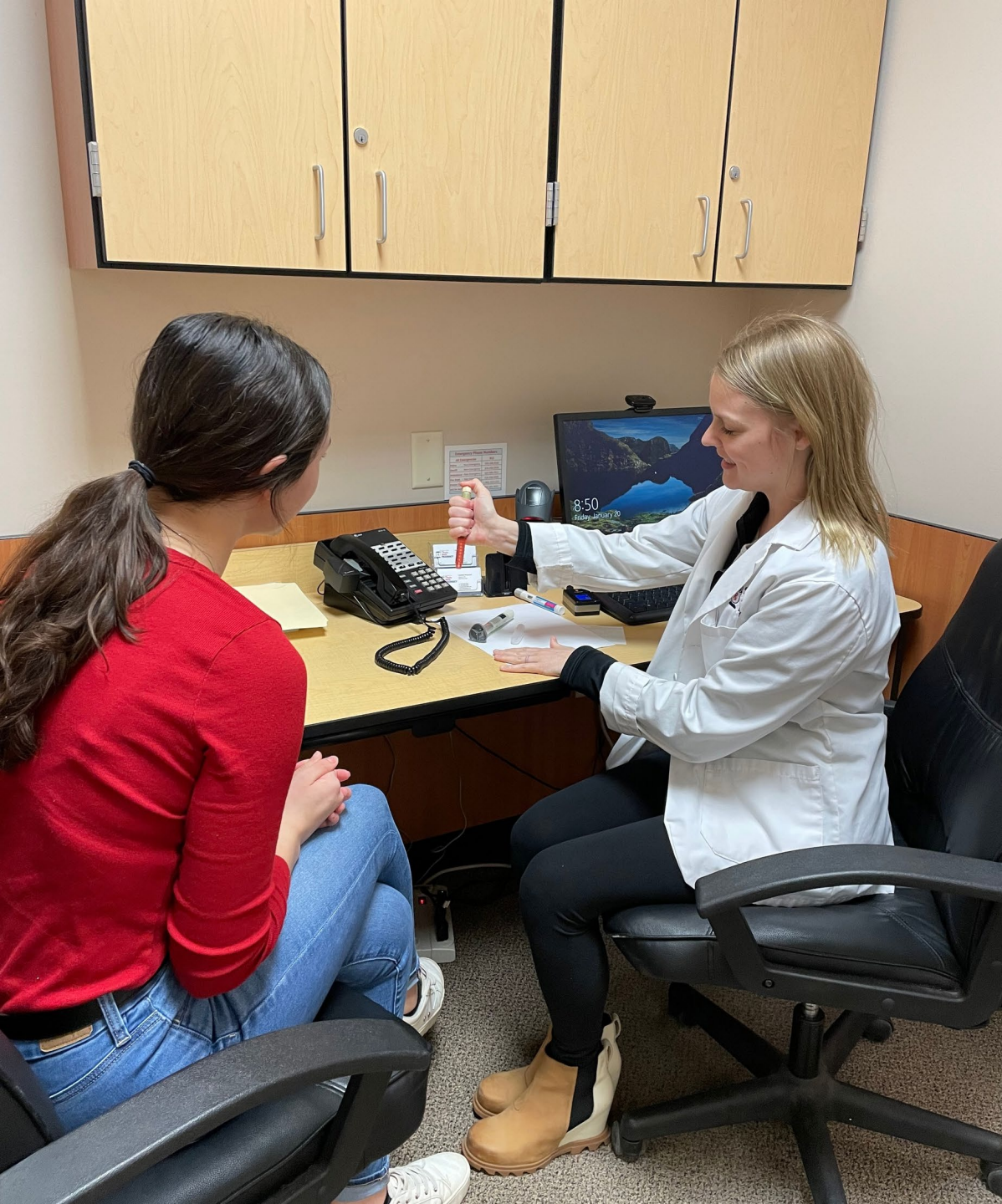
within reach

FEBRUARY 11-13, 2024 • BONITA SPRINGS, FL



**Kate Davidson, LCSW**

Director, Learning and Diffusion Group  
Center for Medicare and Medicaid Innovation



# Pharmacies' Role in the Value- Based Care Landscape

**Justin Heiser, PharmD**

President and CEO

Thrifty White Pharmacy

February 12, 2024



regional

FEBRUARY 12, 2024 • BONITA SPRINGS, FL

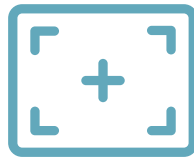


# The Shift Towards Value-Based Care



Significant push to value-based care

Driven by need to enhance quality and control escalating healthcare costs



Incentivizes outcomes over volume

Moves from fee-for-service to focusing on patient health improvements



Promotes efficiency, effectiveness, coordination

Aligns financial incentives with high-quality, coordinated care delivery



Emphasizes preventive care

Addresses growing focus on preventive measures and holistic wellbeing

Value-based care aims to improve quality and reduce costs through new incentives and care models.

Pharmacies play a crucial role in value-based care by providing accessible, patient-centered services that promote medication adherence, chronic disease management, and preventive care. As the most accessible healthcare providers, pharmacies help fill gaps in primary care and align financial incentives to improve quality and reduce costs



Accessibility, community engagement, and a focus on patient-centered care, make pharmacy an essential partners in the successful implementation of VBC initiatives.

### Transitions of Care

Pharmacies can play a crucial role during transitions of care. By providing medication reconciliation, counseling, & follow-up support, pharmacies help ensure a smooth transition for patients, reducing likelihood of complications and hospital readmissions.

### Medication Adherence

Pharmacies play a pivotal role in adherence to medication regimens. By implementing adherence programs, pharmacies help improve outcomes, reduce hospital readmissions, and contribute to the overall success of value-based care initiatives.

### Preventative Care

Actively engaging in preventive care contribute to reducing the incidence of diseases, promoting health and well-being, and aligning with the preventive focus of value-based care.

### Chronic Disease Management

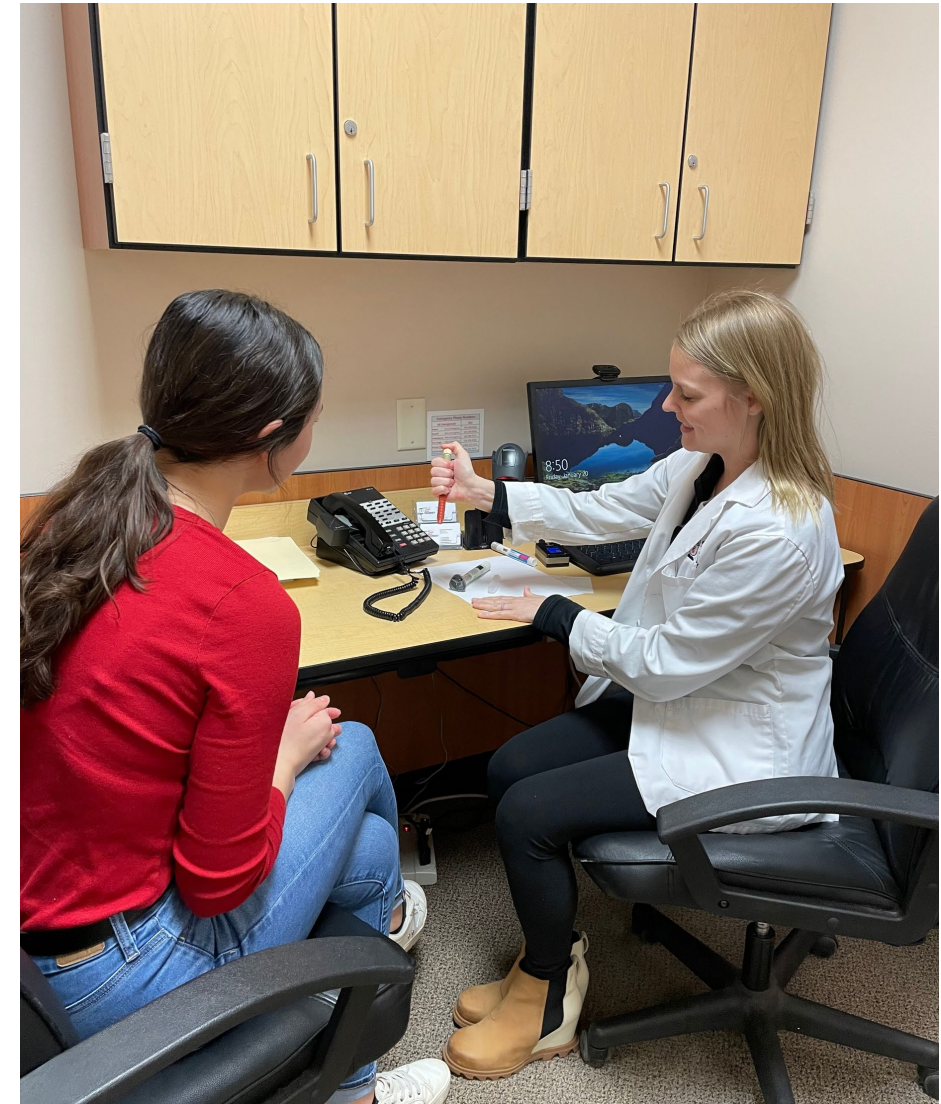
With their accessibility and regular interaction with patients, pharmacies are well-positioned to actively manage chronic conditions. By collaborating with healthcare providers, pharmacies can monitor patients, offer counseling on lifestyle changes, and contribute to the prevention of complications, thereby aligning with the goals of value-based care.

### Social Determinants of Health Screening

With their community presence, pharmacies can contribute to identifying social determinants of health (SDOH). Screening for factors such as housing insecurity, food insecurity, and transportation issues allows pharmacies to address these determinants, contributing to a more holistic approach to patient care in the context of value-based care.

# Leveraging Trusted Patient Relationships

Pharmacies have long-standing, trusted relationships with patients, especially those with chronic conditions requiring regular medication. This provides a unique opportunity to improve chronic disease management through enhanced patient engagement and medication optimization.







# The Role of Regional Pharmacy Chains

Regional pharmacy chains are uniquely positioned to advance value-based care due to their deep understanding of local community needs. By partnering with regional payers, they can develop tailored solutions addressing healthcare access and equity challenges in diverse populations.



# Learnings from Thrifty White Pharmacy's Venture into VBC



## Electronic Connectivity

- VBP will require electronic documentation of patient interactions that will eventually need to be merged across multiple EHRs, with a focus on producing value-driven data metrics



## Patient Engagement

- Patients and families will need to be engaged in care decisions, eventually incorporating technology to enhance bidirectional patient engagement opportunities



## Clinical Operations

- A major point of emphasis will be on transitions of care, aiming to identify risk and intervene prior to exacerbation of conditions



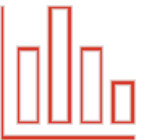
## Business Operations

- Initial business operations may focus on alignment around quality goals and tracking of cost data, with more advanced business operations informing value-based contracts that leverage cost, quality, and outcomes data



## Network Development

- Assessment and engagement of providers is key in network development, and networks will need to evolve to appropriately manage utilization and inform tighter networks of high-performing providers

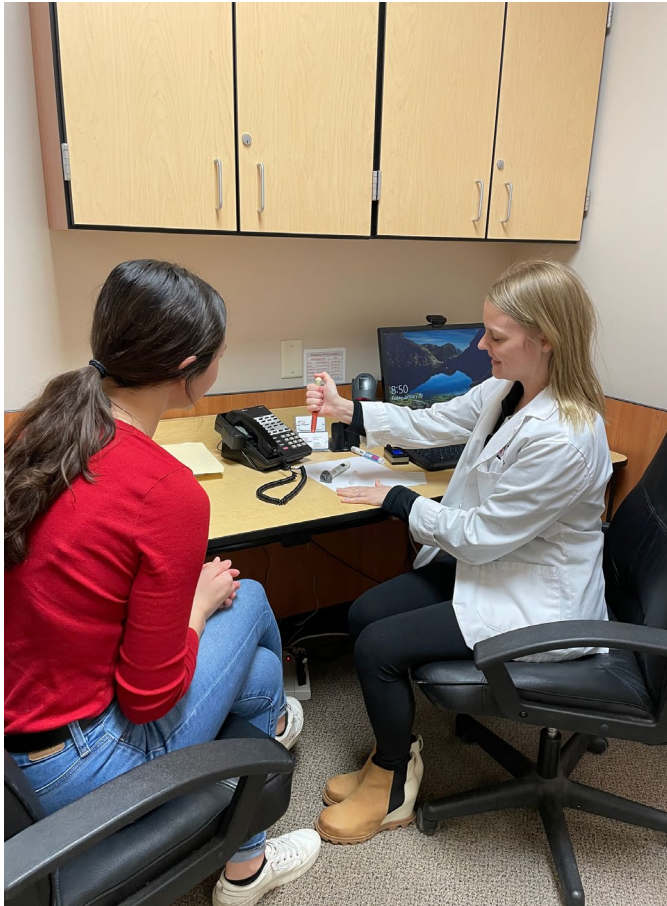


## Data & Analytics

- Baseline requirements include tracking of spending, quality, and provider performance that advance into ability to use predictive analytics and actuarial analyses of data to inform VBP contracting



# Clinical Suites





## A Single, Integrated Platform that provides:

### Workload Balancing

- Used to effectively manage workflow and workload balance across our locations
- Enables pharmacists to step away from dispensing workflow to deliver clinical services

### Clinical Management



- Identifies gaps in care
- Drives interventions and improves patient outcomes
- Enables Medical Billing
- Patient Appointment Scheduling

### Quality Management

- Integrated quality management system
- Patient event reporting and patient care solutions integrated with platform
- Alternate Care Management portal



# Pharmacy Data Interoperability

## Invest in interoperable systems

Look for solutions compatible with industry standards to enable data exchange.

## Leverage health information exchanges

Participate in collaborative networks for secure data sharing across healthcare.

## Engage with providers and payers

Foster partnerships to facilitate appropriate access to patient records.

## Adopt standard terminologies

Use common data formats to ensure consistency in information exchange.

## Support national interoperability efforts

Align with industry groups advancing national interoperability frameworks.



# Stakeholder Collaboration

Continued collaboration between NACDS and CMMI is essential to drive innovation, streamline healthcare processes, and maximize the impact of community pharmacies on population health. Hopefully, the partnership will result in incorporation of pharmacists into care delivery models that capitalize on the expertise of pharmacists, ultimately contributing to a more efficient and effective healthcare system.



**Jackie Morse, PharmD, BCPS**  
Group VP, Pharmacy  
Meijer, Inc.,  
2024 Regional Chain Chair



**Justin Heiser, PharmD**  
President and CEO  
Thrifty White Pharmacy



**Kate Davidson, LCSW**  
Director, Learning and  
Diffusion Group  
CMS Innovation Center

**within reach**

FEBRUARY 11-13, 2024 • BONITA SPRINGS, FL