

# PHA5331 Delivery of MTM

Fall 2023

*2 Credit Hours – [A-E Grading]*

*This course is designed to provide student pharmacists with a comprehensive understanding of Medication Therapy Management (MTM) and how to provide these services in a safe, timely, efficient, effective, patient-centric manner. During this course, students will apply the five core elements of MTM including conducting the comprehensive medication review, creating a personalized medication list, medication action plan and physician communication document. These skills are essential for a pharmacist that will be providing MTM services in the community setting as well as specialized settings.*

*You will be asked to integrate knowledge, skills and attitudes while practicing foundational skills including: interviewing a patient, assessing the patient's complete medication record for medication related problems, developing a plan for resolution of identified problems, as well as communicating your recommendations to the prescriber. Also, as a component of this course, you will have the ability to obtain a certificate in MTM as established by the American Pharmacist Association (APhA) training program: Delivering Medication Therapy Management Services.*

## Teaching Partnership Leaders

Tracy Leonard, RPh, BCPP, BCACP, CDCES, CPh

- Email: [tracy.leonard@cop.ufl.edu](mailto:tracy.leonard@cop.ufl.edu)
- Office: ----
- Phone: 352-215-1815

Office Hours: Please see the Canvas course site for posted office hours

*See Appendix A. for Course Directory of Faculty and Staff Contact Information.*

## Entrustable Professional Activities

This course will prepare you to perform the following activities which the public entrusts a Pharmacist to perform:

### Patient Care Provider Domain

ST1. Collect information to identify a patient's medication-related problems and health-related needs.

ST2. Analyze information to determine the effects of medication therapy, identify medication-related problems, and prioritize health-related needs.

ST3. Establish patient-centered goals and create a care plan for a patient in collaboration with the patient, caregiver(s), and other health professionals that is evidence-based and cost-effective.

### Interprofessional Team Member Domain

ST6. Collaborate as a member of an interprofessional team.

### Population Health Promoter Domain

ST8. Minimize adverse drug events and medication errors.

ST9. Maximize the appropriate use of medications in a population.

## Course-Level Objectives

Upon completion of this course, the student will be able to:

1. Explain the key components of medication therapy management (MTM) services and define the five core elements of the MTM service model.
2. Describe the components of a business plan while evaluating the strengths and weaknesses of current pharmacy operations, potential new services, barriers using a SWOT analysis (Strengths, Weaknesses, Opportunities, and Threats) and a needs assessment.
3. Conduct a thorough medication therapy review/comprehensive medication review (MTR/CMR) to assess safe and effective medication usage while providing patient counseling as needed and create a plan for patient follow-up for continuity of patient care and safety.
4. Employ effective communication skills, including motivational interviewing, during patient interactions to overcome communication barriers as well as to assess drug therapy problems and influence changes in patient behavior.
5. Create a reconciled medication list for the patient to use as a personal reference and tool to share with all prescribers
6. Develop an action plan called the To-Do List for the patient to assist the patient in the self-management of their chronic conditions and medications.
7. Document medication therapy management (MTM) services in a manner that allows for evaluating patient progress, billing, and tracking clinical and financial outcomes.
8. Outline the considerations for special populations when providing MTM services to patients who are part of a special population.
9. List barriers to providing MTM services, in the various practice settings, with proposed solutions for enhancing patient care.
10. Identify potential payers for MTM services and discuss strategies for marketing MTM services.
11. Describe emerging opportunities for delivering MTM services for future expansion and business growth.
12. Describe the economic and clinical outcomes that are affected when pharmacist-provided patient care services increase.
13. Identify measures to track the economic, clinical, and humanistic outcomes of an MTM service.
14. Discuss the development of quality measures for MTM services and how these measures affect patient care.

## Course Pre-requisites

1. Completion of all Year 3 Pharm.D. program coursework including milestones.

## Course Co-requisites

1. Satisfactory completion of Blocks 17.

## Required Textbooks/Readings

1. The APhA Delivering Medication Therapy Management Services Certificate Program is a web-based educational certificate program comprised of a four-module online self-paced curriculum with a live portion which is included as part of this elective.
  - All components of the online self-paced curriculum must be completed in full prior to attending the active learning sessions (live portion of the program).

- i. The online curriculum includes the following: a pre-assessment, the self-study component that contains four modules, and an online final assessment.
  - ii. Access to the program will be granted after course payment is received (see #2). The online curriculum is available through the APhA MTM Central website at <http://www.pharmacist.com/learn>.
2. The cost to register for, and access, the online program is \$140.00. **This charge is separate from regular tuition.** This fee must be paid to the Continuing Education (CE) Office in order to access the program modules and receive a final certificate from APhA.
3. If you have any issues with paying for the course or if you do not receive an email with instructions outlining how to access the course material, contact [cesupport@ahc.ufl.edu](mailto:cesupport@ahc.ufl.edu) or fill out the "Contact Us" form.
  - Registration/access email will be sent to your UFL email account.

Use [UF VPN to access UF Libraries Resources](#) when off-campus.

The UF HSC library staff can assist you with questions or issues related to accessing online library materials. For assistance contact your College of Pharmacy librarian or visit the [HSC Library Website](#) at this URL: <http://www.library.health.ufl.edu/>

## Suggested Textbooks/Readings

Whalen K, Hardin HC. Medication Therapy Management: A Comprehensive Approach: Second Edition, McGraw-Hill; 2018; ISBN: 978-1-260-10845-3. This text is available via Access Pharmacy which may be accessed through the UF Library.

## Other Required Learning Resources

See Canvas for APhA Registration link.

## Materials & Supplies Fees

\$140 fee associated.

## Student Evaluation & Grading

Evaluation Methods and How Grades are calculated.

[The Canvas® gradebook will be set-up using the percentages below to compute the grade.]

Assessment Item	Grade Percentage
APhA Self-Learning Modules Assessment (N=1)	10%
In-Class Quizzes (N=4)	10%
Live Class Attendance and Participation (meeting requirements for seminar portion of APhA certificate) (N=4)	40%
Team Activities (N=4)	10%
Patient Interviewing Activity	10%
Final Exam	20%

Assessment Item	Grade Percentage
<b>Total</b>	100%

*Table 1.1 Evaluation and Grading Above*

*Table 1.2 grading scale*

Percentage	Letter Grade
92.50-100%	A
89.50-92.49%	A-
86.50-89.49%	B+
82.50-86.49%	B
79.50-82.49%	B-
76.50-79.49%	C+
72.50-76.49%	C
69.50-72.49%	C-
66.50-69.49%	D+
62.50-66.49%	D
59.50-62.49%	D-
< 59.50%	E

### **Rounding of grades:**

Final grades in Canvas will be rounded to the 2nd decimal place. If the decimal is X.495 or higher, Canvas will round the grade to X.50. The above scale depicts this policy and grades are determined accordingly. Grade assignment is made using this policy and NO EXCEPTIONS will be made in situations where a student's grade is "close."

## **Educational Technology Use**

The following technology below will be used during the course and the student must have the appropriate technology and software.

1. ExamSoft™ Testing Platform
2. Canvas™ Learning Management System

For technical support, navigate to [Educational Technology and IT Support Contact Information](http://curriculum.pharmacy.ufl.edu/current-students/technical-help/) at this URL: <http://curriculum.pharmacy.ufl.edu/current-students/technical-help/>

## **Artificial Intelligence Use**

The use of artificial intelligence (AI) text generators such as ChatGPT on assignments, projects, quizzes, and exams is prohibited in this course. Use of AI text generators is considered evidence of academic dishonesty. If a student is uncertain about the use of AI technology, it is the student's responsibility to ask the instructor prior to beginning the assignment or assessment.

## Pharm.D. Course Policies

The Policies in the following link apply to this course. Review the General [Pharm.D. Course Policies](http://curriculum.pharmacy.ufl.edu/current-students/course-policies/) carefully, at this URL: <http://curriculum.pharmacy.ufl.edu/current-students/course-policies/>

## Attendance Policy

Attendance is mandatory for active learning sessions such as team-based learning sessions, case discussions, laboratory sessions, and other activities that the instructor designates as required. This course has 4 required sessions. A student who misses greater than 1 session (25% of the required active learning sessions/activities) for this course will receive an incomplete in the course and will retake the course during the next offering, resulting in delayed graduation.

## Course Specific Policies

### How this Course Relates to Achieving the APhA “Delivering Medication Management Services” Certificate

Note: The course provides the self-study and seminar portions of the APhA “Delivering Medication Management Services” certificate. In order to receive the APhA Certificate, you must also complete the experiential requirements of the certificate which can be completed during your initial APPEs during year 4 of the PharmD curriculum. During APPEs, you will need to conduct three (3) additional medication therapy reviews/comprehensive medication reviews (MTR/CMR). At least one of these cases must include a physician recommendation. All submissions must be de-identified and approved by your preceptor for use as an APhA Certificate activity prior to being utilized. You must successfully pass the self-study, live classes/seminars, and submit the 3 required MTM/CMR reviews in order to receive the APhA Certificate. Please see the following URL for information about the certificate requirements: <http://www.pharmacist.com/delivering-medication-therapy-management-services>

## Makeup Assignments

Makeup assignments may be required for excused absences from all Active Learning Sessions. Students will be required to complete the makeup assignment within one week of the missed session or prior to the end of the elective block (if one week of time is not remaining).

## Late Assignments

Assignments received within 12 hours of the deadline will receive a 10%-point reduction. Assignments received within 13-24 hours of the deadline will receive a 20%-point reduction. Assignments received more than 24 hours after the deadline will NOT be accepted and a grade of zero will be given for the respective assignment.

## Accessibility and Belonging Statement

The University of Florida College of Pharmacy strives to stimulate a culture that promotes diversity and inclusion within an exceptional community of students, faculty, and staff. It is our intent that students from all diverse backgrounds and perspectives be well served by this course, that students' learning needs be addressed both in and out of class, and that the diversity that students bring to this class be viewed as a resource, strength, and benefit.

We intend to present materials and activities that are respectful of diversity: gender, sexuality, disability, age, socioeconomic status, ethnicity, race, and culture. Your suggestions are encouraged and appreciated. Please let us know ways to improve the course's effectiveness for you personally or for other students or student groups.

If any of our class meetings conflict with any of your religious events, an excused absence will be provided when requested using the standard UF COP process as detailed in the [UF COP Course policies](#).

If you feel that you have experienced or witnessed any bias/treatment that falls short of these expectations, you may submit a report through the UF [COP Student Mistreatment Report](#).

## Course Evaluation Process

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

# Appendix A. Course Directory

## Teaching Partnership Leader/Course Director(s):

Tracy Leonard, RPh, BCPP, BCACP, CDCES, CPh

- Email: [tracy.leonard@cop.ufl.edu](mailto:tracy.leonard@cop.ufl.edu)
- Office: ----
- Phone: 352-215-1815

Office Hours: Please see the Canvas course site for posted office hours

### Questions to Ask:

- Concerns about performance
- Guidance when there are performance problems (failing grades)
- General questions about content

## Other Teaching Partnership Faculty Members:

Teresa E. Roane, PharmD, MBA, BCACP, CPh

- Email: [troane@cop.ufl.edu](mailto:troane@cop.ufl.edu)
- Office: ----
- Phone: \_\_\_\_-\_\_\_\_-\_\_\_\_

## Instructional Designer:

Chris Egan, M.Ed., NRP, CHSE

- Email: [cegan@ufl.edu](mailto:cegan@ufl.edu)
- Phone: 352-294-5636

## Academic Coordinator Gainesville Campus:

Ashleigh Langford

- Email: [lynn8597@cop.ufl.edu](mailto:lynn8597@cop.ufl.edu)
- Office: HPNP 4309
- Phone: 352-273-6284

## Educational Coordinators

Katie Orben

- Email: [korben06@ufl.edu](mailto:korben06@ufl.edu)
- Office: Jacksonville Campus
- Phone: 904-244-9590

Jessica Linares

- Email: [jnoriegalinares@ufl.edu](mailto:jnoriegalinares@ufl.edu)
- Office: Orlando Campus
- Phone: 407-313-4087

**Questions to Ask:**

- Issues related to course policies (absences, make up exams, missed attendance)
- Absence/tardy requests (Only the Academic Coordinator handles absence requests)
- Questions about dates, deadlines, meeting place
- Availability of handouts and other course materials
- Assignment directions
- Questions about grade entries in gradebook (missing grades, incorrect grade)
- Assistance with ExamSoft® (Distance campus students may contact the Educational
- Coordinator for use of Exemplify and assistance during exams. The Academic Coordinator is the contact person for issues related to grading and posting of ExamSoft grades.



## Appendix B. Course Outline

<b>Date / Time</b>	<b>Mod #</b>	<b>Activity</b>	<b>Activity Title</b>	<b>Contact Time (hr)</b>	<b>Responsible</b>
	1	Module	Module 1: APhA Delivering Medication Therapy Management Services (Part 1)		Teresa Elaine Roane
11/29/23	1.1	Lecture Video	Introduction/MTM Overview Presentation	0.36	Tracy Leonard
11/29/23	1	Other	APhA Module 1: The Current Landscape for MTM Services (14 pages)	3	Teresa Elaine Roane
11/29/23	1	Other	APhA Module 2: Becoming an MTM Practitioner: A Plan for Success (28 pages)	3	Teresa Elaine Roane
	2	Module	Module 2: APhA Delivering Medication Therapy Management Services (Part 2)		Teresa Elaine Roane
11/30/23	2	Other	APhA Module 3: Getting Ready for MTM Service Delivery: Knowledge and Skills (26 pages)	3	Teresa Elaine Roane
11/30/23	2	Other	APhA Module 4: Ready for Action: Conducting an MTM Encounter (23 pages)	3	Teresa Elaine Roane
Due: 11/30/23 by 11:59 pm	2	Assignment (Graded)	Complete: APhA Self-Learning Assessment		
12/01/23 at 2-3:50pm		Active Learning Session	Active Learning Session 1: The MTM Process	2	Teresa Elaine Roane, Tracy Leonard
12/01/23		Quiz (In Class)	Quiz #1		
Due: 12/1/23 by 4 pm		Assignment (Graded)	Team Activity: Create Medication-Related Problem List with Problem Prioritization from Case Study 1, Upload to Canvas		
	3	Module	Module 3: Importance of Measuring Outcomes		Teresa Elaine Roane
12/04/23	3.1	Lecture Video	Making Your Documentation Matter	0.74	Tracy Leonard
12/04/23	3.2	Lecture Video	Performing Quarterly Follow-Up Reviews	0.15	Tracy Leonard
12/04/23		Reading	Chapter 7: Conducting the Comprehensive Medication Review	2.17	
12/05/23		Reading	Chapter 8: Oral and Nonverbal Communication in MTM	3.08	
12/05/23	3.3	Lecture Video	Quality Performance Measures	1.78	Tracy Leonard
12/06/23 at 2-3:50pm		Active Learning Session	Active Learning Session 2: Special Patient Considerations	2	Teresa Elaine Roane, Tracy Leonard
12/06/23		Quiz (In Class)	Quiz #2		
Due: 12/6/23 by 4 pm		Assignment (Graded)	Team Activity: Create a Medication List and Medication Action Plan with at least 2 action items from Case Study, Upload to Canvas		

<b>Date / Time</b>	<b>Mod #</b>	<b>Activity</b>	<b>Activity Title</b>	<b>Contact Time (hr)</b>	<b>Responsible</b>
12/07/23	3.4	Lecture Video	Patient-Centered Communication	0.6	Tracy Leonard
12/07/23	3.5	Video Other	Patient Simulations	0.2	
12/08/23 at 12-1:50pm		Active Learning Session	Active Learning Session 3: Communication and Documentation	2	Teresa Elaine Roane, Tracy Leonard
12/08/23		Quiz (In Class)	Quiz #3		
Due: 12/8/23 by 2 pm		Assignment (Graded)	Team Activity: Create a Medication List and Medication Action Plan with at least 2 action items from Case Study, Upload to Canvas		
Due: 12/11/23 by 11:59 pm		Assignment (Graded)	Patient Interviewing (Simulations Activity)		
12/12/23 at 10-11:50am		Active Learning Session	Active Learning Session 4: Measuring the Value of MTM	2	Teresa Elaine Roane, Tracy Leonard
12/12/23		Quiz (In Class)	Quiz #4		
Due: 12/12/23 by 12 pm		Assignment (Graded)	Team Activity: Create a list of outcomes that you would measure from Case Study 4 (minimum 3 outcomes), Upload to Canvas		
12/12/24		Assignment (Ungraded)	Complete: APhA Post Session Exercises		
12/15/23 at 1 3pm		Exam	Final Exam		
			<b>Total Hours</b>	<b>29.08</b>	