

CARING FOR INDIGENT PATIENTS: OPPORTUNITIES FOR PHARMACISTS IN A HEALTH CARE REFORM ENVIRONMENT

MULTIDISCIPLINARY PATIENT-CENTERED MEDICAL HOME

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DISCLOSURES

- Christie Schumacher, PharmD, BCPS, BC-ADM, CDE, declares no conflicts of interest or financial interests in any product or service mentioned in this activity, including grants, employment, gifts, stock holdings, and honoraria.

LEARNING OBJECTIVES

- Describe opportunities for pharmacists in a patient-centered medical home
- Explain how pharmacists, in conjunction with interdisciplinary health care teams, promote wellness and patient care for low income, indigent, and other underserved populations

THE PATIENT-CENTERED MEDICAL HOME (PCMH) TEAM

- ◎ PCMH includes:
 - > 6 PCPs
 - > 1 Cardiologist
 - > 1 Pharmacist
 - Collaborative practice agreement
 - > 1 Advanced Practice Nurse
 - > 1 Physician Assistant
 - > 1 Dietician
 - > 1 Nurse – Diabetes Educator
 - > 3 Care Managers

PHARMACIST SERVICES

- ◎ Initially designed as heart failure clinic
 - > Decrease hospitalizations
 - > Improve medication adherence
 - > Reduce medication costs for patients
- ◎ Expanded to cover:
 - > Diabetes
 - > Hypertension
 - > Hyperlipidemia
 - > Asthma
 - > COPD
 - > MTM
 - Internal medicine

PHARMACIST SERVICES

- ◎ Schedule 8 to 9 patients daily
 - > Initial visits: 60 minutes
 - > Follow-up visits: 30 minutes
- ◎ Available for physician consults
 - > Meet patients during PCP visits to ↑ visit adherence
- ◎ Assist with diabetes education classes

PHARMACIST SERVICES

- Medication review
 - > Understand importance of each medication = ↑ adherence
- Medication recommendations
 - > Pharmacists = medication therapy experts
- Insulin initiation and education
 - > Make sure the patient is taking correctly = ↑ efficacy
- Glucometer and monitoring education
 - > Relating blood glucose readings to lifestyle = ↑ adherence

REIMBURSEMENT

- ◎ Capitated reimbursement model with pay for performance incentives
 - > HMO
 - > All patients have insurance
 - > Incentive to focus on preventive health care
 - Meet performance measures
 - Prevent hospitalizations
 - Decrease cost

OUTCOMES OF THE PCMH TEAM

- ◎ Preliminary results show:
 - > Increase in patient and physician satisfaction
 - > Decrease in heart failure–related hospitalizations
 - > Decrease in 30-day readmissions
 - > Improvement in EF, A1c, BP, LDL-C
 - > Increase in preventative medical services
- ◎ Also tracking:
 - > Pharmacist interventions
- ◎ Results led to development of 5 new PCMH models at different centers within the health system

STUDENTS AND RESIDENTS

- ◎ 6 MWU residents
 - > 3 PGY1 Pharmacy Practice residents
 - > 3 PGY1 Community residents
- ◎ 12 MWU APPE students
- ◎ 8 MWU IPPE students
 - > 4 fall semester
 - > 4 spring semester co-precepted with MWU PGY1 pharmacy practice resident

STUDENT AND RESIDENT ROLES

- Conduct initial patient assessment
 - > Subjective and physical assessment
- Provide patient education:
 - > Initial visit diabetes and heart failure education
 - > Carbohydrate counting
 - > Glucometer use
 - > Insulin use and demonstrations
 - > Low salt diet
 - > Daily weight monitoring
- Assess medication adherence
- Create assessment and plan
 - > Confirm patients' understanding of plan
- PROBLEM SOLVING

CONCLUSIONS

- ◉ Pharmacists can play an integral part of the health care team
 - > Work together to maximize strengths
 - > Communicate effectively
- ◉ Increasing patient's knowledge of disease state, medications and monitoring can improve adherence
- ◉ Optimizing patients' medication regimen also improves adherence and outcomes

ADDITIONAL RESOURCES

- Bates DW. Role of pharmacists in the medical home. *Am J Health-Syst Pharm*. 2009;66:1116-1118.
- Smith MA, Bates DW, Bodenheimer T, Cleary PB. Why pharmacists belong in the medical home. *Health Aff*. 2010;29:906-13.
- ASHP Pharmacy Practice Model Initiative. <http://www.ashpmedia.org/ppmi/case-studies.html>
- Improving Patient Health through Medication Management. Washington DC: Patient-Centered Primary Care Collaborative, 2013. Available at <http://www.pcpcc.org/guide/patient-health-through-medication-management>. Accessed September 27, 2013.

Self-Assessment Questions

1. Which of the following best describes the role of the pharmacist when conducting a visit with an interdisciplinary health care team:
 - a. Performing a monofilament foot exam
 - b. Demonstrating the use of a glucometer
 - c. Developing a diabetes treatment plan
 - d. Scheduling follow-up appointments

Answer: c

2. Pharmacists can play an integral role in the patient-centered medical home through which of the following:
 - a. Promoting patient engagement in self-care
 - b. Recommending cost-effective therapies
 - c. Increasing continuity and frequency of care
 - d. All of the above

Answer: d