



# Diabetes Wellness Centre

Turning Insights into Better Outcomes



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# Diabetes Wellness Centre (DWC)

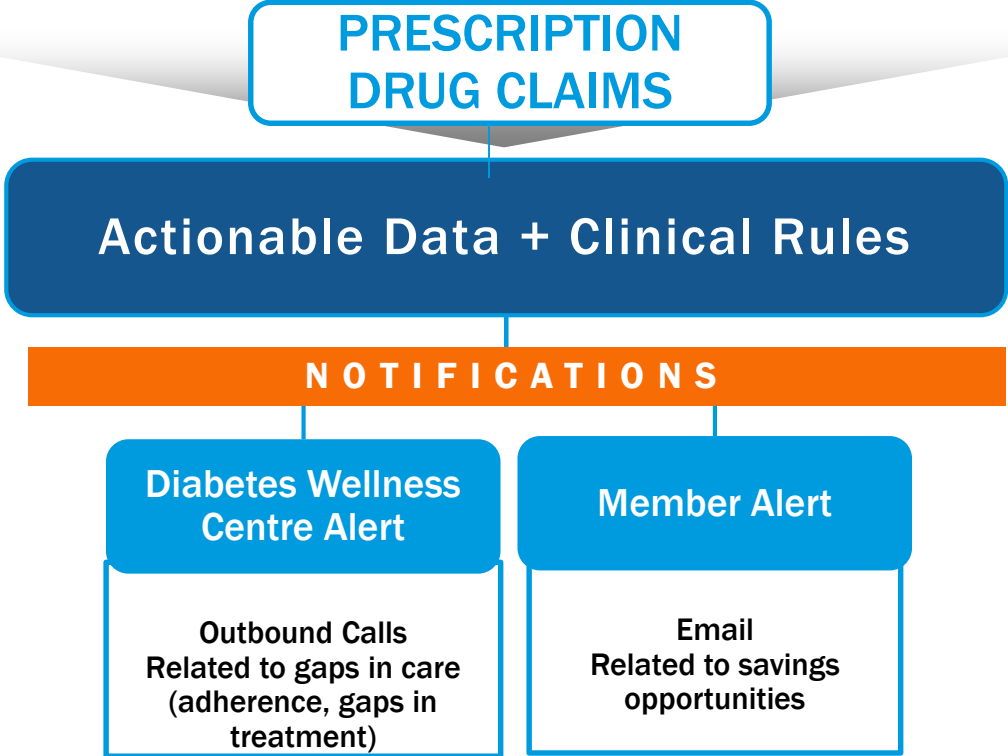
DMS Components	Requirements to Participate
<p><b><u>Smart Choices - for diabetes claimants</u></b></p> <ul style="list-style-type: none"><li>✓ Timely email alerts triggered by prescription drug claiming patterns that identify savings opportunities</li><li>✓ Telephone call when you might be experiencing an adherence issue or a gap in treatment is detected</li><li>✓ Access to the <b>ESC Diabetes Wellness Centre</b> team of experienced health care professionals</li></ul>	<ul style="list-style-type: none"><li>• Plan is adjudicated by ESC</li><li>• Sign-up/consent</li></ul>
<p><b><u>Remote Blood Glucose Monitoring – for Smart Choices participants that use insulin</u></b></p> <ul style="list-style-type: none"><li>✓ Blood glucose monitoring by a specialist pharmacist who will alert you when levels repeatedly fall above high or below low limits to help you stay within a healthy range</li></ul>	<ul style="list-style-type: none"><li>• Has a smartphone</li><li>• Agree to use <i>OneTouch Verio Flex™</i> meter and app</li><li>• Sign-up with ESC Pharmacy for filling of test strips*</li></ul>

\*Provincial legislation in Quebec differs from the rest of the country. As such, enrolling with the Express Scripts Canada Pharmacy is not a requirement.



# Smart Choices Program

Utilizing integrated data and proprietary clinical rules to drive better health and better financial outcomes



Supported by the ESC Diabetes Wellness Centre



- Initial consultation
- Quarterly reviews



Apply tailored notifications to help patients drive better health and financial outcomes



# Diabetes patient case #1: Non-adherence



## 1 Smart Choice

### Detect:

- Claims data reveals patient **not taking metformin as prescribed**
- Risks: damage to eyes, kidneys, nerves from high blood sugar

### Alert:

- ESC Diabetes Wellness Centre (DWC) alerted of patient of **gap in adherence**

## 2 Pharmacist Consultation

### Engage:

- **ESC DWC pharmacist** reached out to patient to discuss gap in care.
- Interviewing approach revealed barrier to adherence.

### Action:

- Explained value of metformin and used **motivational interviewing** to develop action plan.

## 3 Healthier Outcome

### Outcomes:

- Patient committed to take the metformin with better food choices and increased activity
- **Lessened risk of damage to eyes, nerves and kidneys**



Pharmacist intervention ensured better adherence and reduced risk of complications



# Diabetes patient case #2: Gap in Treatment



1

## Smart Choice

### Detect:

- Claims data and clinical protocols patient **not being treated with blood pressure medicine**
- Risks: uncontrolled blood pressure, leading to heart attack and stroke and kidney damage from diabetes

### Alert:

- ESC Diabetes Wellness Centre (DWC) alerted of **potential gap in treatment**

2

## Pharmacist Consultation

### Engage:

- **ESC DWC pharmacist** reached out to patient to discuss treatment gap.
- Counseled patient how ramipril, an ACE inhibitor, would lower her blood pressure and also protect her kidneys

### Action:

- **Developed plan for patient to speak with physician** regarding the missing therapy

3

## Healthier Outcome

### Outcome:

- Patient spoke with physician and agreed to begin treatment
- **Better blood pressure control for prevention of heart attack, stroke, and kidney protection**



Clinical protocols and pharmacist intervention closed gap in care



# Diabetes patient case #3: Savings opportunity



1

## Smart Choice

### Detect:

- Claims data and clinical knowledge reveals **patient prescribed second line therapy without previous use of metformin**
- Risk: Not following clinical guidelines

### Alert:

- Patient notified of potential **savings opportunity**

2

## Pharmacist Consultation

### Engage:

- Patient contacted the **ESC Diabetes Wellness Centre (DWC)** to discuss first line therapy.
- Verified that preferred first line drug, metformin, had never been tried.

### Action:

- Developed action plan with patient to **switch to metformin**

3

## Better Health and Financial Outcome

### Outcome:

- Patient and physician agreed to begin treatment with metformin as per clinical guidelines
- **Cost savings of \$1,035 per year**



Smart Choice alert ensured better decision based on clinical guidelines and reduced cost for patient and his plan sponsor





# ESC Pharmacy Remote Blood Glucose Monitoring Service

## Problem

For many patients with diabetes, difficulty controlling blood sugar, leads to serious complications.

## Solution

Provide patients with a web-connected glucose meter and real-time support from diabetes specialist pharmacists.



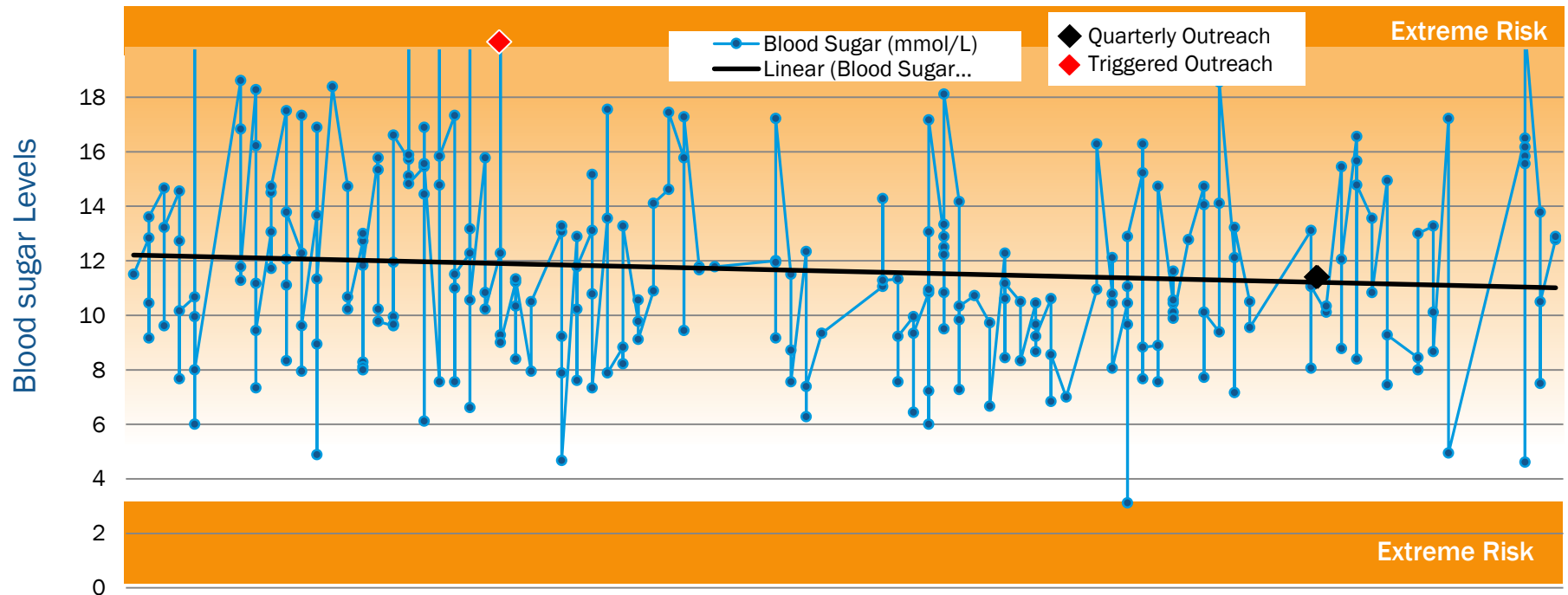
High Tech

High Touch



# Diabetes patient case #4 – Remote Blood Glucose Monitoring

- **At enrollment**, the patient spoke with pharmacist and indicated having high blood sugar readings, high cholesterol, and hypothyroidism. Set goal of improving blood sugar levels and increasing diabetes knowledge
- **In first few weeks of the program**, the patient experienced multiple extremely high blood sugar readings
  - This triggered an outreach from a Diabetes Pharmacist who found that patient had stopped using a long acting insulin because of side effects and was no longer seeing an endocrinologist
  - Pharmacists coached patient on side effects, alternatives, and recommended seeing an endocrinologist
- **Quarterly Review**
  - Patient's high **blood sugar readings have significantly decreased** in number and severity, and patient has not met the criteria for any more triggered outreach





# OneTouch meter and mobile app



OneTouch  
Verio Flex™ meter

OneTouch Reveal®  
mobile app



# The OneTouch Verio Flex™ meter takes the guesswork out of your numbers...



**Step 1:** Insert a OneTouch Verio® test strip

+



**Step 2:** Apply blood to either side of the strip

=



**And that's it.** Your results appear on screen with an arrow that shows if your results are **Low**, **In Range**, or **High**

Before getting your blood glucose results, please read the OneTouch Verio Flex™ meter owner's booklet carefully.

## ...with simple, 2-step testing

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**ONETOUCH™**  
every touch is a step forward™



# Take the guesswork out of your blood glucose numbers...



The OneTouch Verio Flex™ meter with ColourSure™ technology instantly shows when your blood glucose results are in or out of range



**Low**

**Blue** – Lets you know you are low



**In Range**

**Green** – Lets you consider if you are in range



**High**

**Red** – Lets you know you are high

**ONETOUCH**  
every touch is a step forward™



## Understanding when you are in or out of range may help you stay in better control

To get you started, your meter comes pre-set with the following range limits:

Low limit  
4.0  
mmol/L

High limit  
10.0  
mmol/L

These limits can be easily changed at any time (as recommended by your healthcare professional) to fit in with your individual target range

## Remember to consider your before and after meal targets too\*

While your personal range provides valuable information, you should also take into account if your reading is taken before or after mealtimes.

4.0 – 7.0  
mmol/L  
Before meal

5.0 – 10.0  
mmol/L  
After meal

These are the recommended guidelines for pre- and post-meal limits

## Be sure to talk to your healthcare professional about the low and high limits that are right for you

\* Canadian Diabetes Association 2013 Clinical Practice Guidelines for the Prevention and Management of Diabetes in Canada. Can J Diabetes 2013;37(suppl 1):S1-S212. All trademarks are used under licence by LifeScan Canada. © 2017 LifeScan Canada. All rights reserved. NACO/VFX/0117/0050

# Because there is so much to reveal



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# The OneTouch Reveal® app changes the way you see your blood sugar

- Sync data, seamlessly, from your **OneTouch Verio Flex™ meter** directly to your smartphone
- Draws a timeline of important blood sugar events and activities
- **ColourSure™ technology** transforms data into quick visual snapshots that connect your blood sugar with food, insulin and activity
- Helps you see and share progress with your family, friends, or your trusted care network via email, or text, or during appointments



Timeline



Logbook



Progress Reports

## Let's get started...

### 1. Download the free OneTouch Reveal® app

- Visit the app store on your mobile device and search "OneTouch Reveal"



### 2. Activate Bluetooth® on your OneTouch Verio Flex™ meter

- Press the button to turn your meter on
- Press the and buttons at the same time to activate Bluetooth®.



Don't forget to also activate Bluetooth® on your mobile device.

### 3. Connect

- Open the OneTouch Reveal® app on your mobile device and follow the on-screen instructions
- When prompted, enter the PIN shown on your meter screen into your mobile device and tap **Pair**



Example of a PIN number

Now you're ready to test and sync!

### (Optional) Share data with your Care Team

- After setup, tap **MORE** and select **Connections**
- Tap **Add a Clinic** and enter the **Clinic Code** provided by your Care Team and follow the rest of the on-screen instructions

Enter Clinic Code

C D F W V Z

# ESC Diabetes Wellness Centre

## Remote Blood Glucose Monitoring

- Once you have successfully synced your meter and you have entered the ESC clinic code (CDFWVZ), your blood glucose results will be shared with the ESC Diabetes Wellness Centre each time you test.
- Member touchpoints:
  - An initial consultation including an initial health questionnaire, review of any initial alerts (may arise after registration with existing claims profile), addressing any participant health concerns re: diabetes (or other conditions), answer questions re: DMS, set goals for participant within program.
  - A triggered outreach from the ESC Diabetes Wellness Centre will occur when your levels **repeatedly** fall above high or below low limits. Member can also contact the ESC Diabetes Wellness Centre if they have questions regarding their results.
  - A quarterly review to discuss alerts that have been generated since last communication (including e-mail alerts to which the participant has not yet responded), address any participant health concerns, review progress toward goals set previously including potential revision/modification of goals. One of these would include an interim participant survey.





