Impact of pharmacist-driven transition of care program in a community hospital

Felicia Seiler
West Kendall Baptist Hospital, FeliciaSe@baptisthealth.net

Ana Lopez-Samblas
West Kendall Baptist Hospital, anals@baptisthealth.net

Maria Rojo-Carlo
West Kendall Baptist Hospital, MariaRoj@baptisthealth.net

Abby Marrero
West Kendall Baptist Hospital, AbbyM@baptisthealth.net

Aixa Rey
West Kendall Baptist Hospital, AixaR@baptisthealth.net

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Impact of pharmacist-driven transition of care program in a community hospital

Felicia Seiler, PharmD; Ana Lopez-Samblas, PharmD, FASHP; Maria Rojo Rodriguez, PharmD, BCPS; Abby Marrero, PharmD, BCPS; Aixa Rey, PharmD

Background

- One in five patients suffer an adverse event upon hospital discharge.
- Nearly 2/3 of all post discharge adverse events are medication related.
- 29% of these are serious/life threatening.
- Approximately 20% of Medicare patients are readmitted within 30 days of discharge.
- 75% of which are preventable.
- ≥18 years old
- ≥90 years old
- Assisted Living Facility (ALF)
- New start anticoagulation
- COPD
- Discharged with chronic medications for the following disease states:
  - Heart Failure
  - COPD
- Discharged with ≥5 long-term medications
- Discharged with <5 long-term medications if:
  - New start anticoagulation
  - New start insulin patient
- Readmission within 30 days of being discharged from any Baptist Health South Florida facility

Pharmacist-driven discharge programs reduce discharge medication errors, post-discharge adverse drug events (ADEs), hospital readmissions, and ED visits.

Objectives

- Identify and quantify pharmacists’ interventions to optimize therapy during discharge.
- Determine if the Pharmacist Driven Discharge Counseling (PDDC) impacts 30 day readmission rates.
- Determine if the PDDC improves Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) percentage scores, specifically for the statement “When I left the hospital, I clearly understood the purpose for taking each of my medications.”

Methods

Study Period: September 2014- April 2015

Intervention: Pharmacists and/or students re-reconcile discharge medications, review outpatient prescriptions, prepare a pocket-sized medication list, and provide patient tailored discharge counseling. This service is currently provided 8 hours per day, Monday through Friday only.

Inclusion Criteria

- In-patients admitted to medical/surgical units
- ≥18 years old
- Discharged to home
- Patients meeting one of the following criteria:
  - Discharged with chronic medications for the following disease states:
    - Heart Failure
    - COPD
  - Discharged with ≥5 long-term medications
  - Discharged with <5 long-term medications if:
    - New start anticoagulation
    - New start insulin patient
  - Readmission within 30 days of being discharged from any Baptist Health South Florida facility

Exclusion Criteria

- ≥90 years old
- Discharged to
  - Assisted Living Facility (ALF)
  - Skilled Nursing Facility (SNF)
- Placed on Comfort Measures Only
- Transferred to Hospice Care
- Non-coherent/unable to understand discharge instructions

Results

Counseled Patients n= 151

35% Required Intervention(s)

65% Required No Intervention

Interventions Identified

- 73 Interventions
- 91 Medications affected

Table 1: Patients at increased risk of adverse events at discharge

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elderly patients</td>
<td>20%</td>
</tr>
<tr>
<td>Children with special health care needs</td>
<td>10%</td>
</tr>
<tr>
<td>Patients with ≥5 medications</td>
<td>10%</td>
</tr>
<tr>
<td>Low health literacy</td>
<td>5%</td>
</tr>
<tr>
<td>Homeless</td>
<td>3%</td>
</tr>
<tr>
<td>Cognitive impairment</td>
<td>3%</td>
</tr>
<tr>
<td>Disability</td>
<td>2%</td>
</tr>
<tr>
<td>Low income</td>
<td>2%</td>
</tr>
<tr>
<td>Newly admitted to long term care facility</td>
<td>2%</td>
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</tbody>
</table>

Mean Patient Characteristics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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<tbody>
<tr>
<td>Age</td>
<td>65.9 ± 16.1</td>
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<tr>
<td>Language</td>
<td>60% Spanish</td>
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<tr>
<td># Medications</td>
<td>10.3 ± 4.4</td>
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<tr>
<td>Preparation time</td>
<td>32.1 minutes ± 20.6</td>
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<tr>
<td>Counseling time</td>
<td>13.4 minutes ± 8.7</td>
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</table>

References


Disclosures

Authors of this presentation have the following to disclose concerning possible financial or personal relationships with commercial entities that may have direct or indirect interest in the subject matter of this presentation:

- Felicia Seiler: nothing to disclose
- Ana Lopez-Samblas: nothing to disclose
- Maria Rojo Rodriguez: nothing to disclose
- Abby Marrero: nothing to disclose
- Aixa Rey: nothing to disclose

Preparation time

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<th>Language</th>
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West Kendall Baptist Hospital
BAPTIST HEALTH SOUTH FLORIDA
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