

Challenges and Solutions for Community Pharmacists Involving Medication Therapy Management

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Abstract

Medication therapy management (MTM) is a collection of services to optimize patient care and outcomes through various methods. Many pharmacists feel overwhelmed and tend to avoid MTMs altogether. Previous research has found a benefit in incentivizing, alerting, and involving technicians, but there are still areas for further analysis. The purpose of this study was to determine which areas of MTM hinder community pharmacists the most through a comparison of the number of MTM claims submitted per week towards factors affecting the pharmacy and pharmacy staff. This was an observational survey completed online. Participants (N=38) worked at a community pharmacy in Southeastern Illinois. Participants were mainly pharmacy managers from large community pharmacies that shown interest in additional training and provided additional advice from personal experience. The results of this study found there was an underutilization of pharmacy technician and ideas for focusing on pharmacies with less prescription volume. Further research can identify positive associations between methods of incorporating MTM into workflow.