Medication therapy management (MTM) is a collection of services designed to optimize patient care and outcomes through medication reviews, adherence reminders, and prescriber collaboration.

Methods
- Online Microsoft Forms survey created
- 11 total questions; 10 Linkert scale; 1 S/A
- Survey open from 11/11/20 to 12/31/20
- Emails and QR codes given to outpatient community pharmacies in Southeastern IL
- Estimated population size = 75

Results
- 38 respondents (50% response rate)

<table>
<thead>
<tr>
<th>Total %</th>
<th>N</th>
<th>Pharmacy Demographics</th>
</tr>
</thead>
<tbody>
<tr>
<td>84%</td>
<td>32</td>
<td>filled &lt; 500 prescriptions per day</td>
</tr>
<tr>
<td>82%</td>
<td>31</td>
<td>submitted claims to Outcomes® MTM</td>
</tr>
<tr>
<td>82%</td>
<td>31</td>
<td>were large retail pharmacies</td>
</tr>
<tr>
<td>58%</td>
<td>22</td>
<td>worked 40 hours per week or more</td>
</tr>
<tr>
<td>45%</td>
<td>17</td>
<td>were pharmacy managers</td>
</tr>
<tr>
<td>25%</td>
<td>10</td>
<td>practiced pharmacy for 20 or more years</td>
</tr>
<tr>
<td>25%</td>
<td>10</td>
<td>practiced for 0 – 4 years</td>
</tr>
</tbody>
</table>

- Most participants completed some type of MTM training and were willing to complete further training or receive a refresher to improve their MTM performance (N=27, 32).
- More than half felt at least somewhat confident with communicating and creating the appropriate verbiage for the patient while completing the claims (N=22) but less than half felt somewhat to very confident filling out and billing the claims (N=16).
- < 10% completed >4 claims per week, with a majority only completing 1-4 claims per week.
- Only 18% knew if at least some of their technicians had login information (N=7).

Limitations
- Small sample size
- Minimal diversity and narrow distribution involving pharmacies and staff
- New or floating pharmacists providing information on technicians
- Confusion on categories for pharmacy students and their Title/Position

Conclusion
- Pharmacy technicians and low volume stores are underutilized
- Conduct “MTM” refreshers/training
- Pick and choose applicable advice to put in practice
- Further research to identify positive associations between different methods and MTM completion rates to improve patient outcomes from identifying errors and helping to prevent nonadherence.