

# Tailored Pharmacy-Based Interventions and their Benefits

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## Background:

Medication non-adherence is a major challenge in the healthcare system. Medication non-adherence is when a patient does not utilize medications as directed by the provider.<sup>1</sup> This issue has led to at least 100,000 preventable deaths each year and \$100 billion annually in preventable healthcare costs in the United States.<sup>2</sup> Tailored pharmacy-based intervention helps patients take their medications as prescribed, increasing medication adherence.<sup>1</sup> The Community Preventive Services Task Force (CPSTF) is an independent and nonfederal panel of public health and prevention experts that provides evidence-based findings and recommendations about community preventive services, programs, and other interventions to improve population health. The CPSTF conducted a systematic review and found that medication adherence increased by 15.8% in cardiovascular disease (CVD) patients who received pharmacy interventions.<sup>3</sup> The CPSTF recommends tailored-based intervention delivered by pharmacists to support medication adherence to prevent CVD.<sup>3</sup>

## Factors that affect patient adherence include:<sup>1</sup>

- Medication cost.
- Busy schedules that make it hard to remember to take medications consistently.
- Ease of scheduling appointments.
- Time needed to schedule and attend appointments.
- Ease and comfort level of communicating with the pharmacist or other providers.
- Understanding when and how often to take medications.
- Ability to sync medications and receive automated 30-day or 90-day refills.
- Health condition severity and beliefs about their condition.
- Expectations around possible effects of the medication.

## Tailored pharmacy-based interventions include:<sup>1</sup>

- **Assessment:** Interviews or assessment tools are used to identify adherence barriers.
- **Tailored guidance and services:** A pharmacist uses the results of the patient's assessment to develop and deliver tailored guidance and services that aim to remove or reduce identified barriers.

Strategies to implement tailored pharmacy-based interventions in the Patient Centered Care Process (PCCP) are medication therapy management, the appointment-based model, collaborative practice agreements, and text messaging.<sup>1</sup>

- Medication Therapy Management (MTM): identify, resolve and prevent issues related to medication.
- Appointment-Based Model (ABM): patients have designated pharmacy appointment day every 30/90 days to pick up medications.
- Collaborative Practice Agreements (CPA): agreement between pharmacist and provider where pharmacists are then allowed to perform specific patient care functions, such as therapeutic interchanges, renewing prescriptions, modifying medication therapy according to the protocol, and ordering lab tests.
- Text Messaging: communicate health information with patients to improve adherence.

Utilizing a charitable distributor, such as RxOutreach, Dispensary of Hope, and Direct Relief, helps provide the uninsured patients of pharmacies and clinics with access to life-saving

medications. Pharmacies utilizing charitable and reclaimed medications can further enhance their efforts to increase medication adherence and improve patient outcomes by:

- Removing some of the barriers affecting adherence.
- Utilizing patient-centered care to improve understanding of their disease
- Improving patient understanding of their medication, including how best to use it.
- Providing pharmacy services for free.
- Integrating tailored pharmacy-based interventions into their existing patient care process.

Charitable pharmacies that incorporate tailored interventions into their programs, as well as free medication, offer significant benefit to patients with chronic conditions.

## References:

1. Centers for Disease Control and Prevention. Tailored-Pharmacy Based Interventions to Improve Medication Adherence. <https://www.cdc.gov/dhdsp/pubs/medication-adherence.htm>. Accessed Date: 02/01/2023.
2. Kleinsinger F. The Unmet Challenge of Medication Nonadherence. *Perm J.* 2018;22:18-033. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6045499/pdf/18-033.pdf>.
3. Guide to Community Preventive Services. Heart Disease and Stroke Prevention: Tailored Pharmacy-based Interventions to Improve Medication Adherence. <https://www.thecommunityguide.org/findings/heart-disease-stroke-prevention-tailored-pharmacy-based-interventions-improve-medication-adherence.html>. Last updated: July 28, 2020.