# APS & CPS Integration

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# Introduction

## McKesson's Adherence Performance Solution

McKesson's Adherence Performance Solution (APS) includes an interactive dashboard that provides information on patient adherence for Cholesterol, Diabetes, and Hypertension, as well as information on gap therapy for diabetic patients without a statin and elderly patients on high risk medications.

APS is modeled after the CMS (Centers for Medicare and Medicaid Services) Star Ratings calculations. By individual pharmacy and/or pharmacy chain, APS identifies non-adherent patients using the list of medications, including generic equivalents, published by CMS for the disease states being measured (for example, Hypertension). APS uses data directly from your pharmacy management system to calculate each patient's PDC (Proportion of Days Covered) to measure their adherence. A patient's PDC is the number of refills within a measurement window divided by the number of days in the measurement window. For example, if a patient is on diabetes treatment, the number of refills the patient receives over a 12-month period is reviewed. If a patient refills a prescription with a 30-day supply 9 times within 12 months, they have 270 days of 365 days covered. The proportion of days covered is found by dividing 270 by 365, which gives 0.74 or 74%. Similar to CMS, APS uses the criteria that 80% PDC and above is considered adherent.

APS supports three types of adherence measurements using PDC scores:

Cholesterol
Diabetes
Hypertension

In addition, APS identifies elderly patients (60 or older) using high risk medications (HRM), as well as diabetic patients not on a statin (Statin Use in Persons with Diabetes, or SUPD). The APS score for HRM is either a 0, for patients who received two or more Rx fills for the same HRM, or a 1, for patients who received no or less than two fills of the same HRM. SUPD applies to patients between 40 and 75 years old as of the last day of the measurement window. This measure applies to patients on diabetic medications with at least one statin fill during the measurement window. The SUPD score is either a 1 (adherent; the patient filled a statin in the measurement window) or a 0 (non-adherent; the patient did not fill a statin in the measurement window).

The patient data APS receives from your pharmacy management system is rolled up to the individual pharmacy level to determine the percentage of adherent patients. APS calculates the percentage of adherent patients per pharmacy and assigns a 1-5 adherence rating following the scales published by CMS.

With APS, your pharmacy can identify non-adherent patients and the number of patients needed to improve your pharmacy's rating. Once patients are identified, you can leverage both APS and McKesson's Clinical Programs Solution to target and intervene with non-adherent patients.

## McKesson's Clinical Programs Solution

McKesson's Clinical Programs Solution (CPS) enables you to drive clinical interactions between your pharmacists and patients in order provide patients with better clinical outcomes. CPS is an application that interacts directly with pharmacy staff throughout workflow in your pharmacy management system. CPS connects pharmacy staff to clinical opportunities identified for patients. These opportunities can be identified by your clinical vendor partners or they can even be opportunities that your pharmacy wants to target. CPS helps drive patient engagement while maximizing the clinical impact that your pharmacy has on your patients.

Key components of CPS include:
- A Clinical App that interacts directly with pharmacy staff throughout workflow.
- A Task Queue that supports engaging patients outside of your pharmacy.

- Customizable questionnaires that allow for clinical documentation in a repeatable, consistent manner.
- A robust clinical profile that provides insight into everything you are doing clinically for a patient.
- When coupled with APS, CPS will facilitate identifying and engaging non-adherent patients during and outside of prescription processing.

# CPS and APS Integration

The CPS and APS integration provides "real-time" data on patient adherence within pharmacy workflow. On a weekly basis, APS messages are created in CPS to alert pharmacy staff of non-adherent patients. APS messages in CPS will be available in the CPS Clinical App when the patient is context, as well as in the CPS Task Queue outside of prescription processing.

## Types of APS Messages in CPS

There are two types of APS messages available in CPS: Key-value pair messages and patient adherence trend messages.

**Note**: In order to leverage APS messages in CPS, you first need to enable the **Adherence Performance Solution** program within CPS. From CPS Program Admin, enter **Adherence Performance Solution** in the **Filter By** field. Once the program displays in the list, click the **Enable** button.

Key-value pair messages containing adherence measures are created on a weekly basis for all measured patients. You can view a patient's adherence measures using the **Patient Health Values** tab within the CPS Patient Profile.

| Program | Field Name | Field Value | Received Date |
|---|---|---|---|
| Adherence Performance Solution | CHOLESTEROL PDC | 0.71 | 09/06/2019 04:18PM |
| Adherence Performance Solution | HYPERTENSION PDC | 0.71 | 09/06/2019 04:18PM |
| Adherence Performance Solution | DIABETES PDC | 0.63 | 09/06/2019 04:18PM |
| Adherence Performance Solution | SUPD PDC | 1 | 09/06/2019 04:18PM |
| Adherence Performance Solution | CHOLESTEROL PDC | 0.69 | 08/30/2019 03:18PM |
| Adherence Performance Solution | HYPERTENSION PDC | 0.69 | 08/30/2019 03:18PM |

Figure 1: APS Key-Values in the CPS Patient Profile

APS patient adherence trend messages contain patient adherence details and are created each week for patients meeting the below criteria:
- The patient has a PDC score between 50% (.50) and 80% (.80) for Cholesterol, Diabetes, and/or Hypertension.

- The patient is 60 years of age or older and is on a high-risk medication (HRM score of 0).
- The patient is between 40 and 75 years of age, is diabetic, and has not had a statin fill within the measurement window (SUPD score of 0).

**Note:** Criteria for patient adherence trend messages is customizable. For more information on customizing APS messages in CPS, please contact your Account Manager or Account Executive.

## Viewing APS Messages in the CPS Clinical App

APS patient adherence trend messages will display within the CPS Clinical App when a non-adherent patient is in context within the pharmacy management system.



Figure 2: APS Patient Adherence Trend Message in the CPS Clinical App

The following information is included in patient adherence trend messages:

- The patient's 12-month adherence score for each disease state. Disease states will only display within the message if the patient has a non-adherent score. These scores translate to percentages (so, for example, 0.76 is the same as 76%).
- A visual indicator to show how the patient is trending from their last measured PDC score. If an up arrow displays next to a disease state, then the patient's PDC score has improved since the previous month. Likewise, if a down arrow displays, then the patient's PDC score has declined since the previous month. If a flat line displays, then the patient's PDC score is the same as it was in the previous month.
- The APS Follow Up Date so that pharmacy staff knows when to check back in with the patient.
- The APS Last Reviewed Date so pharmacy staff knows when the patient was last contacted for their adherence.
- Drug details for the patient to assist with researching patient adherence.
- Patient Notes that exist in APS for the patient.
- Access to the APS Patient Profile via the **APS Profile** button. For more information on accessing the APS Patient Profile, refer to the Opening the APS Patient Profile via a CPS Message section.

## Viewing APS Messages in the CPS Task Queue

Another option to view APS patient adherence trend messages is to use the CPS Task Queue. The CPS Task Queue will provide insight into all APS messages across all of your patients.



Figure 3: APS Messages in the CPS Task Queue

To view additional information for a particular APS message, select the row within the CPS Task

Queue to open the **Clinical Program Message Detail** screen. The message content displayed within the **Clinical Program Message Detail** screen is the same content that displays in the message when viewed using the CPS Clinical App.



Figure 4: **Clinical Program Message Detail** Screen for an APS Message

## Opening the APS Patient Profile via a CPS Message

The APS Patient Profile provides additional adherence information on a patient. For this reason, you can easily open the APS Patient Profile directly from an APS patient adherence trend message in CPS.

To launch the APS Patient Profile, first open the APS patient adherence trend message using either the CPS Clinical App or Task Queue. Next, select the **APS Profile** button within the message.
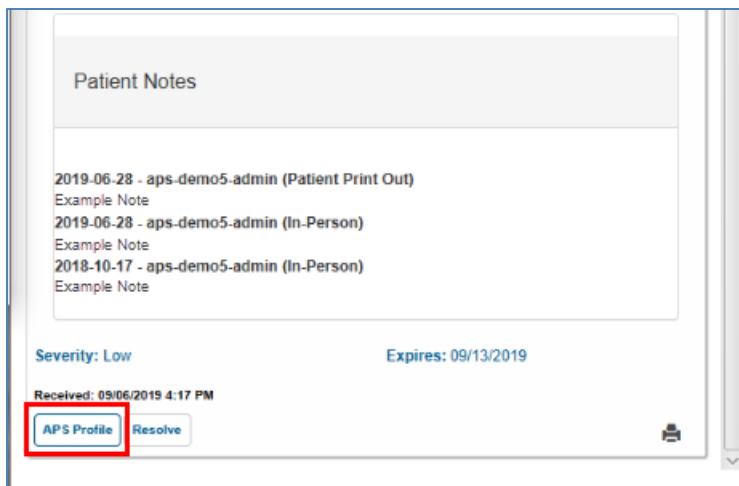
Figure 5: **APS Profile** Button

Selecting the **APS Profile** button will initiate the single sign on process between CPS and APS. Once the single sign on process is successful, the patient in context's profile in APS will open in the default browser without you having to enter any additional credentials.
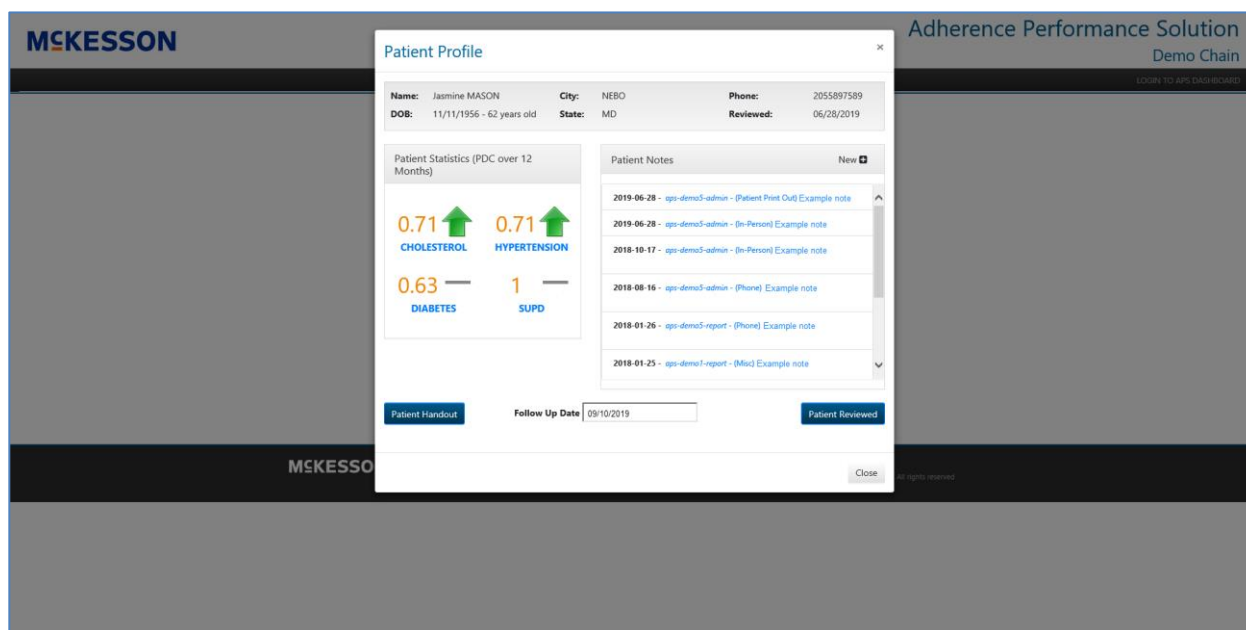


Figure 6: APS Profile Only View

**Note:** If a system error is encountered during the single sign on process, the APS login page will open in the default browser.

After launching APS via a CPS message, you will only have access to the patient in context's profile in APS. To navigate to other APS screens, select the **LOGIN TO APS DASHBOARD** link to open the APS login page.
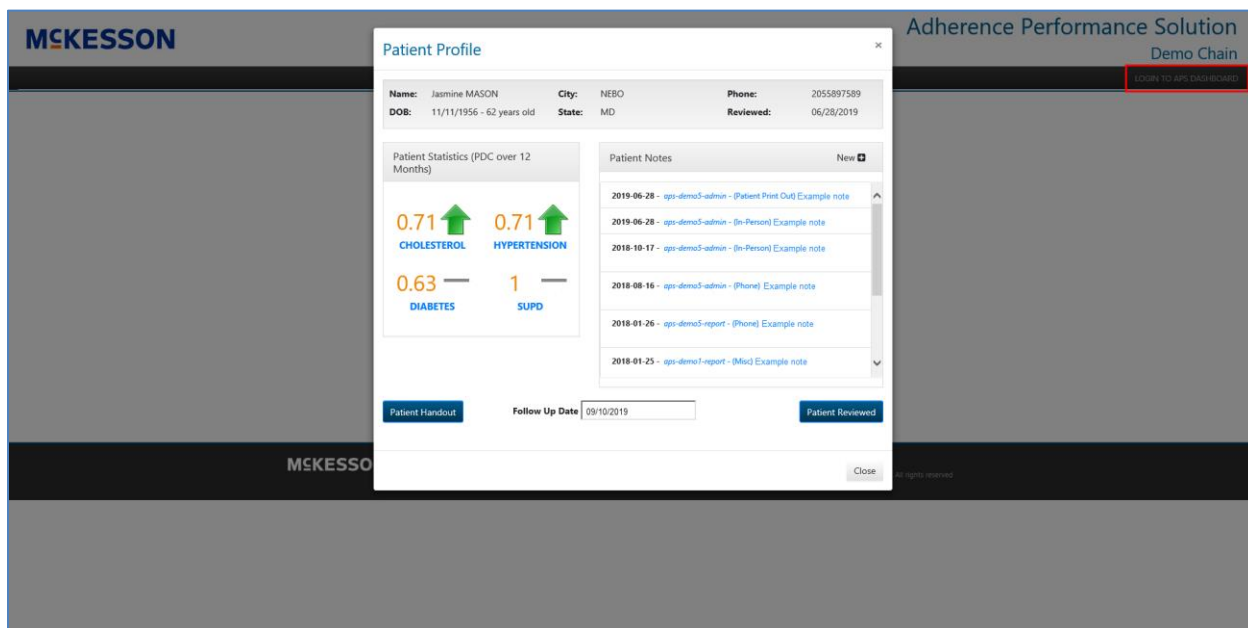
Figure 7: **LOGIN TO APS DASHBOARD** Link

**Note:** You will need to close the APS Patient Profile in order to select the **LOGIN TO APS DASHBOARD** link.