

Appendices

Appendix A. Interview guide and demographic survey

Interview Guide

Intro: Thanks for taking the time to speak with me today. This interview process will include two parts: a verbal interview which will be recorded followed by a brief survey which will not be recorded. The interview should not take longer than one hour. The survey will gather some basic demographic information. You don't have to answer anything that you don't want to. There's no right or wrong answers, we just want to know what you think. And if at any time you don't want to answer anything just say so. I'll ask that you say no names, nor anything that can identify you or anybody else because this will be audio recorded. Anything you say is confidential.

So, if it's ok with you, we can go ahead and start?

Before I start the recording, I'd like to set the stage for this interview and start with some background information you may or may not already know about MTM services provided primarily to the Medicare Part D population:

MTM quality is primarily measured on medication adherence (i.e. taking medications as prescribed) and medication safety. That's why many MTM services tend to have a strong focus on these areas. In specific, medication adherence pertaining to high cholesterol, high blood pressure, and diabetes medications and medication safety focusing on reducing the use of high-risk medication and the completion of Comprehensive Medication Reviews (CMRs). Although most [pharmacy name] pharmacies providing MTM have similar types of MTM opportunities, pharmacies tend to differ in how they deliver MTM. Today I want to learn more about how your pharmacy delivers MTM.

So, before I start the recording and move on to the interview questions, was there anything you'd like me to clarify?

I'm going to go ahead and start the recording now.

"This is _____, on (date) (subject ID) a (staff role)."

Ok so, **today I would invite you to be a story teller.** When I ask you a question I would like for you to tell me a story to supplement each of your responses, if possible, by telling me **the specific role (i.e. a pharmacist, technician or a student)** is in the story, **where** it takes place, **when** it happens, and **what** you are doing, thinking, or feeling.

Delivery System Design

Ice-breaker: So let's start off with you walking me through the process of MTM delivery at your pharmacy?

1. How are tasks distributed amongst pharmacy staff and team members related to MTM services, if at all?
2. What are key steps your pharmacy takes, if any, to help with successful completion of MTM cases?
3. How does your pharmacy work MTM into work-flow, if at all? (i.e. tasks related to both MTM delivery and dispensing)?
4. How do you determine extent/frequency of follow-up with MTM cases?

Decision Support

1. What tools/methods do you use, if any, to assist you with your role in MTM?
2. What resources/tools do you use with in the MTM platform, if any, to assist with completing your work (e.g., identifying eligible patients, scheduling appointments, med rec., addressing medication therapy problems etc.)?
3. What resources, if any, do you use to help prioritize your work related to MTM?

Patient Self-Management Support

1. What tools/methods, if any, do you use provide support for a patient's self-management of medication therapy problems?
2. What strategies/documents/resources, if any, do you provide patients during or after an MTM encounter to help them in their care?

Clinical Information Systems

1. What clinical systems (e.g., Outcomes, Mirixa, [pharmacy name] platforms), if any, do you use to identify eligible patients?
2. What documents, if any, do you use from clinical systems to facilitate MTM?
3. What modes/methods, if any, do you use to share information with patients and providers to coordinate care?
4. How do you follow up, if at all, with recommendations made to patients/providers?

Linkage to Community resources

1. In what ways, if any, do community resources play in providing MTM to your patients?

Health System (Organization)

1. In what ways, if any, does [pharmacy name] provide support in providing MTM services at your pharmacy?

2. In what ways, if any, does any level of management at [pharmacy name] support improvement of MTM at your pharmacy?

ii. What ways do you think your pharmacy could be more successful in providing MTM services?

1. **In a perfect world...**

iii. What would need to happen for you to be able to go from where you are now to where you could be in providing MTM?

1. See if touches on items pertaining to any of the CCM elements

Closing: To wrap up, at the beginning of this interview I made a statement of how the quality of MTM is currently measured. In what ways do you feel these are good measurements of quality MTM? How do you feel the quality of MTM should be measured for older adult patients, and why?

Is there anything else you would like to tell me regarding the delivery of MTM at your pharmacy?

Demographic Survey

1. Age in years _____

2. Gender: ₁ Male ₂Female ₃Prefer not to answer

3. Ethnicity: ₁ Hispanic/Latino ₀ NOT Hispanic/Latino

4. Race:

- ₁ White
- ₂ Black/African-American
- ₃ Asian
- ₄ American Indian/Alaska Native
- ₅ Native Hawaiian or other Pacific Islander
- ₆ More than one Race

5. Job title:

- ₁ Pharmacist
- ₂ Pharmacy Student/Intern (go to question 11)
- ₃ Pharmacy Technician (go to question 12)
- ₄ Other: _____

6. Position held: (check all that apply)

- ₁ Manager
- ₁ Staff pharmacist
- ₁ Part-time pharmacist
- ₁ Other: _____

7. Pharmacy degree completed: ₁ B.S. ₂ PharmD ₃ Both B.S. and PharmD

8. Year first licensed as a pharmacist in any state: _____

9. Additional education/degree completed: (check all that apply)

- None
- PGY-1 residency
- PGY-2 residency
- Fellowship
- Master's degree
- PhD degree
- Other: _____

10. Board certifications obtained: (check all that apply)

- None
- Board Certified Pharmacotherapy Specialist (BCPS)
- Board Certified Ambulatory Care Pharmacist (BCACP)
- Certified Diabetes Educator (CDE)
- Certified Geriatrics Pharmacist (CGP)
- Other: _____

11. National pharmacy organization certifications obtained

- None
- APhA Pharmacist and Patient-Centered Diabetes Care Certificate
- APhA Pharmacy-Based Lipid Management Certificate
- APhA Immunization Certificate
- APhA Medication Therapy Management Certificate
- Other: _____

12. Highest level of education completed (skip if "pharmacist"):

- High school diploma/GED
- Some college – Details _____;
- 2-year college degree (Associate's)
- 4-year college degree (Bachelor's)
- Currently completing PharmD
- Other: _____

13. Do you currently have a valid national technician certification? (skip if "pharmacy student/intern" or "pharmacist"):

- No (go to question 15)
- Yes

14. What is the national technician certification that you have?

- PTCB
- Other _____

15. How long (in years) have you been employed at Kroger pharmacy? _____ years

16. How long (years) have you been providing/assisting with the delivery of MTM to patients?
_____ years

17. What is the average time you spend/week on MTM related tasks (please select one):

₁ Zero Hour

₂ 1-2 Hour(s)

₃ 3-4 Hours

₄ 5 or More Hours

Please provide any additional comments regarding your background/training and experience in providing MTM services (CMRs and/or TMRs/tips (e.g., alerts or flags):
