

Tennessee Pharmacists Association

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To Whom It May Concern:

The Tennessee Pharmacists Association (TPA) continues to work in Tennessee to maximize the delivery and documentation of pharmacist-provided medication therapy management (MTM) services to patients. As part of this work, the Tennessee Pharmacists Research and Education Foundation (TPREF), our 501(c)3 non-profit organization, recently received a grant from BlueCross BlueShield of Tennessee Health Foundation to implement a program involving novel pharmacist-provided patient care services for patients in Tennessee. This program requires a customizable, user-friendly MTM software system that meets the specific needs of our patient care program. In our search for a system that meets the needs of the program, TPREF has had the opportunity to evaluate several of the commercially-available MTM software systems. As a result of this search, TPREF has selected IQware MTM / DSM as the MTM software system to be utilized for this project.

Through our search, we found that IQware MTM / DSM possesses a level of intuition, flexibility, and customizability which is rarely seen in today's MTM software system market. This software system allows us to work collaboratively with IQware programmers to make changes to the system to adapt to variables, including shifting market needs and changes to regulations. The IQware MTM / DSM system maintains the ability to work collaboratively to deploy on any equipment (including mobile devices), to receive and transmit data from many different data sources, and to provide a Department of Defense level of security. This system places the pharmacist as the primary point of contact in the management of each patient's diabetes care, and the documentation system will allow pharmacists to appropriately document care interventions, formulate treatment plans and recommendations, and communicate goals of therapy and treatment plans with patients and/or caregivers, other health care providers, and the patient's health plan.

Lastly, The IQware MTM / DSM level of customer service is exceptional when compared to others, based on our experiences in the marketplace. Our needs for the program may change, but we are sure that IQware has the ability to adapt to these changes, giving IQware MTM / DSM an endless shelf life.

"Effective development, utilization, and management of a secure, user-friendly documentation system is essential to the successful delivery of patient care services by pharmacists. IQWare MTM / DSM, with its web-based documentation system, provides pharmacists with the ability to accurately document and communicate information electronically within a secure system to other health care providers, health plans, and most importantly, to the patient. IQWare MTM / DSM also possesses a level of customizability rarely seen in today's health information technology arena."

- **Dr. Baateena Black**

Baateena M. Black

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Executive Director
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