



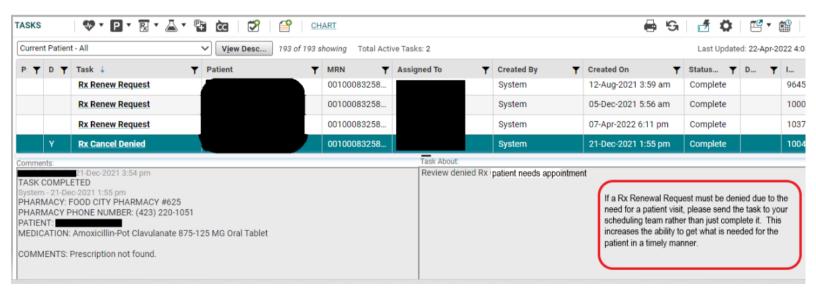
April 25, 2022

ETSU Population Health: QI Weekly

Medication adherence measures are heavily-weighted components of all of our Medicare Advantage programs. Our performance on these measures significantly impacts our overall reimbursement. More importantly, medication adherence directly affects health outcomes and can help to reduce avoidable ED utilization and inpatient admissions.

**Rx Renew Request Tasks -** All Rx Renew Request tasks need to be reviewed in a timely manner, not only to help meet quality measures, but to provide *quality* patient care.

- The Population Health Team has a case manager dedicated to assisting our care teams and patients to facilitate more successful medication adherence.
- If you receive an 'RX Renew Request' task from Karen Myers informing you that a
  patient needs a medication renewal/refill or is noncompliant with medication
  adherence, please ensure the information is sent on to the appropriate scheduling
  team to help get that patient back in to be seen.



• The Population Health Team is also an available resource for medication adherence barriers. Please discuss medication costs with your patients, and if they indicate problems with affording or obtaining their medications, refer to Karen Myers or your in-house pharmacy team, if applicable.