



ANTIDEPRESSANT MEDICATION MANAGEMENT PROVIDER TOOL KIT

**Tools to Increase Antidepressant Medication Adherence
in your Practice**

**Date of Creation: 3/19/2015
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Introduction

PrimeWest Health seeks to improve the Healthcare Effectiveness Data and Information Set (HEDIS®)¹ Antidepressant Medication Management (AMM) Continuation Phase measure, which examines the percentage of members who remain on an antidepressant medication for at least 180 days (six months).

The antidepressant medication management provider tool kit is one intervention that PrimeWest Health has implemented. Providers play a key role in medication adherence, with studies showing that providers who integrate specific educational messages into the primary care setting and deliver information on the disease improve the likelihood of follow-through with treatment. PrimeWest Health hopes this provider tool kit will offer resources for prescribing practitioners to ensure members are compliant with taking their antidepressant medications as prescribed.

INTERVENTION STRATEGIES

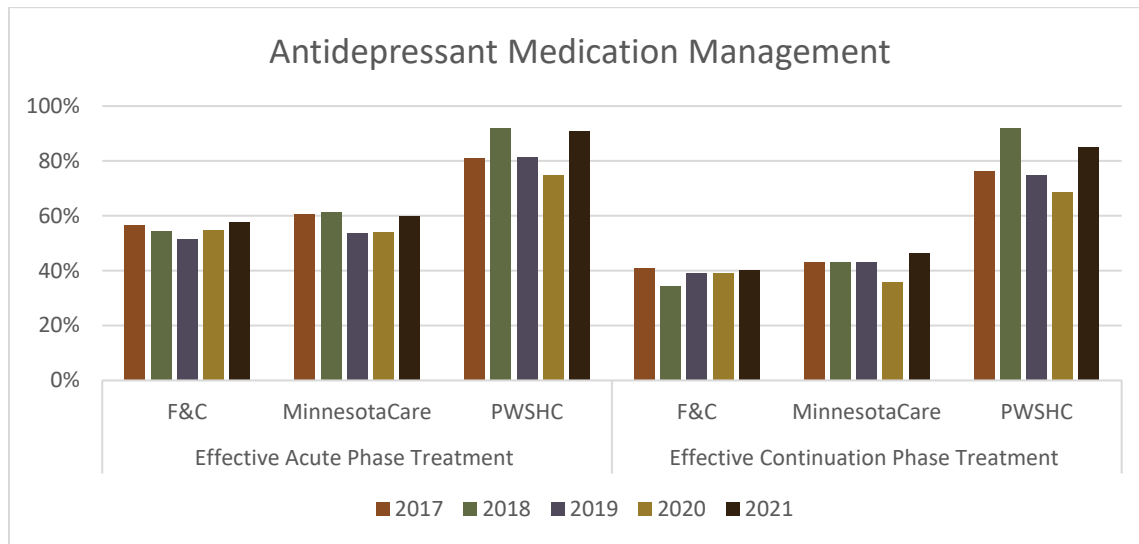
Interventions to improve this measure include the following:

- Conducting member outreach calls when members are late in filling an antidepressant medication prescription
- Conducting member outreach through reminder letters for those members who cannot be reached by phone
- Providing report cards to clinics so they can see their performance compared to other clinics in the PrimeWest Health network
- Providing clinics with risk lists to encourage outreach targeted at members late in filling their antidepressant medication prescriptions
- Distributing a Provider Tool Kit addressing antidepressant medication adherence
- Conducting additional outreach as applicable (public service announcements, website postings, trainings, newsletter articles, etc.)
- Proactively calling members participating in PrimeWest Health's Focused Wellness program to encourage antidepressant medication adherence.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

CURRENT OUTCOMES

Current AMM rates are shown in the following chart. Although the COVID-19 pandemic may have affected members' ability to fill and retrieve their medications in Measurement Year 2020, all populations saw increases in Measurement Year 2021, and we hope to see continued improvement.



Member Educational Materials *(scroll to the end of this document for a printable handout)*

MEDICATION TIP SHEET

TIPS FOR TAKING YOUR MEDICATIONS AS PRESCRIBED

- Read the instructions included with each prescription carefully; ask your pharmacist or health care provider questions if you don't understand the instructions
- Take the medication exactly as directed
- It may take weeks or months before you will feel the effect of some medications, so ask your pharmacist what to expect and don't discontinue medication without speaking to your health care provider first
- Be sure to bring enough of your medication in the original labeled container when you travel
- Ask if any of your medications are available as a combined single dose—this may make it easier to take and may reduce your costs
- If you have trouble swallowing pills, ask if another form of your medication is available
- Taking medication as prescribed will give you the greatest health benefit and may reduce the need for additional medications
- Not following the directions for your medication could make your condition and/or symptoms worse

TIPS FOR TAKING THE RIGHT DOSE ON TIME

- Get a pillbox to organize daily medications and fill it weekly; checking it at the end of the week will tell you if you missed any doses that week
- Use your cell phones to set reminders to take medications
- Ask your health care provider or pharmacist about when to take your medications and how to fit them into your schedule
- Enlist the help of family, friends, or community services

SAFETY TIPS

- Never take someone else's medication, even if you think it is similar to yours
- Know the name of your medication and how to pronounce it
- Know what your medication is used for (ask the pharmacist to print this on the label)
- Know what the most common side effects are and what to do if you experience them
- Know how long to take the medication and when to refill it
- Know what other medications, vitamins/minerals, food, or over-the-counter (OTC) products might affect how the medication works
- Contact your health care provider or pharmacist if you miss a dose of your medication
- Keep a list of your medications, allergies, emergency contact(s), and any medical conditions you have in your wallet in case of emergencies

HOTLINES

1-800-SUICIDE (1-800-784-2433)

or

1-800-273-TALK (1-800-273-8255)

or

Text Telephone:

1-800-799-4TTY (1-800-799-4889)

Military Veterans Suicide Hotline:

1-800-273-TALK (Press 1)

Suicide Hotline in Spanish:

1-800-273-TALK (Press 2)

Lesbian, Gay, Bisexual, and Transgender (LGBT) Youth Suicide Hotline:

1-866-4-U-TREVOR

Suicide and Crisis Lifeline:

988

Crisis Text Line:

Text 741741

24-HOUR NURSE LINE

PrimeWest Health has a nurse line that gives you an opportunity to talk to a registered nurse when you have questions about your health. It is available 7 days a week, 24 hours a day, every day of the year. This number is listed on the back of your member ID card.

Provider Educational Materials *(scroll to the end of this document for a printable handout)*

TIP SHEET FOR ENCOURAGING MEDICATION ADHERENCE

IF MEMBERS SOMETIMES HAVE DIFFICULTY REMEMBERING TO TAKE THEIR MEDICATIONS

- Let members know about tools that can help them manage their medications and schedules.
 - Some online services will send an email or text message with reminders to take medications. Suggest to members that they search online for “free Rx reminders” or “prescription reminders.”
 - If members don’t want to sign up for an online service, they could use a cell phone or watch to set a recurring alarm to go off when it is time to take their medications.
- Suggest members use pill boxes to help keep track of when and how often medications need to be taken.
- Let members know that some pharmacies now offer to package pills in bubble packs that help patients know which medications to take and when to take them. (Charges may apply for this service.)
- Encourage members to make taking their medications a part of their regular daily routine. For example, if they drink coffee, suggest they store their medication near the coffee pot to serve as a reminder. If they are supposed to take a medication with food, suggest they keep medicine where they will see it while eating, or to put a reminder note on the refrigerator.
- Recommend the members recruit their friends and families to help remember to take medications. It is important to have a solid support network. A phone call, text message, email, or even a home visit can act as a reminder.

IF A MEMBERS ARE CONCERNED ABOUT SIDE EFFECTS

- Help members understand that many medications have side effects. Some side effects can make your patients feel uncomfortable, while some side effects go away over time.
- If members are still concerned about side effects, talk to them about other medications that will treat their condition.

IF MEMBERS BELIEVE THEIR MEDICATION SCHEDULE IS NOT CONVENIENT

- Work with members to see if there may be another medication they can take or whether their schedule can be adjusted.

IF MEMBERS BELIEVE THEY DON’T NEED THE MEDICATIONS

- Sometimes people believe that a medication should be treating symptoms. If you feel it is in the best interest of the member to continue taking the medication, reinforce that he/she is

taking the medicine not just to treat the symptoms of the condition, but also the condition itself.

- Use an everyday example—like car maintenance—to help explain why the medication is important: Much like servicing a car regularly to make sure it keeps running smoothly, taking medications as instructed can provide the same benefit to the member's health.
- Discuss how medicine can actually save money by helping to avoid some medical costs. A member's medications can lower the risk of hospital stays and more frequent health care visits. It may also help decrease the need for additional medications in the future by keeping members healthy.
- Members may also find it helpful to learn more about their health conditions and how their medications can help. Help the members identify reliable resources to help them become more educated about their health condition. In addition, recommend they keep a list of questions they may have so they are ready to talk with you. Encourage them to ask these questions about their medication and what may happen if they don't take it as directed.

Resources:

1. Hermes, Matt, Patrick P. Gleason, and Catherine I. Starner. "Adherence to Chronic Medication Therapy Associated with 90-day Supplies." Presented at Academy of Managed Care Pharmacy. April 2010.

Sample Individual Treatment Plan for Medication Management in Addition to Therapy *(scroll to the end of this document for a printable handout)*

TREATMENT PLAN

Member Information

Member name _____

Member ID # _____

Diagnosis _____

Medication Management

Problem(s) identified for medication management _____

Medication management goal _____

Objectives/what member will do

Intervention/practitioner

1.		1.	
2.		2.	
3.		3.	

Psychotherapy

Problem(s) identified for psychotherapy _____

Psychotherapy goal _____

Objectives/what member will do

Intervention/practitioner

1.		1.	
2.		2.	
3.		3.	

Psychotherapy goal _____

Objectives/What member will do		Intervention/practitioner	
1.		1.	
2.		2.	
3.		3.	

☐ I have been informed of the risks and benefits of the following:

- Treating/not treating my condition
- Possible outcomes
- Estimated length of treatment
- Treatment alternatives
- Side effects

☐ I have received and reviewed information regarding client right and responsibilities in the treatment process.

☐ I have reviewed and accepted the description of the problems, goals, and treatment plans identified herein

☐ I understand that my case may be reviewed by others on staff in the course of providing services

☐ I have received information regarding data privacy/the Minnesota Data Privacy Act

☐ I have received information regarding the procedure to report any Grievances or alleged violation of my rights

Estimated duration of treatment _____

Rationale _____

Anticipated frequency of visits _____

Other concurrent treatment strategies _____

Signature of practitioner _____ Date _____

Signature of member _____ Date _____

Mental Health Resource for Members and Providers

The National Institute of Mental Health website is located at <http://www.nimh.nih.gov/index.shtml> and includes health and education resources, as well as links to social media resources.

Social Media Resources for Providers

FACEBOOK

<https://www.facebook.com/nimhgov>
<https://www.facebook.com/988lifeline/>

INSTAGRAM

<https://www.instagram.com/trevorproject>
<https://www.instagram.com/jedfoundation/>

TWITTER

<https://twitter.com/nimhgov>
<https://twitter.com/afspnational>

YOUTUBE

<https://www.youtube.com/user/NIMHgov>
<https://www.youtube.com/user/800273TALK>

Cultural Considerations *(scroll to the end of this document for a printable handout)*

MULTICULTURAL TIP SHEET

A TIP SHEET FOR THE CULTURALLY SENSITIVE PRACTITIONER

Culture can be defined as the pattern of behavior, beliefs, values, communication, and customs as affected by racial, ethnic, geographical, socioeconomic, biological, and/or spiritual factors. Culture is sometimes seen as only relevant when grouped by various ethnic/racial identities, but each individual's culture will affect his/her treatment in more subtle ways and should be taken into consideration. The following are some tips for taking into account each person's culture and how it may affect your client/patient approach.

- Be aware of patients' sense of space. Some cultures are comfortable with very close communication and affection, while others prefer more distance. Watch your patients for nonverbal cues when greeting and speaking with them.
- Ask your patients about their eating habits so you can be aware of how this may affect their treatment. Certain cultures avoid foods or change their eating habits at different times of the year. For example, Muslims will fast during the month of Ramadan, so practitioners may need to counsel these patients about changing the timing of certain medications that need to be taken with food, or discuss appropriate exercise routines during this month.
- Be aware that different cultures have different senses of time. Patients who consider time to be more flexible may value relationships over punctuality. These patients may come late for their appointments.
- Do not assume patients can afford services or have transportation to specialist appointments, etc. You can direct patients with financial concerns to call the number on the back of their PrimeWest Health Member ID card for assistance with transportation or questions regarding services.
- Ask patients about their support systems. While support systems will vary due to many factors, culture may play a role. Some cultures are community-based and have many supports, while others may be more individualized with fewer supports in place. This can affect accountability in treatment, emotional well-being, financial assistance, etc.
- In many cultures, mental health diagnoses are stigmatized. Take a person-centered approach with members to try to understand their views on topics such as addiction, depression, anxiety, etc., before suggesting testing or treatment. This can help to ease into topics that may be uncomfortable for certain people.
- Do not assume that patients have a certain health literacy level. Education gaps will exist, and it is important to ensure concepts are explained in detail, with opportunities to ask questions.

NAVIGATING CULTURAL COMPETENCE

Stratis Health, a Minnesota nonprofit organization working in the area of quality health care, provides tools and resources for organizations to better understand how they can serve the cultural needs of their communities. See the below link for the following:

- Demographic information on areas in Minnesota
- The Culturally and Linguistically Appropriate Services (CLAS) Standards Assessment to understand any gaps in meeting national culture and linguistic standards
- Cultural competency resources, tools, and training opportunities

Link: www.culturecareconnection.org/index.html

ADDITIONAL RESOURCES

www.nimh.nih.gov/health/publications/mental-health-medications/index.shtml

<https://culturecareconnection.org/social-determinants-of-health/>

Resources:

1. Bucci, K., Possidente, C., and Talbot, K. 2003. "Strategies to Improve Medication Adherence in Patients With Depression." *American Society of Health-System Pharmacists, Inc*, 60:2601 – 5.

MEDICATION TIP SHEET



Tips for taking your medications as prescribed

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Tips for taking the right dose on time

- Get a pillbox to organize daily medications and fill it weekly; checking it at the end of the week will tell you if you missed any doses that week
- Ask your health care provider or pharmacist about when to take your medications and how to fit them into your schedule
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SAFETY TIPS

- ✓ Never take someone else's medication, even if you think it is similar to yours
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- ✓ Contact your health care provider or pharmacist if you miss a dose of your medication
- ✓ Keep a list of your medications, allergies, emergency contact(s), and any medical conditions you have in your wallet in case of emergencies

Provider TIP SHEET



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Encouraging Medication Adherence

If members sometimes have difficulty remembering to take their medications

- Let members know about tools that can help them manage their medications and schedules.
 - Some online services will send an email or text message with reminders to take medications. Suggest to members that they search online for “free Rx reminders” or “prescription reminders.”
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If a members are concerned about side effects

- Help members understand that many medications have side effects. Some side effects can make your patients feel uncomfortable, while some side effects go away over time.
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If members believe their medication schedule is not convenient

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If members believe they don’t need the medications

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Resources:

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Treatment Plan

Member Information

Member name _____ Member ID # _____

Diagnosis _____

Medication Management

Problem(s) identified for medication management _____

Medication management goal _____

Objectives/what member will do	Intervention/practitioner
1. _____ _____ _____	1. _____ _____ _____
2. _____ _____ _____	2. _____ _____ _____
3. _____ _____ _____	3. _____ _____ _____

Psychotherapy

Problem(s) identified for psychotherapy _____

Psychotherapy goal _____

Objectives/what member will do	Intervention/practitioner
1. _____ _____ _____	1. _____ _____ _____
2. _____ _____ _____	2. _____ _____ _____
3. _____ _____ _____	3. _____ _____ _____

Psychotherapy goal _____

Objectives/what member will do	Intervention/practitioner
1. _____ _____ _____	1. _____ _____ _____
2. _____ _____ _____	2. _____ _____ _____
3. _____ _____ _____	3. _____ _____ _____

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☐ I have received information regarding data privacy/the Minnesota Data Privacy Act

☐ I have received information regarding the procedure to report any Grievances or alleged violation of my rights

Estimated duration of treatment _____

Rationale _____

Anticipated frequency of visits _____

Other concurrent treatment strategies _____

Signature of practitioner _____ Date _____

Signature of member _____ Date _____

Provider TIP SHEET



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Cultural Considerations

A TIP SHEET FOR THE CULTURALLY SENSITIVE PRACTITIONER

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- In many cultures, mental health diagnoses are stigmatized. Take a person-centered approach with members to try to understand their views on topics such as addiction, depression, anxiety, etc., before suggesting testing or treatment. This can help to ease into topics that may be uncomfortable for certain people.
- Do not assume that patients have a certain health literacy level. Education gaps will exist, and it is important to ensure concepts are explained in detail, with opportunities to ask questions.

1-866-431-0801 (toll free); TTY **1-800-627-3529** or **711**

Attention. If you need free help interpreting this document, call the above number.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤစွရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ១ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរសព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ပပ်သျှပ်ပပ်သးဘဉ်တက့ၣ်. ဖဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလီၤလၢတၢ်ကကျိးထံဝဲဒဉ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ်
လီၤတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ
ໂທໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.