



Medication Therapy Management: Mapping Your Current Process

Purpose: Document your current MTM Visit process, including preparation, the visit itself, documentation, and follow-up. These prompts will help you describe your current process and allow for you to see opportunities for improvement and enhancement. If there are additional steps not listed here please include them where appropriate. Please note throughout who is responsible for each step, such as other pharmacists or pharmacy technicians.

1. The patient is identified by (ex: referral from OutcomesMTM, pharmacist identifies a need, patient self-selection)
2. We meet with the patient by (ex: calling to remind them to come in, waiting for their next prescription refill, coordinating with their PCP)
3. In preparation for meeting with the patient we (ex: review their Medical Record, coordinate with a PCP, prepare patient educational materials)
4. During the MTM visit we (ex: record medication reconciliation recommendations, provide verbal education, provide written educational materials, ask patients how well they understand their home medicine routine)
5. Following the MTM visit we (ex: transmit medical recommendations to the patient's primary care team, coordinate with the primary care team through direct follow-up, contact the patient for follow-up, document patient satisfaction)
6. During subsequent interactions with the patients (ex: conduct follow-up phone calls, in-person follow-up on recommendations, refresh on verbal education next time they come in)
7. Outcomes that are selected and tracked for our MTM visits include (ex: hospitalizations, chronic disease indicators such as blood pressure or A1c, patient satisfaction, time spent coordinating with patients care team, time spent on MTM visit, coordinating provider satisfaction, cost-savings for the patient associated with MTM visit)

In general, how much are you currently coordinating with patient's primary care providers? How positive is this relationship? Are there any specific challenges or opportunities you want to pursue? Are there any patient education areas you feel new or additional resources would be beneficial? Are there any topics that you would like to seek increased training, or any written patient educational resources that you need?