
*AMERICAN PHARMACISTS ASSOCIATION'S
DELIVERING MEDICATION THERAPY MANAGEMENT SERVICES*

A CERTIFICATE PROGRAM FOR PHARMACISTS



HOSTED BY: ILLINOIS PHARMACISTS ASSOCIATION
SATURDAY, APRIL 23, 2022 FROM 8:00 AM-5:30 PM
VIA ZOOM

For more information, please contact: Kimberly Condon at 217-522-7300 or kimc@ipha.org

APhA's Delivering Medication Therapy Management Services certificate training program (4th Edition) presents a systematic approach for developing, implementing, delivering, and sustaining MTM services. It includes an overview of the marketplace for delivering MTM services, guidance for implementing MTM services in pharmacy practice, a review of the essential skills and knowledge needed for performing MTM successfully, and an organized process for identifying medication-related problems. The purpose of this certificate training program is to prepare pharmacists to improve medication use through the delivery of MTM services in a variety of practice settings.

The goals of this program are to:

- Advance public health and patient care through improved medication use
- Provide training to enhance pharmacists' ability to effectively provide MTM services
- Motivate increased numbers of pharmacists to establish MTM services
- Communicate benchmark practices for providing MTM services

APhA's Delivering Medication Therapy Management Services certificate training program has three components: online interactive self-study with assessment; the live seminar with online evaluation; and post-seminar case exercise. A Certificate of Achievement will be awarded to participants who successfully complete all program components.

Key Learning Objectives of the Live Training Seminar

At the completion of this activity, the participant will be able to:

- Conduct a thorough medication therapy review (MTR)
- When interviewing a patient, employ effective communication skills to overcome communication barriers
- Complete a personal medication record (PMR)
- Develop a medication-related action plan (MAP)
- Document medication therapy management (MTM) services in a manner that allows for evaluating patient progress, billing, and tracking clinical and financial outcomes
- Create a plan for patient follow-up
- Perform the following tasks, given a patient case that includes one or more medications:
 - Assess patient-specific data and issues, and interpret these findings to identify medication-related problems
 - Develop a patient problem list and a list of the patient's medication-related problems
 - Establish goals of therapy for each medical condition and medication-related problem identified
 - Make recommendations for resolving situations in which a patient's medications are potentially inappropriate
- Discuss the elements of an effective medication therapy recommendation to another health care practitioner
- Describe the medication use concerns and adverse drug events that are more common in elderly patients
- Account for pharmacokinetic and pharmacodynamic changes when reviewing an elderly person's medication regimen
- List important considerations when determining the operations of an MTM service
- Identify potential payers for MTM services
- Explain how to bill for MTM services using CPT codes
- Describe strategies for marketing MTM services
- Describe emerging opportunities for delivering MTM services

For a complete list of learning objectives and for all APhA accreditation information and policies, please visit APhA's website, <https://www.pharmacist.com/delivering-medication-therapy-management-services>.

Seminar Agenda

- Check-in
- Welcome, Introductions and Acknowledgements
- The MTM Care Process
- Break
- Patient Communication During MTM Encounters
- Cultural Sensitivity
- Managing Special Needs of Elderly Patients
- Lunch and Networking
- Case Studies
- Break
- MTM Implementation: Financial and Operational Issues
- Next Steps and Take Home Points
- Post-Seminar Assignment and Final Instructions

Faculty

Miranda Wilhelm, PharmD

Clinical Associate Professor
SIU Edwardsville School of Pharmacy
Edwardsville, IL

Jennifer Rosselli-Lynch, PharmD, BCPS, BCACP, BC- ADM, CDCES

Clinical Associate Professor
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Starlin Haydon-Greatting, MS,

BSPHarm, FAPhA, FASCP
Director of Clinical Programs and
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Continuing Pharmacy Education (CPE) Information and Activity Completion Requirements



The American Pharmacists Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

Initial release date: 07/02/2021; expiration date: 07/02/2024

Activity Type: Practice-based

Target Audience: Pharmacists in all practice settings

- Successful completion of the self-study component involves passing the self-study assessment with a grade of 70% or higher and will result in 10 contact hours of CPE credit (1.0 CEUs). **ACPE Universal Activity Number: 0202-0000-21-224-H04-P.**
- Successful completion of the live seminar component involves attending the full live seminar and completing the online evaluation. Successful completion of this component will result in 8 contact hours of CPE credit (0.8 CEU). **ACPE Universal Activity Number: 0202-9999-21-225-L04-P**
- Successful completion of the post seminar case exercise component involves completing 3 post cases and submitting an online attestation statement of completion. Successful completion of this component will result in 3 contact hours of CPE credit (0.3 CEU). **ACPE Universal Activity Number: 0202-0000-21-226-H04-P**
 - *If you are a Minnesota Pharmacist and want to enroll in the APhA MTM certificate training, please contact us at the time of enrolling.*
 - *Successful completion of the post seminar case exercise component for Minnesota pharmacists involves completing 12 post cases and submitting an online attestation statement of completion. Successful completion of this component will result in 12 contact hours of CPE credit (1.2 CEU). ACPE UAN: 0202-0000-21-227-H04-P*

Once credit is claimed, Statements of Credit will be available online within 24 hours on participant's CPE Monitor profile at www.nabp.net. The Certificate of Achievement will be available online upon successful completion of the necessary activity requirements on the participant's "My Training" page on www.pharmacist.com

Activity Completion Requirements

To obtain credit for this program the learner must:

1. Complete home study activities prior to the live seminar -10 hours
2. Complete both home study assessments with a grade of 70% or better and CLAIM credit
3. Attend the live virtual seminar in its entirety on April 23, 2022 with enabled audio and video
4. Complete the live seminar evaluation, and CLAIM credit. - 8 Hours
5. Complete the 3 post-seminar cases and submit an online attestation statement of completion no later than June 5, 2022, and CLAIM credit. - 3 Hours

To obtain credit, the Learner must CLAIM credit once each component is completed. Once credit is claimed, Transcripts of CPE will be available online within 24 hours on the Learner's CPE Monitor profile. The Certificate of Achievement will be available online upon successful completion of the necessary activity requirements on the participant's "My Training" page on www.pharmacist.com.

Virtual Training Consent:

The APhA Certificate Training Program hosted by the Illinois Pharmacists Association will be offered in a virtual format. Zoom Video Conferencing will be used to deliver the live session.

By registering for this program, you agree to participate in the live portion of the course by using active video and audio feed through your computer or mobile device. Credit for completion of the certificate program will only be granted to participants who complete the self-study requirements, are verified as physically present throughout the duration of the live session, and complete the post-seminar cases and submit an online attestation statement of completion.

Technology Requirements - Computer and Internet access is required to complete this activity. Please visit APhA's website to view the [Technology System Requirements](#) to have a positive learning experience.

Course material and assessments will be accessed online - In order to participate in this activity, registrants must have access to a computer with minimum system requirements: Internet connectivity with current version of internet browsers, such as Chrome, Firefox, Safari, or Internet Explorer (V9 and above); Adobe Acrobat Reader, Flash Player 8 or higher, 128 MB of free memory (not 128 MB total), and Audio: Sound card and speakers or earphones. For full technology requirements, please visit <https://elearning.pharmacist.com/technology-troubleshooting>

Technology Requirements: Live Seminar

The Live Seminar portion will be conducted online. To participate, the registrants must:

- Join Zoom webinar by computer, tablet, or any mobile device
- Must have a working camera and have video enabled throughout the entire program
- Must be present for the entirety of the program to be eligible for completion of the certificate training
- There is a Zoom app that can be downloaded on mobile devices through the App Store or Google Play. Search for Zoom Cloud Meetings app.
- In planning to use a MacBook, Macbook Pro, MacBook Air, iMac, etc., please navigate to <https://zoom.us/> (using the Mac computer that will be used for the Zoom session), click on the Download link a the right side of the screen, download and install/run the installer program (named Zoom.pkg).
- Join the meeting 15-30 minutes early to test that your microphone and camera is working properly and to check-in
- Please refer to the following webpages to troubleshoot any audio/visual difficulties:
<https://support.zoom.us/hc/en-us/articles/201362283-How-Do-I-Join-or-Test-My-Computer-Audio->
<https://support.zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video>

Program Fees - This program is limited to the first 40 registered participants.

Illinois Resident Pharmacist or Student: \$59 Non-Illinois Resident: \$350

NOTE: Please be advised that this program is subject to postponement or cancellation if the required minimum number of registrants is not met at least 14 days prior to the program. Final determination to be made by April 8, 2022.

REGISTRATION: Online registration must be completed prior to April 13, 2022. Visit www.ipha.org/certificate-programs to register. Confirmations will be sent within 3 business days of online registration submission.

Self-Study information will be sent by April 8, 2022, or sooner if the course meets the minimum attendance requirement.

Refund Policy

Refund (minus a \$50 processing fee) if cancelled by April 8, 2022. However, participants who redeem an enrollment code at any time will be charged a fee of \$175 regardless whether or not they complete any portion of the self-study. No refunds after April 8, 2022. Please be advised that this program is subject to postponement or cancellation if the required minimum number of registrants is not met. Contact Kimberly Condon at 217.522.7300 or kimc@ipha.org with questions.

Delivering Medication Therapy Management Services: A Certificate Training Program for Pharmacists was originally created in 2007 by the American Pharmacists Association and the American Society of Consultant Pharmacists. Copyright © 2018 by the American Pharmacists Association.