

Impact of Patient Aligned Care Team Pharmacy Services on diabetes treatment goals

Learning Objectives: Understand the impact of Patient Aligned Care Team Pharmacy Services on diabetes treatment goals

Background: Patient Aligned Care Team (PACT) is the Veterans Affairs (VA) model for primary care. PACT Clinical Pharmacy Specialists (CPS) provide comprehensive medication management using a scope of practice. At the Harry S. Truman Memorial Veterans' Hospital (Truman VA), three PACT CPS provide services for ten PACT teams. The purpose of this study was to understand the impact of the PACT CPS services on diabetes treatment goals.

Methods: The study design was a retrospective cohort quality improvement analysis. The co-primary endpoints were the mean change in hemoglobin A1c at three and six months for Veterans managed by PACT CPS versus Veterans managed by primary care teams without CPS. The study period was fiscal year 2019. Veterans at the Truman VA with Type II Diabetes Mellitus (T2DM) and a baseline A1c $\geq 7\%$ were included. Veterans in the intervention group were included if they were managed by PACT CPS for T2DM within the study period. Veterans in the control group were included if they were managed by primary care teams without CPS, for T2DM within the study period. Veterans who died during the study period or did not have at a repeat A1c at least 90 days from baseline were excluded. Study groups were matched based on baseline A1c, age and sex. Secondary endpoints were the number of Veterans who achieved their respective A1c goal, the number of encounters and a description of the clinical interventions.

Results: Ninety-two Veterans were included in each study group. At three and six months respectively, the mean A1c decreased by 0.83% and 0.93% more when Veterans were managed by PACT CPS ($p=0.0034$). The number of Veterans achieving their A1c goal was 18% greater at three months and 13% greater at six months, in the PACT CPS group. The PACT CPS group had 316 encounters at three months and an additional 174 at six months. The group without PACT CPS had 118 encounters at three months and an additional 80 encounters at six months.

Conclusions: Among Veterans at the Truman VA, A1c reduction was greater at three and six months when managed by PACT CPS