Impact of pharmacist post discharge follow up phone call program on adherence and medication related problems

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Citation  
Castane, Sady; Lopez-Samblas, Ana; Rojo-Carlo, Maria; Marrero, Abby; Rey, Aixa; and Perez Arias, Maria, "Impact of pharmacist post discharge follow up phone call program on adherence and medication related problems" (2016). *All Publications*. 951.  
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Impact of pharmacist post discharge follow up phone call program on adherence and medication related problems

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Background
Transition of care (ToC) from hospital discharge to the community increases the risk for medication errors, which may be related to poor outpatient medication reconciliation, misunderstandings of discharge instructions, and lack of communication with outpatient providers. Pharmacists’ interventions at discharge can identify and correct medication related errors as well as improve adherence. Discrepancies on discharge medications have been identified during a pharmacist post hospital discharge phone calls. Pharmacists post discharge phone call studies have demonstrated beneficial health outcomes including detection of medication related problems, and reductions in emergency department (ED) visits.

Objectives
Identify post hospital discharge: Medication regimen discrepancies during follow up phone calls to the patients and to the community pharmacy Adherence and barriers to the adherence Assess the effect of follow-up calls on hospital readmissions or ED visits at 30 days post discharge.

Methods
Interventions:
- Pharmacy staff will call patients 24-72 hours post discharge to identify medication discrepancies, and to assess adherence and identify treatment barriers utilizing the Pharmacist Drug Adherence Work-up Tool (DRAW).
- The patient’s community pharmacy will be called to reconcile medication changes made during the patient’s hospital stay with their outpatient profile, inquire about automatic refills, and emphasize discontinued medications.
- A second follow-up phone call will be made to the patient 30 days post discharge to assess hospital readmission or ED visits since discharge.

Preliminary Results
From October 2015 to present there were 161 patients that had an initial post discharge phone call.

Data derived from patient’s phone interview

<table>
<thead>
<tr>
<th>Medication problems identified (n=161)</th>
<th>Patient reported adherence (n=133)</th>
<th>Patient reported Non-adherence (n=28)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient reported taking too many medications</td>
<td>5%</td>
<td>21%</td>
</tr>
<tr>
<td>Patient believes medication is not working</td>
<td>0.7%</td>
<td>3.6%</td>
</tr>
<tr>
<td>Misunderstanding of instructions</td>
<td>-</td>
<td>36%</td>
</tr>
<tr>
<td>Forgetfulness</td>
<td>-</td>
<td>21%</td>
</tr>
<tr>
<td>Patient believes medication is not needed</td>
<td>-</td>
<td>18%</td>
</tr>
<tr>
<td>Unable to obtain medication</td>
<td>-</td>
<td>32%</td>
</tr>
<tr>
<td>Patient reported barriers to adherence</td>
<td>14%</td>
<td>43%</td>
</tr>
</tbody>
</table>

Medication Reconciliation between Community Pharmacy profile and discharge medication list (n=161)
Discrepancy 65 (40%) Accurate 96 (60%)

Adherence Barriers (n=31)

<table>
<thead>
<tr>
<th>Side effects</th>
<th>Cost related</th>
<th>No insurance</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>58%</td>
<td>39%</td>
<td>6%</td>
<td>10%</td>
</tr>
</tbody>
</table>

Readmission rate within 30 days of discharge (n=54)
Re-admitted 19% Not re-admitted 81%

Disclosures
Authors of this presentation have nothing 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.

References