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## DESCRIPTION



AU Health collaborated with the UGA Pharmacy School to have pharmacy students assist with medication adherence measures for our Medicare Advantage population. The students perform outreach calls to patients to understand their non-compliance and work directly with the patient, the provider, the care coordinator and insurance carrier to ensure the patient has the support they need to become compliant. This is a triple-weighted STARS measure so the improvement affects the organization’s overall STARS score and improves the student’s learning around value-based care operations.

## PROJECT AIM



Improve the Medication Adherence measures to a five-star rating by the end of the calendar year.

## PROJECT ACTIONS TAKEN

Education and training of pharmacy students, development of a program guide that all students can use to guide their conversations and support for the patient, monitoring of compliance through care gap reports on payor portals, and outreach to patients who are shown to be non-compliant.



## SUMMARY OF RESULTS

The collaboration between the health system and pharmacy school has provided more outreach coverage for our patient population, and therefore improved transparency to our patients. This outreach has shown stable STARS rating for our medication adherence measures and should continue to improve as more outreach and education is done with our beneficiaries.

| MEASURE                  | Eligible Members | Compliant Members | Pre-rate compliance | Post-rate compliance | STAR Score |
|--------------------------|------------------|-------------------|---------------------|----------------------|------------|
| Med Adherence - Diabetic | 328              | 271               | 78.00%              | 82.62%               | 4 Star     |
| Med Adherence - RAS      | 869              | 775               | 83.00%              | 89.18%               | 5 Star     |
| Med Adherence - Statins  | 796              | 708               | 83.00%              | 88.94%               | 4 Star     |