

# 2024 Year in Review: Advancing Patient Care through the Wisconsin Pharmacy Quality Collaborative

by Kari Trapskin, PharmD

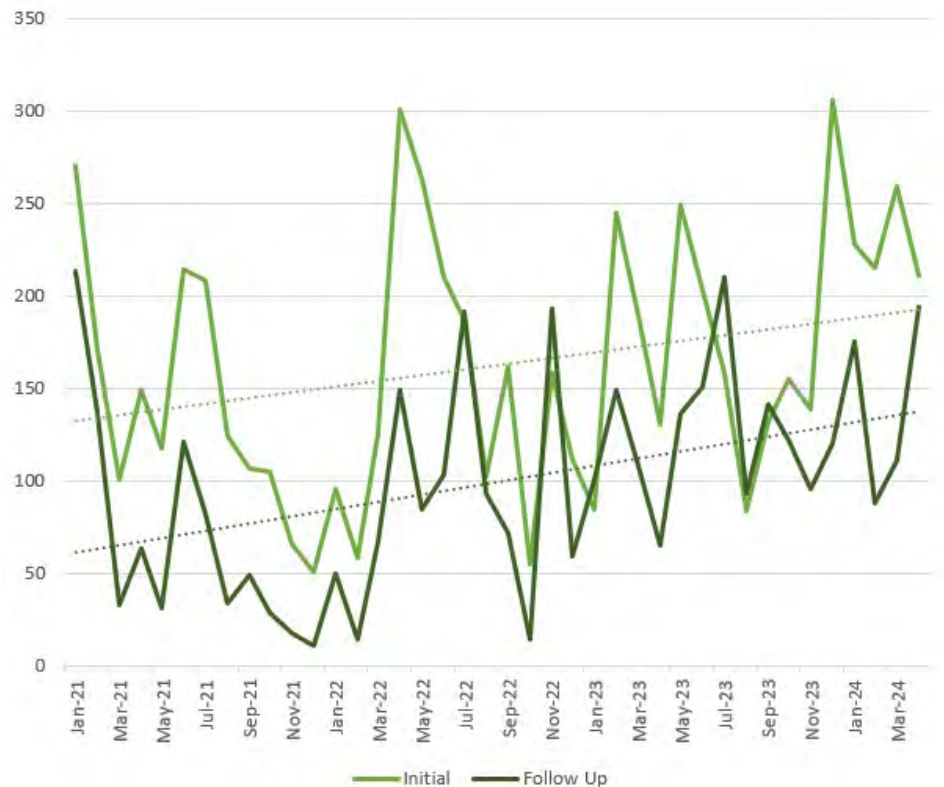
The Pharmacy Society of Wisconsin (PSW) remains steadfast in its mission to elevate patient care across the state. Through the Wisconsin Pharmacy Quality Collaborative (WPQC), PSW staff and statewide partners have fostered impactful advancements in pharmacy practice by emphasizing quality assurance, pharmacist certification, and pharmacy accreditation.

## Background

Launched with the goal of increasing the quality of patient care in Wisconsin, WPQC equips pharmacies to implement seven quality-based best practice requirements. Participating WPQC pharmacies benefit from the ability to bill for comprehensive medication review and assessment (CMR/A) services via the Wisconsin Medicaid program. On behalf of the WPQC program, PSW conducts biannual quality assurance surveys, ensuring continuous improvement and adaptability to the needs of pharmacies and patients alike. The standardized survey includes reporting on engagement with quality-based best practices (barriers and solutions), services offered to patients by the pharmacy, and usage of collaborative practice agreements.

Since the inception of WPQC, PSW has prioritized pharmacist engagement in payer-supported MTM programs, highlighting the significant health benefits for patients with complex medication regimens and multiple co-morbidities. The Wisconsin Medicaid Medication Therapy Management (MTM) program began participating in WPQC in 2012. In 2016, PSW expanded its impact by developing collaborative, pharmacy-led public health programs that incorporated WPQC-accredited pharmacies to provide novel and sustainable services focused on specific chronic disease states, like

FIGURE 1. Number of CMR/As Provided Each Month



diabetes, hypertension, hyperlipidemia, and asthma. These initiatives have strengthened connections among pharmacies, community-based organizations, and primary care providers by focusing on referrals among the different organizations, enhancing chronic disease management, healthcare access, and health equity.

Chronic, uncontrolled asthma has been one of the focal chronic conditions aligned with these efforts. With support from the Wisconsin Department of Health Services (DHS) Asthma Program, PSW launched the first Asthma MTM cohort in 2023. Five WPQC pharmacies across four counties participated, addressing the needs of underserved adult and pediatric patients with uncontrolled asthma. Building on this

success, the second cohort began in January 2024, involving 10 WPQC pharmacies in nine counties. This cohort concluded on August 31, 2024, with analysis of outcomes underway and results to be shared at the April 2025 Educational Conference.

Looking ahead, the third cohort will commence in January 2025, with three WPQC pharmacies participating across three counties. These programs exemplify the dedication of WPQC pharmacies to deliver high-quality care to underserved populations with chronic diseases. Additionally, Wisconsin DHS supports cardiovascular disease work with WPQC pharmacies in Milwaukee, Dane, Marathon, Oneida and Brown counties.

The combination of quality-based best

practices along with structured clinical opportunities, consistent training and coaching, and documentation of encounters has provided WPQC-accredited pharmacy sites the support to elevate the care they provide. The following data include the results from a 3-year evaluation of the WPQC quality assurance surveys in addition to comprehensive medication review and assessment (CMR/A) service utilization data obtained from the WI Medicaid program.

## Objectives

This comprehensive evaluation aimed to assess pharmacist-provided CMR/A services, pharmacy participation trends, and implementation of quality-based best practice requirements obtained during the spring and fall quality assurance surveys between May 2021 and June 2024.

## Methods

Data for the evaluation were collected through quality assurance surveys sent in the spring and fall between May 2021 and June 2024. Monthly CMR/A utilization data were received from the Wisconsin Department of Health Services, capturing:

- The volume of CMR/As provided statewide.
- The number of pharmacies providing initial and follow-up CMR/A services.
- The number of unique pharmacies delivering these services.

Results from the quality assurance survey were compared with Medicaid CMR/A utilization data to gauge program impact and identify areas for improvement.

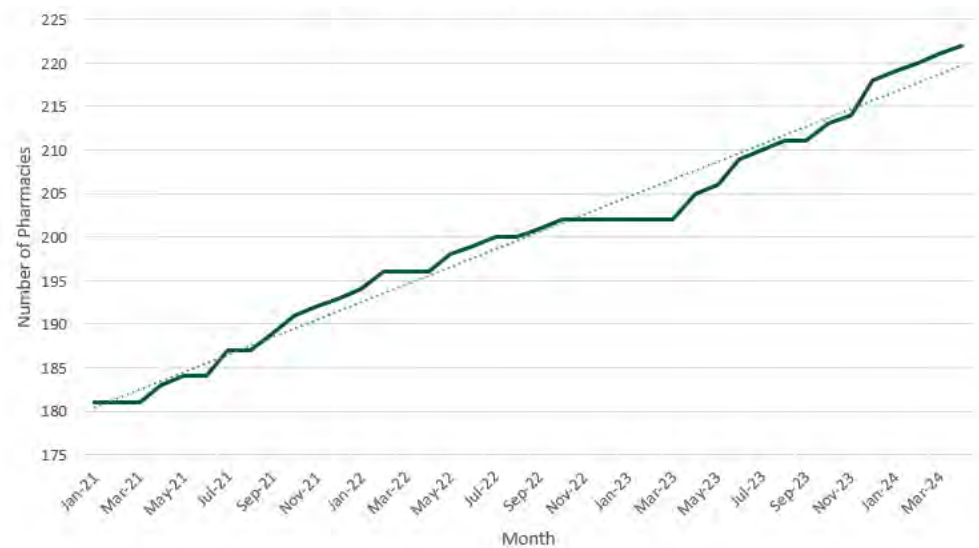
## Key Findings

### 1. Increased Engagement and Service Delivery:

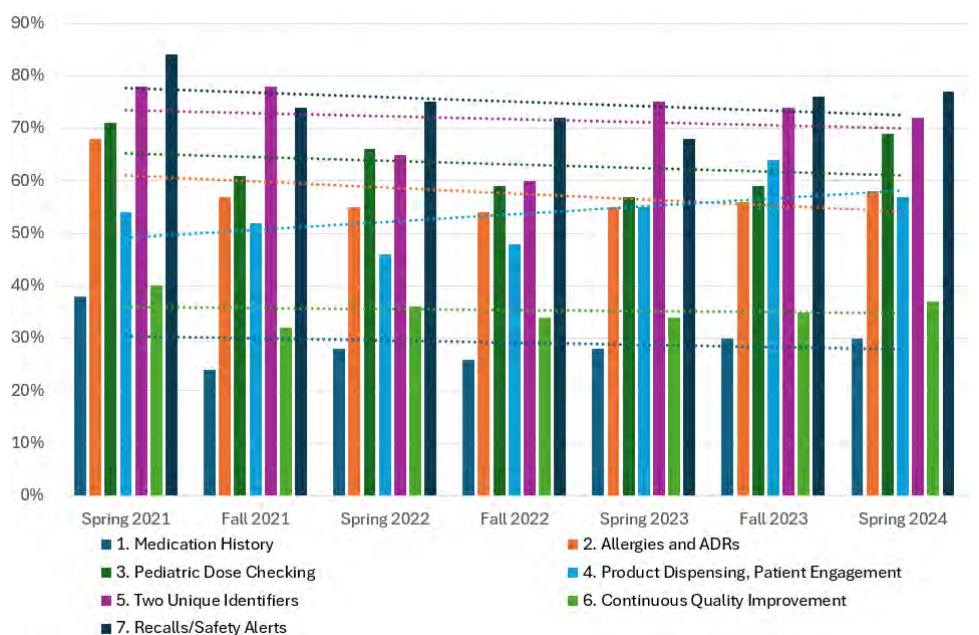
- The number of initial and follow-up CMR/A services has grown steadily by approximately five and six initial and follow-up CMR/A services per month, respectively (see Figure 1).
- The number of unique pharmacies offering CMR/As has risen by 23% during the evaluation period (see Figure 2).

**2. Barriers to Implementation:** Despite significant progress, workload emerged as the most frequently reported barrier

**FIGURE 2. Number of Unique Pharmacies Providing CMR/As**



**FIGURE 3. Percent of Pharmacies Reporting No Barriers by Quality-Based Best Practice**



across six of the seven best practice requirements. This finding underscores the importance of targeted support and streamlined processes to alleviate strain on pharmacy staff (see Figure 3).

### 3. Solutions and Future Directions:

Participating pharmacies suggested practical solutions that have assisted them in overcoming barriers to implementing each of the seven WPQC quality-based best practices, including:

- Engagement in enhanced coaching and individual support from PSW or

other organizations.

- Use and development of expanded resources for implementing the best practices.
- Greater involvement in chronic disease state management programs when provided the opportunity.

## Discussion

PSW's ongoing support for WPQC programming has been instrumental in attaining the increased number of WPQC pharmacies and CMR/A services provided between May 2021 and June 2024. By

providing implementation resources, one-on-one and group coaching, and educational offerings, PSW has empowered pharmacies to deliver more comprehensive MTM services to patients. The rollout of pharmacist provider status for WI Medicaid recipients has already begun to complement the WPQC program by emphasizing collaborative practice agreements and billable chronic disease state management services for pharmacist providers.

## Conclusion

The steady increase in pharmacy participation and service delivery underscores the value of the WPQC program and support and opportunities that PSW has provided to pharmacies over the past 15 plus years. While challenges such as workload persist, the insights gathered through quality assurance surveys offer a roadmap for continued improvement. PSW remains committed to driving excellence in pharmacy practice, ensuring that Wisconsin pharmacists are equipped to meet the evolving needs of their patients and the

communities they serve. As we reflect on the progress of the past year, we look forward to further strengthening the WPQC program and advancing patient care across Wisconsin.

Kari Trapskin is the Senior Vice President of Practice Transformation at the Pharmacy Society of Wisconsin.

### Corresponding Author:

Kari Trapskin - kari@pswi.org

*Acknowledgements: Material adapted from "Quality Assurance in Patient Care: Outcomes of PSW's Wisconsin Pharmacy Quality Collaborative" 2024 PSW Annual Meeting Poster Session authored by: Lauren Glaza, BS, PharmD Candidate 2025 (UW-Madison SOP); Kari Trapskin, PharmD; Kate Hartkopf, PharmD, BCACP; Ryan Psyck, BS.*

*Disclosure: The authors declare no real or potential conflicts or financial interest in any product or service mentioned in the manuscript, including grants, equipment, medications, employment, gifts, and honoraria.*

## References

1. Frey M, Trapskin K, Margolis A, Sutter S, Cory P, Decker C. Pharmacist-reported practice change as a result of a statewide community pharmacy accreditation program. *J Am Pharm Assoc* (2003). 2019;59(3):403-409. doi:10.1016/j.japh.2018.12.019
2. Glaza L, Hartkopf K, Psyck R, Trapskin K. Quality assurance in patient care: evaluation outcomes of PSW's Wisconsin Pharmacy Quality Collaborative. Poster presented at PSW Annual Meeting; August 23-24, 2024; Madison, WI.
3. Pharmacy Society of Wisconsin. Implementing the WPQC Quality-Based Best Practices Guide. Accessed August 3, 2024. <https://www.pswi.org/WPQC-Resources-and-Manuals>.

Below: Lauren Glaza, 2025 PharmD Candidate, presenting her WPQC poster at the PSW Annual Meeting on Friday, August 23, 2024.

