

Reaching Across the Pharmacy Continuum

HRSA's Patient Safety & Clinical Pharmacy Services Collaborative

Todd Sorensen, Pharm.D.
Associate Professor, College of Pharmacy
University of Minnesota

PSPC Faculty Co-Chair

Does this Sound Familiar?

An uninsured woman is receiving 7 medications to manage 3 chronic medical conditions.

- The patient pays cash for 4 medications, getting them from 2 different pharmacies
- She receives 2 medications via a manufacturer sponsored patient assistance program
- She receives 1 medication via samples from her primary care provider

Sound Familiar?

Patient hospitalized for exacerbation of heart failure.

- Also had HTN managed by a combination of 4 medications. During hospitalization, 2 HTN meds d/c'd and one new med started.
- When seen in primary care post-discharge, patient taking 5 HTN meds (4 originals plus new)
- Trail of med changes identified physician practicing in both organizations – no formal communication between inpatient/outpatient facilities

Sound Familiar?

Patient experienced DVT during hospital admission, started on warfarin

- After initiation, became subtherapeutic so dose steadily increased.
- After increase from 6-7 mg, INR jumped
- Reason identified for initial subtherapeutic response – patient re-started diabetic diet once began feeling well post-discharge
- Also, information suggests that med setup by home care nurse was possibly not done correctly
- Cause identified via face-face – previously dosage changes via phone follow-up

Medication Use in the US

- In 2006, 3.4 BILLION Rx's dispensed in US
- 82% of the US population uses at least one medication each week¹
 - 30% report using 5 or more meds
- 1.5 million people are injured each year as a result of a medication²
 - Nearly 25% of ambulatory patients report an ADE

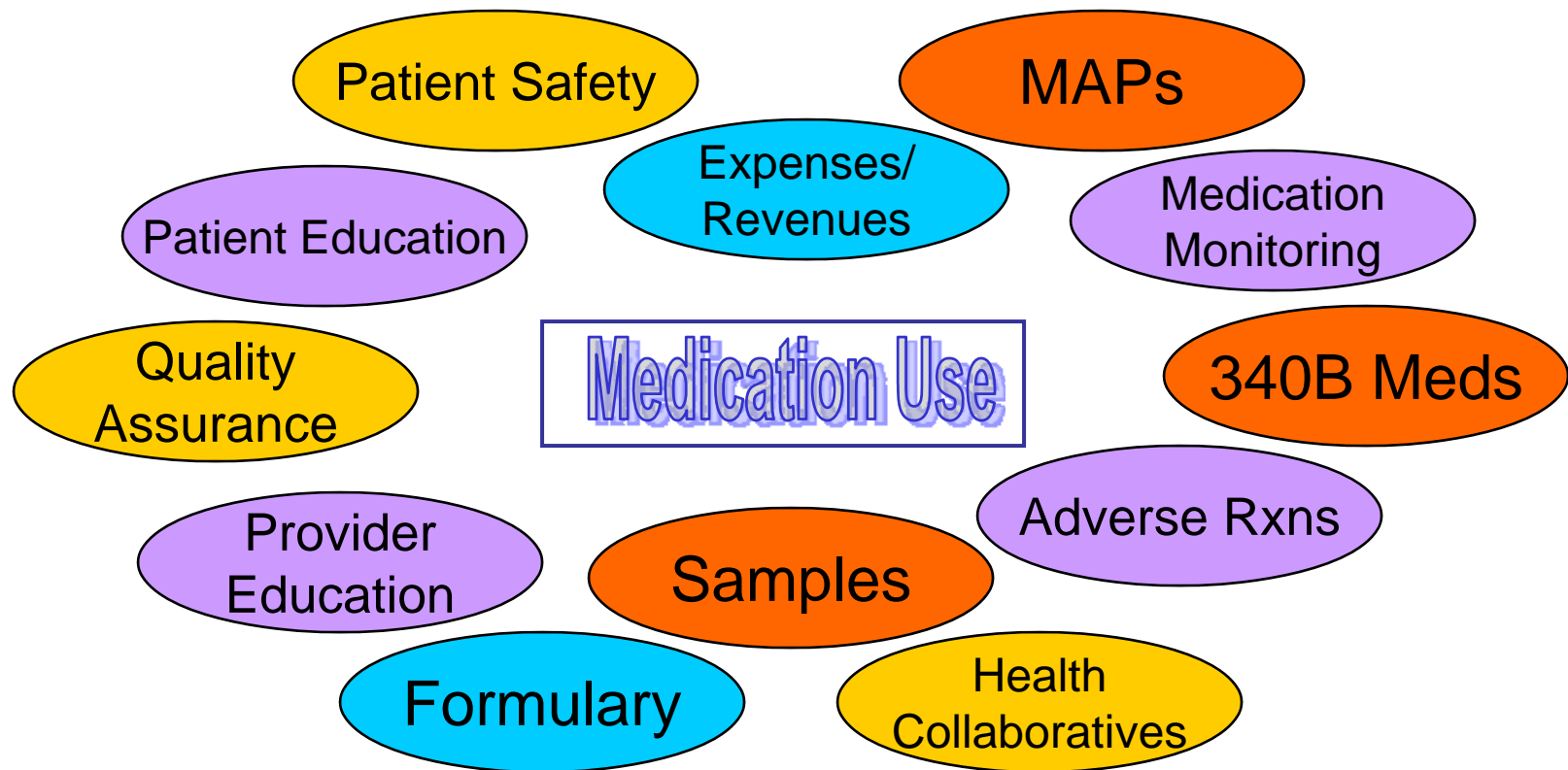
...for every dollar spent on ambulatory medications, another dollar is spent to treat new health problems caused by the medication.

Institute of Medicine
To Err is Human

Medication Use in the US

- 47% of Americans have a chronic condition
- 22% have multiple chronic conditions
- < 50% have satisfactory levels of disease control

“Pharmacy Services” vs. “Management of a Medication Use System”



The Patient Safety and Clinical Pharmacy Services Collaborative (PSPC)

Purpose

- *Ensure that patient care delivered by safety-net organizations becomes the safest and best in the nation.*
 - Spread leading practices of high performers
 - Increase awareness of the benefits of clinical pharmacy services
 - Promote the role of the pharmacist as an integral part of an interprofessional healthcare team

Who has joined?

80 teams from 41 states, including...

Entities

- FQHCs
- Rural Health Clinics
- Critical Access Hospitals
- Disproportionate Share Hospitals
- HIV/AIDS Clinics
- Community Pharmacies
- Universities

Personnel

- Clinical pharmacists
- Nurses
- Physicians
- Other primary care clinicians
- QI staff
- Administrators/Senior Leaders

HRSA's Definition of Clinical Pharmacy Services

Clinical pharmacy services are patient-centered services that promote the appropriate selection and utilization of medications. The objective is to optimize individual therapeutic outcomes. Clinical pharmacy services are provided by an inter-professional health care team through individualized patient assessment and management. These services are best provided by a pharmacist or by another healthcare professional in collaboration with a pharmacist.

The Change Package

A menu of promising action items for testing and adapting by teams in their home settings.

Developed from...

- Existing Research & Literature
- Leading Practices of High Performers
- Expert Panel
- Experiences of Collaborative Teams

Change Package Strategies

- ***Leadership Commitment:***

Develop organizational relationships that promote safe medication-use systems and optimal health outcomes

- ***Measurable Improvement:***

Achieve change using the value and power of data-driven improvements

- ***Integrated Care Delivery:***

Build an integrated health care system across providers and settings that produces safety and optimal health outcomes

- ***Safe Medication Use Systems:***

Develop and operate by safe medication-use practices

- ***Patient-Centered Care:***

Build a patient-centered medication-use system

MN Teams

- Minneapolis Team
 - NorthPoint Health and Wellness
 - HCMC
 - Cedar Riverside Peoples Clinic
 - College of Pharmacy
- St. Paul Team
 - West Side CHC
 - Regions Hospital