St. Vincent Outpatient Medication Management Services

Suellyn Sorensen, PharmD, BCPS, FASHP
Director of Clinical Pharmacy Services

March 2015
Ambulatory Pharmacy Services
Structure and Vision

Medication Management Services at St. Vincent

- Anticoagulation
- Tobacco cessation
- Immunizations
- Disease state management
- Transitions of care
- Wellness visits
- Medication Reconciliation

Supported by Outpatient Dispensing Pharmacy Services

Across All Venues and Ministries

- MMS clinics
- PCC clinic
- Transplant
- Ctr for Healthy Aging
- SVMG
- OB
- Cardiology
- Pediatric Specialty Clinics
- St. Vincent @ Work
- Wellness and Preventative Care
## Medication Management Services at St. Vincent

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MMS Clinic</strong></td>
<td>• Anticoagulation management</td>
</tr>
<tr>
<td></td>
<td>• Tobacco cessation counseling</td>
</tr>
<tr>
<td></td>
<td>• Immunizations</td>
</tr>
<tr>
<td><strong>Primary Care Center (PCC)</strong></td>
<td>• Anticoagulation management</td>
</tr>
<tr>
<td></td>
<td>• Chronic disease management</td>
</tr>
<tr>
<td></td>
<td>• Medication therapy management</td>
</tr>
<tr>
<td></td>
<td>(MTM)</td>
</tr>
<tr>
<td></td>
<td>• Medication safety initiatives</td>
</tr>
<tr>
<td><strong>Center for Healthy Aging</strong></td>
<td>• Anticoagulation management</td>
</tr>
<tr>
<td></td>
<td>• Geriatric assessments</td>
</tr>
<tr>
<td><strong>St. Vincent at Work</strong></td>
<td>• Chronic disease management</td>
</tr>
<tr>
<td></td>
<td>• Medication Therapy Management</td>
</tr>
<tr>
<td></td>
<td>(MTM)</td>
</tr>
<tr>
<td></td>
<td>• Preventative and wellness</td>
</tr>
</tbody>
</table>
Chronic Disease Management – Pharmacist Role

1. Prescriber refers patient to pharmacist for consultation
2. Pharmacist reviews medical chart and sees patient to obtain pertinent history
3. Pharmacist provides recommendation OR protocol is followed for intervention
4. Physician & Pharmacist Collaboration
5. Pharmacist determines best therapeutic options using evidence-based approach
6. Pharmacist assesses patient-specific information
# Prevention and Wellness

## Tobacco Cessation
- Counseling
- Medication Management

## Cardiovascular Risk Reduction
- Blood Pressure
- Cholesterol
- Pre-Diabetes

## Immunizations
- Administration
- Patient Identification
Why a Clinical Pharmacist?

**Patient**
- Patient satisfaction
- Improved medication adherence
- Improved health outcomes
- Increased self-management

**Provider**
- Provider satisfaction
- Improved clinical outcomes

**Payer**
- Financial outcomes
PCC Diabetes Management and Education

- Patients referred to clinical pharmacist for diabetes management and/or education

<table>
<thead>
<tr>
<th></th>
<th>A1c Reduction 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3 months</td>
</tr>
<tr>
<td>RPh management</td>
<td></td>
</tr>
<tr>
<td>n=135</td>
<td>2.1%</td>
</tr>
<tr>
<td>No RPh management</td>
<td></td>
</tr>
<tr>
<td>n=146</td>
<td>1%</td>
</tr>
</tbody>
</table>

- January – June 2014
  - 97 Pharmacy Referrals
  - 30 patients seen at least once
• 95 Pharmacy Referrals
• Median 4 Drug Related Problems (DRPs) identified per patient
• Median 3 DRPs resolved per patient
Change in Systolic Blood Pressure

- **Cases (n = 48)**
- **Controls (n = 31)**

\[ p = 0.037 \]

Change in Diastolic Blood Pressure

- **Cases (n = 48)**
- **Controls (n = 31)**

\[ p = 0.315 \]
MMS – Anticoagulation Clinic

- Opened January 2010
- Four locations: Indianapolis, Carmel, Fishers, St. Joseph (Kokomo)
- Average 75 patients per day per clinic
- Referrals from cardiology, orthopedic surgeons, primary care
- Total number of patients: 2300
  - 332 self-testing
Time in Therapeutic Range (TITR) 2012-2013

- Exceeds benchmark (65%)
- Higher TITR correlates with fewer bleeds, clots, and adverse drug events
- Data suggests reduction in warfarin-related admission/readmission since clinic inception
References

1. Kim S, Martin MT, Pierce AL. Satisfaction with medication therapy management services at a University Ambulatory Care Clinic. *Pharmacy Practice*. 2014; published online.


QUESTIONS?