



Value-based Care Chronicle: Guide to Improving Performance

June 2024

Welcome to Your Monthly Guide to Elevating Performance in VBC Contracts!

In the dynamic landscape of healthcare, the pursuit of quality care is crucial. Whether you're a healthcare professional, administrator, or industry stakeholder, our goal is to provide you with actionable information that propels your organization towards improved quality outcomes.

For Providers

At CHESS, we're always looking for ways to improve our services and provide the best possible support to our Value Partners. We've put together a quick survey to gather your thoughts on the **Pharmacy Notes** that are most helpful in providing better care for your patients.

Thank you in advance for taking the time to share your thoughts with us.

[CHESS Pharmacist Work & Notes Feedback](#)

Medication Adherence & Statin Measures

The patient, provider, and care team must work together to manage chronic conditions. One of the most important ways to control a chronic condition is by taking medication as directed. Medication nonadherence can lead to potentially preventable hospitalizations and ED visits, disease progression and complications, harm to the patient, and increased cost. To deliver the most effective care at the lowest cost, ACOs must address medication adherence.

A patient is considered nonadherent when they take a prescribed medication less than 80% of the time. To drive healthy outcomes, we must understand the cause of nonadherence:



8 Reasons for Nonadherence

1

Fear

Patients may be frightened by potential side effects.

2

Cost

Medication cost may lead patients to not fill their prescription or rationing what they have.

3

Misunderstanding

Patient may not understand medication need, side effects, and/or time it takes to see results.

4

Complex Regimen

When a patient takes several medications, the change of nonadherence increases.

5

Lack of Symptoms

Patients who feel no changes when taking medicine may see no reason to continue.

6

Mistrust

Medication cost may lead patients to not fill their prescription or rationing what they have.

7

Worry

If dependence on medication is a concern, a patient is more likely to stop taking it.

8

Depression

Patients who are depressed are less likely to take their medication.

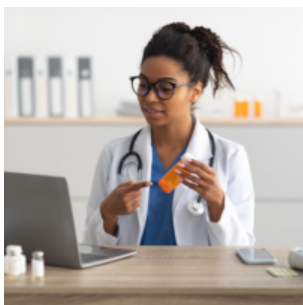


To improve medication adherence, consider following the *SIMPLE Method*:

1. Simplify the Regimen
2. Impact Knowledge
3. Modify Patient's Beliefs & Behaviors
4. Provide Communication & Trust
5. Leave the Bias
6. Evaluate Adherence

**MAKING THE BEST USE OF
MEDICATIONS FOR EVERY PATIENT:
THE ROLE OF PHARMACY IN VBC**

**WHY MEDICATION ADHERENCE IS
SO IMPORTANT IN VALUE-BASED
CARE**



Pharmacy plays a crucial role in value-based care. Pharmacists' medication expertise helps improve outcomes and reduce the cost of care.

[Read More](#)



By having a dedicated pharmacy team along side medication adherence-based technologies, the best care can also be the easiest care.

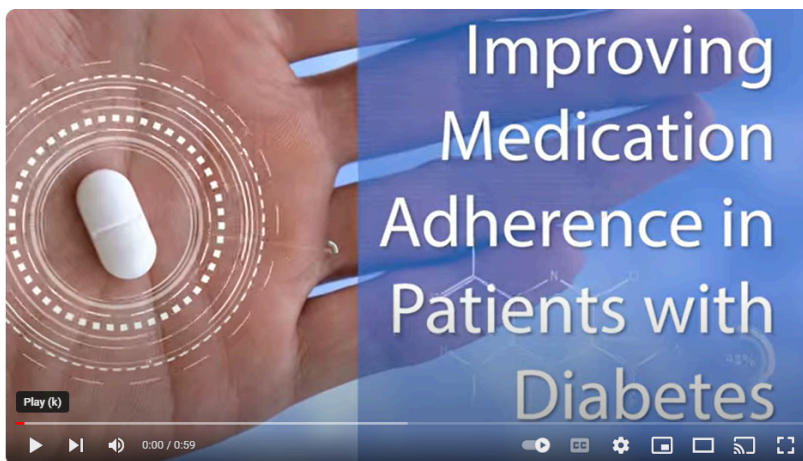
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Rebecca Grandy, PharmD,
BCACP

**The Role of the
Pharmacist in Value-
based Care Pt. 1**

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[Watch Video](#)

Medication
Adherence for
Hypertension (MAH)

Medication
Adherence for
Diabetes (MAD)

Medication
Adherence for
Cholesterol (MAC)

Patient Education Pointer of the Month

[Trust: The Cornerstone of the Doctor Patient Relationship](#)

Value-based care and patient-centric care go hand in hand, and the doctor-patient relationship is at the core of this philosophy. An effective doctor-patient relationship is built on the foundation of trust. Patients who trust their doctor have a perception of better care, greater acceptance and adherence to treatment plans, and access healthcare services more often.

Building trust takes time. It's an ongoing process that requires effort, sincerity, and a patient-centric approach. Learn about building a strong and meaningful relationship with patients here: **[Trust - The Cornerstone of the Doctor Patient Relationship](#)**.

Additional Resources

- [Understanding the Fundamentals of Accountable Care Organizations](#)
- [Healthy Opportunities Pilot: Transforming Health Care in North Carolina](#)
- [VBC Dictionary: Contracting](#)

[Learn More!](#)

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