

Pharmacist Impact in a Multiple Sclerosis Clinic

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Background

- Multiple sclerosis (MS) is a complex, neurodegenerative disease affecting the central nervous system. To delay disease progression in MS, patients are treated with disease modifying therapies (DMT).¹
- Prompt treatment initiation is essential as therapy delays can lead to poor patient outcomes.²
- Ambulatory care pharmacists (ACP) are equipped to support intricate medication management for MS patients.²
- Objective: to demonstrate the ACP impact in facilitating MS medication access on prior authorization (PA) turn-around-times (TAT), medication appeal and PA approval rates, and clinic satisfaction scores.

Methods

- Retrospective observational study comparing PA TAT and appeal/PA approval rates in NY health system-based (HSB) MS patients
 - Pre-ACP time period:** 4/1/2021-9/31/2021
 - Post-ACP time period:** 10/1/2021-3/31/2022
- Inclusion criteria: patients with a prescription for a DMT, dextroamphetamine+amphetamine, modafinil, Emgality[®], lisdexamfetamine, or methylphenidate.
- The following data was analyzed for pre- and post-implementation periods: percentage of PAs/appeals approved and PA TAT.
- Satisfaction scores for the ACP service were collected from clinic staff.

Results

Since the incorporation of an ACP within a NY HSB MS center, total PA TAT decreased by one day and both PA and appeal approval rates increased by 23% and 12% respectively (**Figure 1**). Results of the clinic survey, to which 11/14 individuals responded, demonstrated overwhelmingly positive feedback to the ACP service. Specifically, 100% of clinicians found PA and appeal assistance the most impactful, followed by patient counseling and drug information resource (90%), and assistance in pharmacy prescription clarification (63.6%) (**Figure 2**). All staff who completed the survey would enhance ACP integration, with 70% specifically requesting more teach-appointments and incorporation into clinic initiatives (**Figure 3**). All staff who completed the survey rated the benefit of an integrated ACP as very beneficial.

Figure 1: Pre- and Post- ACP Clinic Metrics

	Pre-ACP	Post-ACP
PA TAT	2.8 days	1.8 days
PA approval rate	62%	85%
Appeal approval rate	50%	62%

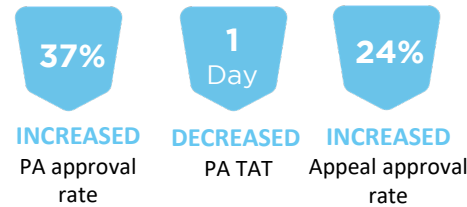
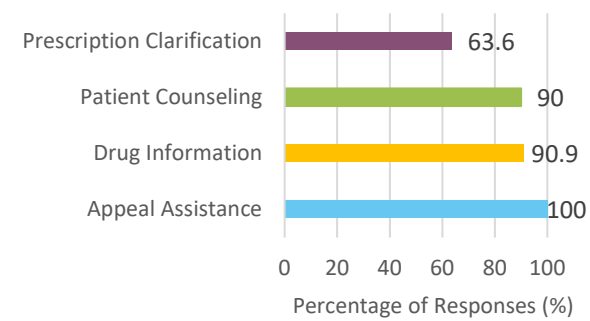
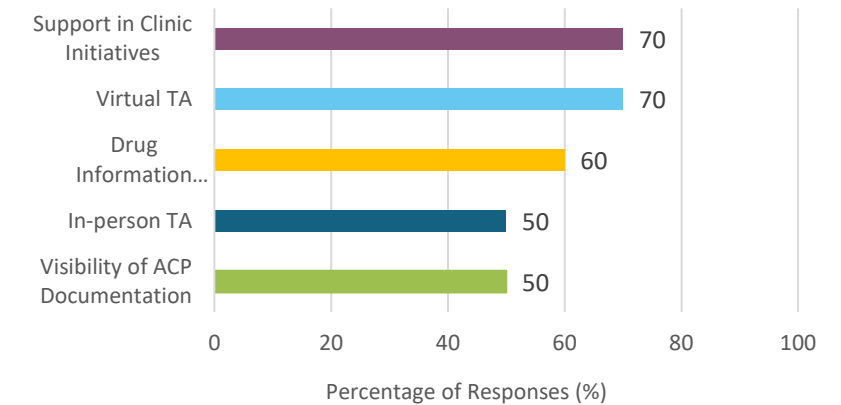


Figure 2: Most Impactful ACP Service Provided



100%
Clinic Satisfaction
integrated ACP rated as "very beneficial"

Figure 3: Interest in Additional ACP Services



Conclusion

- The incorporation of an ACP into a NY HSB MS center is associated with favorable clinical and operational outcomes: improved PA TAT and increased PA/appeal approval rates.
- Integration of an ACP is an effective way to enhance patient care and achieve clinic satisfaction.
- Additional ways to expand ACP services include: accelerate onsite clinic initiatives/pilots, increase documentation visibility in EMR, host drug information presentations and virtual/in-person teach appointments.

DISCLOSURES

The authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.

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