

Medication Best Practices – Focus on Comprehensive Medication Reviews

A comprehensive medication review (CMR) is an interactive, face-to-face, all-inclusive review of a medication regimen conducted between a patient and their pharmacist. CMRs are designed to identify medication therapy problems, to create a collaborative plan to resolve those problems, and to improve patient knowledge of their medications. The review assesses both prescription and non-prescription medications for appropriateness, effectiveness, safety, and value in treating the patient’s specific medication conditions and achieving the goals of care. Annual comprehensive medication reviews are particularly important for those patients who manage multiple chronic disease states and medication therapies. Completion rates for comprehensive medication reviews are a quality measure included in yearly Medicare Part C and D Star Ratings for patients aged 66 and older.

Comprehensive Medication Review (CMR) NCQA HEDIS® Measure: Care for Older Adults		
What does a CMR entail?	How should patients prepare?	How do I refer a patient?
<p><i>Inventory of:</i></p> <ul style="list-style-type: none"> ➤ Current conditions ➤ Medication allergies and intolerances ➤ All medications (prescription and non-prescription) including dose, dosage form <p><i>Review of:</i></p> <ul style="list-style-type: none"> ➤ Medication adherence ➤ Medication effectiveness and tolerability ➤ Medication safety and value ➤ Patient specific questions and concerns <p><i>Categorized identification of medication-related problems:</i></p> <ul style="list-style-type: none"> ➤ Indication ➤ Effectiveness ➤ Safety ➤ Adherence <p><i>Patient medication list and medication action plan:</i></p> <ul style="list-style-type: none"> ➤ Summary of recommendations for patient and prescribers to resolve medication therapy problems 	<p><i>Bring all of the medications you are taking:</i></p> <ul style="list-style-type: none"> ➤ Prescription items ➤ Over-the-counter items ➤ Vitamins ➤ Herbs ➤ Supplements <p><i>Bring a list of questions:</i></p> <ul style="list-style-type: none"> ➤ What is this medicine supposed to do? ➤ Do I have to take it forever? ➤ What if I forget a dose or take an extra dose by mistake? ➤ Are there other medicines or foods I should avoid while I am on this medicine? ➤ I’m not having the effect I expected – what should I do? 	<p><i>Encourage annual comprehensive medication reviews with an aligned pharmacist*:</i></p> <p><i>In the Hartford market:</i></p> <ul style="list-style-type: none"> ➤ Katherine Czarnowski, PharmD, BCACP (860-397-1263) <p><i>In the Waterbury market:</i></p> <ul style="list-style-type: none"> ➤ Maria Summa, PharmD, BCPS (860-453-0445) <p><i>In the Springfield market:</i></p> <ul style="list-style-type: none"> ➤ Victoria Celetti, PharmD (860-453-0441) <p><i>*Qualified patients enrolled in Anthem Blue Cross Blue Shield MA plans may also elect to have an annual CMR conducted by an Anthem clinical pharmacist. Patients may contact the Clinical Pharmacy Care Center toll-free at 1-833-684-0090 Monday – Friday 8:30am – 8:30pm EST excluding holidays.</i></p>
Quality Gap Closure		
<ul style="list-style-type: none"> • Documentation of a medication review in adults 66 years and older during the measurement year 		



References:

- Watanabe JH, McInnis T, Hirsch JD. Cost of prescription drug-related morbidity and mortality. *Ann Pharmacother*. 2018;52(9):829-837
- Coe AB, Adeoye-Olatunde OA, Pestka DL, et al. Patterns and predictors of older adult Medicare Part D beneficiaries' receipt of medication therapy management. *Res Social Adm Pharm*. 2020;16(9):1208-1214
- Extermann, et al., "Use of comprehensive geriatric assessment in older cancer patients: Recommendations from the task force on CGA of the International Society of Geriatric Oncology (SIOG)." *Critical Reviews in Oncology/Hematology* 55(2005) 241 – 252.