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FOR IMMEDIATE RELEASE

Dec. 4, 2018

Valley Health Pharmacy Tech Receives National Recognition

HUNTINGTON, W.Va. – Valley Health Pharmacy Technician Joanne Carpenter, CPhT, has been selected as one of the nation’s top clinicians by OutcomesMTM for her role in a new patient-centered initiative at Valley Health to help patients better manage their medications.

Carpenter was among only eight pharmacy technicians in the U.S. that were recognized by OutcomesMTM as top technicians. Two winners from each region (West, Southeast, Central and Northeast) were selected, and there were also seven honorable mentions.

OutcomesMTM, a Cardinal Health company that asserts itself as the national leader in the design, delivery and administration of Medication Therapy Management programs, announced the top technicians in October as part of its recognition of Technician Involvement Month. Technicians were evaluated on: number of logins to the OutcomesMTM platform; number of claims documented under the technician’s account; and percentage of the organization’s total claims submitted by the technician.

“It’s an outstanding achievement that Joanne Carpenter with Valley Health received this honor from among hundreds of technicians, many of whom are affiliated with major chain pharmacies,” said Courtney Barker, PharmD, manager of the Valley Health Medication Therapy Management (MTM) initiative.

The MTM program at Valley Health, was introduced at the organization earlier this fall and has already successfully completed more than 105 comprehensive medication review consultations. According to Carpenter, the program has received positive feedback from patients who have received the service thus far.

Medication Therapy Management (MTM) is a patient-focused and comprehensive approach to improve patients’ knowledge of their prescriptions, over-the-counter medications, herbal therapies and dietary supplements; identify and address problems or concerns that the patient may have about their health and medications; reduce the risk of adverse events; and improve medication compliance.

Medication Therapy Management is overseen by the Centers for Medicare and Medicaid Services (www.cms.gov). The target population for MTM are patients enrolled in Medicare Part D who meet specific selection criteria, as well as other groups of patients who can benefit from the services. MTM is generally intended for patients who take multiple medications and may need assistance with the management of those medications.

Once a patient has been identified for MTM services, he or she is offered a comprehensive medication review (CMR) either in person or over the phone with a pharmacist or a member of the pharmacy team. After the consultation, the patient is given an individualized action plan for any medication issues identified. If a problem is found that requires the attention of a medical provider, a notification and appropriate follow-up will proceed.

To see the list of winners of the OutcomesMTM Top Technician competition, go to <http://bit.ly/MTMOutcomes-2018>.

For a complete list of Valley Health's services and locations, visit www.valleyhealth.org. Other information, including Valley Health news, is also available by following Valley Health's Facebook page at www.facebook.com/WVvalleyhealth.

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Valley Health Systems, Inc. is a network of over 30 non-profit health centers and public health programs that has been a Tri-State leader in the delivery of primary healthcare since 1975. Operating in southern West Virginia and southeastern Ohio, Valley Health provides services to nearly 70,000 patients each year.