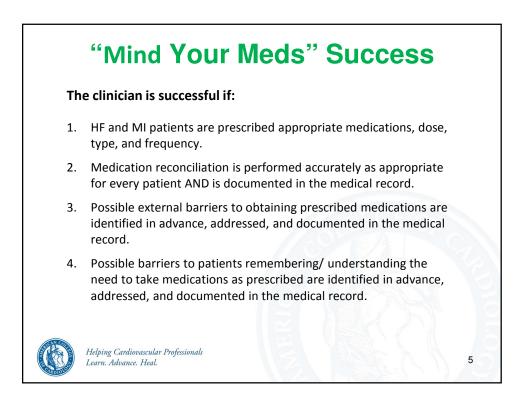
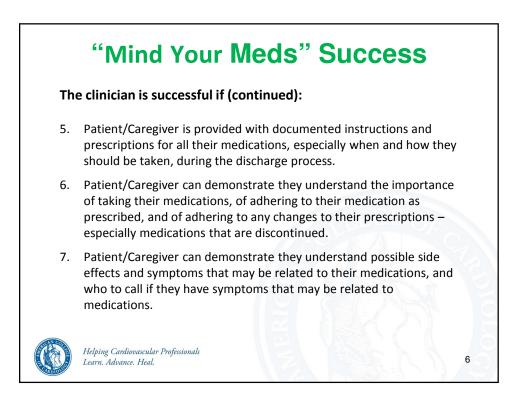
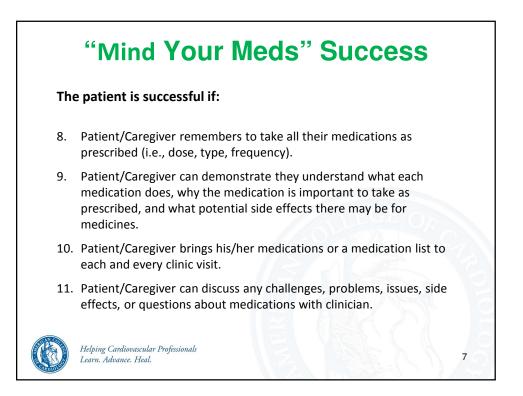


Торіс	Presenter	Time
Welcome	Shilpa Patel	5 min
MM Success Metrics and Tool Kit	Shilpa Patel	5 min
Success Metrics 2,5,6,7: Case Study #1	Sam Abdelghany, Pharm D, BCOP Maribeth Cabie, Pharm D Yale New Haven Hospital	15 min
Success Metrics 2-7: Case Study #2	Adam M. Pugacz, Pharm.D., BCPS Sherry K.M. LaForest, Pharm.D., BCPS Louis Stokes Cleveland Dept of Veterans Affairs Medical Center	15 min
Success Metrics 5, 8,10: Case Study #3	Michele Gilbert RN, MSN, NP-C, CCRN Bon Secours Charity Health System	10 min
Question-and-Answer	All	10 min ₃









"Mind Your Meds" Tool Kit

The **H2H MM Tool Kit** consists of **11 success measures** and over **30 resources and tools** gathered together in one place. The tool kit was derived from the H2H learning community and external organizations. Each tool/strategy is linked to a particular success metric for process improvement.

#	Success Measures	Tool
	The clinician is successful if:	
1	The right meds are prescribed	<u>PINNACLE Heart Failure Practice Solutions</u> <u>Qualidigm Heart Failure Module 1</u>
2	Med rec at admission and discharge	American Society of Health System Pharmacists Med Rec Tool Kit National Transition of Care Coalition Med Rec Elements BOOST Med Rec Resources AHRQ Med Rec Tool Kit
3	Environmental barriers to getting meds addressed	H2H Key Questions at Admission, a Stay, and Discharge H2H Common Barriers and Solutions to Med Management
4	Patient barriers to taking meds addressed	H2H Key Questions at Admission, a Stay, and Discharge H2H Common Barriers and Solutions to Med Management Home Health QI Staff Education on Barriers and Roles Home Health QI Social Worker Med Management Checklist Home Health QI Med Management Care Planning Tool H2H Health Literacy Tools Chart
5	Patient has medication documentation	CardioSmart Patient Resources Heart Failure Society of America Patient Medicines Module 1 AHRQ Improve Med Adherence and Accuracy Med Actions Plan for Usert Failure

"Mind Your Meds" Case Study #1: Yale New Haven Hospital

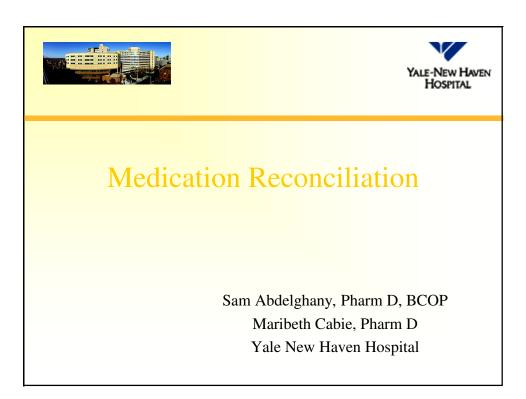
Success Metrics Addressed:

- 2. Med rec at admission and discharge
- 5. Patient has medication documentation
- 6. Patient understands importance of their meds
- 7. Patient understand side effects from their meds

9

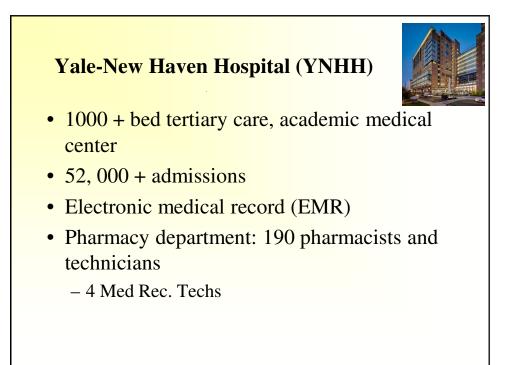


Helping Cardiovascular Professionals Learn. Advance. Heal.



Overview

- Medication reconciliation projects
 - Heart Failure
 - Medicine
- Implementation/logic
- Outcomes to date
- Barriers and future directions



Heart and Vascular Center Collaborative

- Started in 2010 on two cardiac units
- Rapid cycle quality improvement methodology
- Weekly interdisciplinary meetings

Heart and Vascular Center Collaborative

- Patient identification – Drug filters in our EMR (furosmide, torsemide, digoxin)
- Intense one-on-one education with a HF care coordinator
- Redesign of discharge education materials
- Appointment within 7days
- Follow up phone calls by the care coordinator
- Review of discharge medication lists by a pharmacist prior to discharge

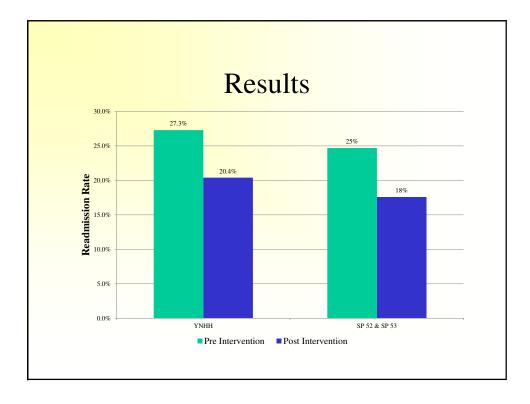
Pharmacist's Role

HF check list

- ✓ Med. Recon
- ✓ Life saving therapy
- ✓ Follow-up appt
- ✓ Medication refills
- ✓ Vaccinations
- \checkmark When to call the physician
- ✓ When to call 911

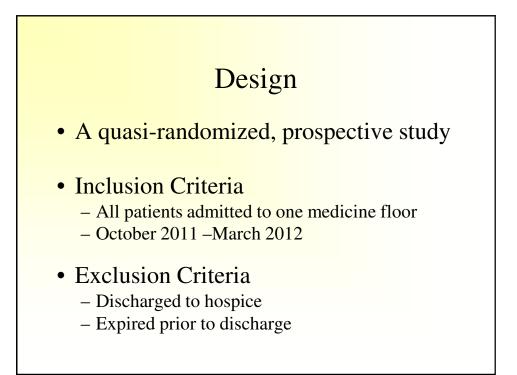
Provide patient with:

- Wallet card
- Handouts- informational sheets/kits (ie; Fragmin)
- Drug information handouts
- Discharge instructions

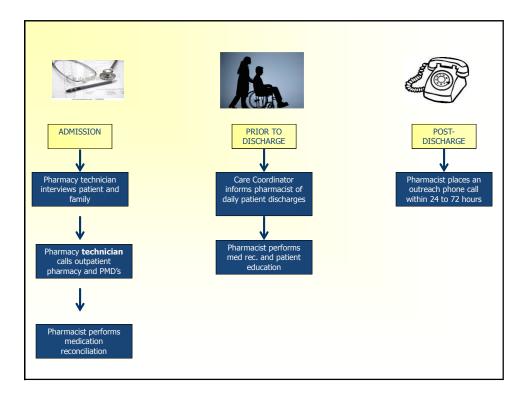


Medicine Pilot

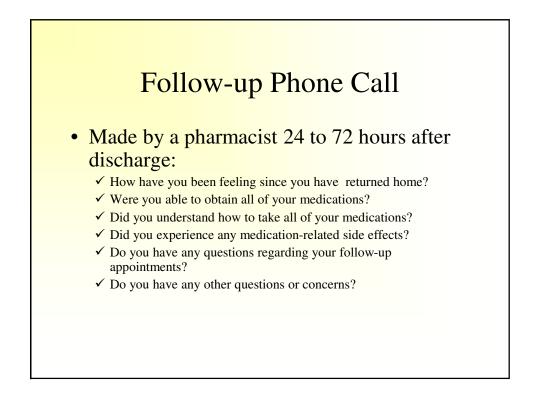
- Follow up to a previous pharmacy project
- Include best practices
 - Medication reconciliation (admission and discharge)
 - Incorporate medication reconciliation technicians
 - New discharge instructions
 - Follow up phone call
- Targeted challenging floor

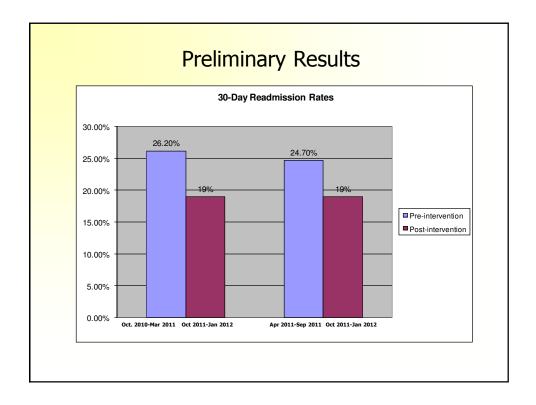


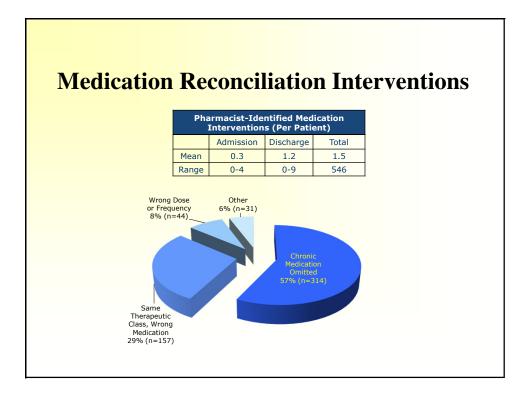
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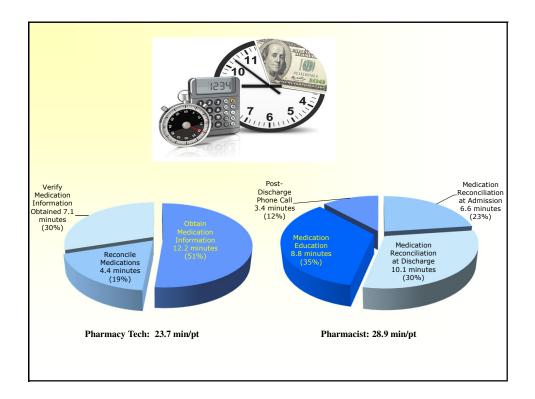


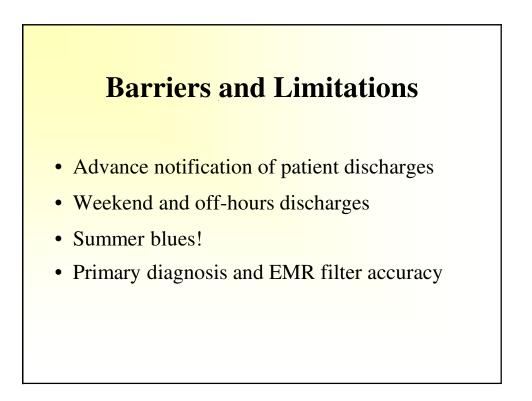
lospitalist vs Generalist Pharmacy:			Prima	ary Care Office:		If calle	d, who you spo	ke to:		
Name	Dose	Route	Frequency (AM or PM if daily)	Indication	Cont On Admin E=exact D=different N= not cont	Intervention Accepted or Denied	Cont On D/C E=exact D=different N= not cont	Intervention Accepted or Denied	Explain Discrepancies (Admission or Discharge)	Intervention Comments
L					EDN	A D	EDN	A D		
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1					EDN	A D	EDN	A D		
ł					EDN	A D	EDN	A D		
i					EDN	A D	EDN	A D		
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,					EDN	A D	EDN	A D		
8					EDN	A D	EDN	A D		
•					EDN	A D	EDN	A D		
0					EDN	A D	EDN	A D		
1					EDN	A D	EDN	A D		
2					EDN	A D	EDN	A D		
RT: Check when complete: Herbals C	pill bottles	pharmac				Pharmacist D/C Date:	(Discharge):	Pharma &n _ D/C to (hon	acist initials (Med Recon): & & cist Education: &min nin # interventions# accep ne, home w/ services, STR, ECF):	# accepted
dditional medications started inpatient:						Reason for H	ospital Stay: _			











Future Directions

• Expand current efforts

- Heart and Vascular Center Collaborative
- Med Rec. technicians on other floors
- Weekends
- Technology and medication reconciliation
 - EPIC
- Follow-up phone call
- Communications with outside providers

"Mind Your Meds" Case Study #2:Louis Stokes Cleveland Dept of Veterans Affairs Medical Center

Success Metrics Addressed:

- 2. Med rec at admission and discharge
- 3. Environmental barriers to getting meds addressed
- 4. Patient barriers to taking meds addressed
- 5. Patient has medication documentation
- 6. Patient understands importance of their meds
- 7. Patient understand side effects from their meds



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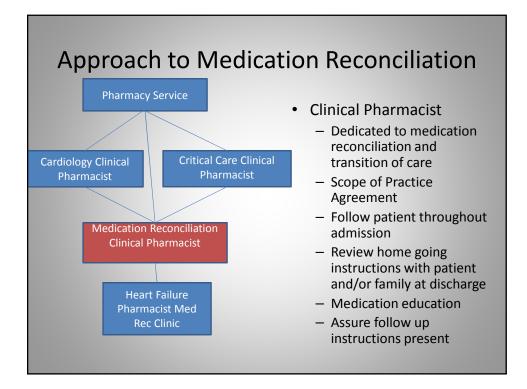


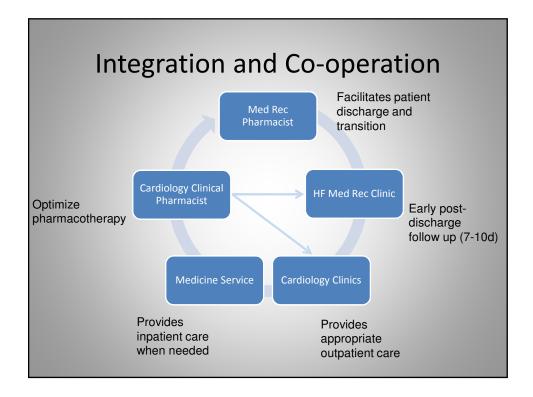
Pharmacist Medication Reconciliation and Cardiac Disease

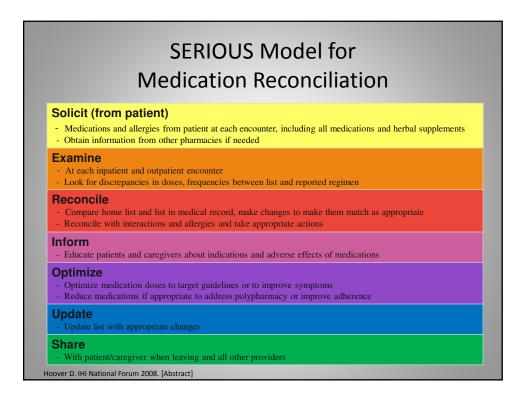
Adam M. Pugacz, Pharm.D., BCPS Sherry K.M. LaForest, Pharm.D., BCPS Louis Stokes Cleveland Dept of Veterans Affairs Medical Center



15









Barriers Identified with Discharge Medication Reconciliation

Challenges

- Accurate admission med rec assessments
 - Prescriptions across different health systems and pharmacies
 - Expired outpatient orders
- Access to care and medications
- Patient non-adherence
 - Objective evidence?
 - Try to get at source of problem

Solutions

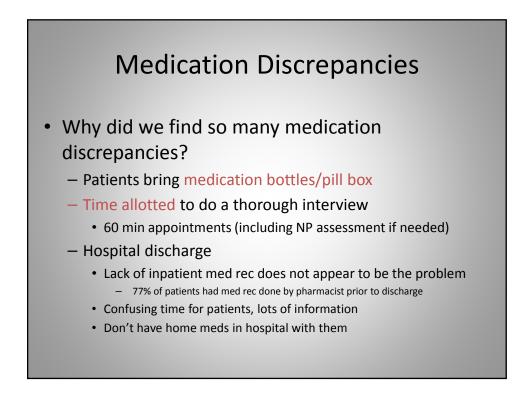
- Clinical pharmacist available at all levels of care
 - Dedicated to med rec
 - Review records and actual medications
 - Communicate recommendations to inpatient and outpatient PCP/cardiology teams via EHR
- Targeted questions about home medication use, supplies, refills
- Dispensing to patient at bedside for direct education
- Appointments prior to discharge

Heart Failure Medication Reconciliation Clinic



- Pharmacist staffed, with NP/MD evaluation when needed
 - Uses existing departmental staff
- Prompt follow up, re-enforce education/adherence, and regimen optimization
- Provide BP cuffs, scale, tablet cutters, pill box (+/- initial filling) and pill calendars to patient if necessary

Cli	Clinic Evaluation Total Population Post Hospital Systolic Dysfunction											
	Total Population (n=122)	Post Hospital Discharge (n=73)	Systolic Dysfunction (n=67)									
Age (mean <u>+</u> SD)	68 <u>+</u> 11 years	69 <u>+</u> 10 years	65 <u>+</u> 11 years									
EF <u><</u> 40%	55%	50%	100%									
Oral/Injectable/Inhaled Medications mean (range)	15 (4-27)	14 (4-26)	13 (6-24)									
Medication Discrepancies	52% (n=64)	52% (n=38)	51% (n=34)									
Number of Discrepancies mean (range)	3 (1-12)	3 (1-12)	3 (1-12)									
Medication Optimization	71% (n=87)	71% (n=52)	75% (n=50)									
Number of Medications Optimized median (range)	2 (1-5)	2 (1-5)	2 (1-4)									
Days between discharge and clinic visit (mean \pm SD)	n/a 🤇	10 <u>+</u> 6 days	n/a									
30-day all cause readmission rate % (mean number of days)	n/a	8% (16 days)	n/a									
Mortality within 30 days	1.6% (n=2)	2.7% (n=2)	1.4% (n=1)									
Milfred-LaForest S. HFSA 2010. [Abstract]												



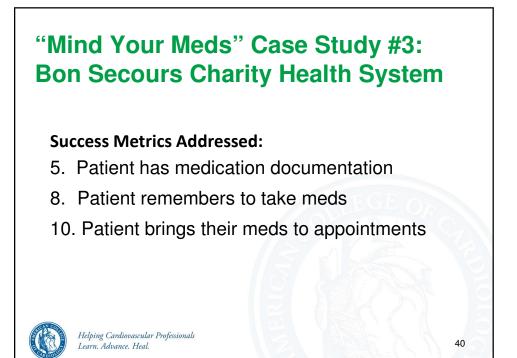
Medication Use Barriers Identified in Post-Discharge Clinic

Challenges

- Identifying appropriate patients and scheduling within short time frame
- Patient barriers
 - Lack of understanding of changes at discharge (unintentional errors)
 - Multiple medication lists/supplies in home
 - Poor health literacy/social support to actually make prescribed changes

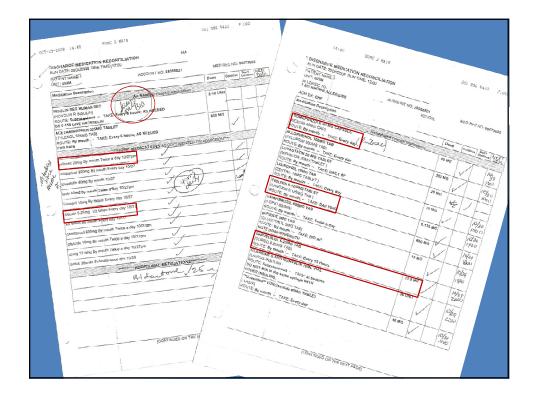
Solutions

- Consult template for inpatient services
 - Request med rec clinic follow-up
 - If possible make appointment prior to discharge
- Targeted education
- Simplify regimen
- Involve home care services, communicate specific issues
 - Telehealth nurses
 - Home-based primary care
 - Family members

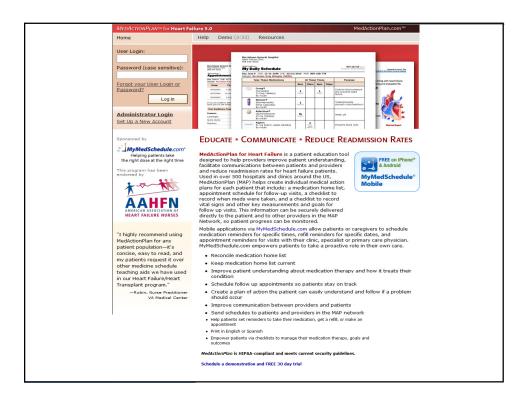




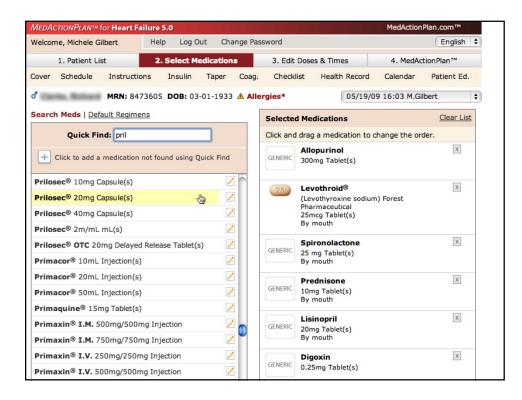








IEDACTIONPLAN™ for Heart Fa	ilure 5.0			MedActio	nPlan.com™
elcome, Michele Gilbert	Help Log Out	Change Passwor	d		English 🗘
1. Patient List	2. Select Medicat	ons 3	. Edit Doses & Time	es 4. MedA	ctionPlan™
over Schedule Instructio	ns Insulin Tap	er Coag. C	hecklist Health	Record Calendar	Patient Ed.
lease select a patient	k				
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doe,j	All Active Patients	Select a Patien	t Group 🗘 🗛	d a Patient Archive	ed Patients
Name	MRN	DOB	Patient Group	MedActionPlan™	Status
Doe, Jane S	B93-228-776	12-21-1950	liver	Last Saved	Active 🛟
Doe, Joe C	12349876	01-01-2006	Kidney	Last Saved	Active \$
Doe, John P	555-555-555	02-01-1937	heart failure	Last Saved	Active \$
Doe, Jonathan B	ABC-123-456	02-12-1955	Diabetes	Last Saved	Active \$



			MedActionPlan.com™
Velcome, Michele Gilbert	Help Log Out	Change Password	English
1. Patient List	2. Select Medic	ations 3. Edit Doses & 1	Times 4. MedActionPlan™
over Schedule Instructions	s Insulin T	aper Coag. Checklist He	alth Record Calendar Patient Ed.
MRN: 84736	605 DOB: 03-01	-1933 \Lambda Allergies*	05/15/09 17:14 M. Gilbertpresen \$
Time & Quantity		Medication	Purpose
1x Daily @	•	Allopurinol	English:
Dosing Time Quantity	GENER	300mg Tablet(s)	Treats gout
8am 🛊 1 🛊 🤃	•	Select Route of Administrat	ior 🗘 //
1x Daily @	•	Levothroid®	
Dosing Time Quantity	25	(Levothyroxine sodium) 25mcg Tablet(s)	English: Replaces thyroid hormone
8am 🛊 1 🛊	•	By mouth (PO)	+
	Prescribing Information		
1x Daily @	+	Aldactone®	
Dosing Time Quantity		(Spironolactone)	English:
8am \$ 1 \$	ə 🔍	50 mg Tablet(s)	Water pill
		By mouth (PO)	•
		Prescribing Information	
2x Daily @	•	Lasix®	
Dosing Time Quantity	(unit *) 45	(Furosemide)	English:
	•	40mg Tablet(s)	Water pill
	•	By mouth (PO)	•
	-	Prescribing Information	
1x Daily @		Acnirio	48 Epolish:

Hackensa Heart Failu 201-996-4	ick University Medical Center ure and Pulmonary Hypertension Progr 849	am			
MEDACTIONPLI My Da	aily Schedule				5/15/2009 5:14:00 PP Revised by: Michele Gilber
Allergies: N	DOB: 03-01-1933 MRN: 847	3605			
	Take These Medications	At 1	hese Ti	mes	Purpose
		8am	4pm	8pm	
GENERIC	Allopurinol 300mg Tablet(s)	1 Tablet(s)			Treats gout
25	Levothroid® (Levothyroxine sodium) 25mcg Tablet(s) By mouth	1 Tablet(s)			Replaces thyroid hormone
0	Aldactone® (Spironolactone) 50 mg Tablet(s) By mouth	1 Tablet(s)			Water pill
	Lasix® (Furosemide) 40mg Tablet(s) By mouth	2 Tablet(x)	2 Tablet(s)		Water pill
GENERIC	Aspirin 81 mg Tablet(s) By mouth	1 Tatiet(x)			Prevents blood clots
	Prinivil® (Lisinopril) 20mg Tablet(s) By mouth	1 Tablet(s)			Controls blood pressure
0	Digitek® (Digoxin) 0.25mg Tablet(s) By mouth	1/2 Tablet(s)			Treats heart failure and irregular heart beat

			My Daily Schedule				5/15/2009 5:14:00
Ty Daily Schedule	3 MRN: 8473605		Allergies: NKA DOB: 03-01-1933 MRN: 84	73605			Revised by: Michele Gil
lergies: NKA		At The	Take These Medications		These Ti		
Take These Medic	ations	Bam 4		8am	4pm		Purpose
Coreg® (Carvedilol) 25mg Tablet(s)		1 Tubicat(r)	GENERIC Allopurinol 300mg Tablet(s)	1 Table(s)	apm	8pm	Treats gout
By mouth Prilosec® (Omegrazole)		1 capsule(s)	(Levothyroxine sodium) 25mcg Tablet(s) By mouth	1 Tablet(s)			Replaces thyroid hormone
20mg Capsule(s) 20mg Capsule(s) Warfarin As directed By mouth		Please s Anticoar Schedu	(Spironolactone) S0 mg Tablet(s) By mouth	1 Tablet(s)			Water pill
	Breakfast	L L	(furosemide)				
Type of Insulin*	Breakings		40mg Tablet(s) By mouth	2 Tetracta)	2 Tablat(a)		Water pill
Novolin® R	Please follow Schedule.	your ins	GENERIC Aspirin 81 mg Tablet(s)				
*Do not mix Lantus with othe			By mouth	1 Takiet(c)	1	- þ	Prevents blood clots
The pharmacist may make a gener name, dosage strength, shape, coli strength on your prescription botth healthcare professional's office imm if you have questions about your n	ic substitution for the r or, and size may chang a against the dosage st mediately if you receive	renath s	Prinkvil® (Usinopril) 20mg Tablet(s) By mouth Digitek®	1 Talliar(s)		c	Controls blood pressure
if you have questions about your in 1 teaspoon = 5mL, 1 tablespoon = Patient verbalized understanding o	1 1 5///L	ions reg	(Digoxin) 0.25mg Tablet(s) By mouth	1/2 Table(tr)		Ti	reats heart failure and regular heart beat
Healthcare Provider/Title:	nderstand these medic ional.	ations ?	CGemfibrozil) (Gemfibrozil) 600mg Tablet(s) By mouth	1 Teblec(s)	Tati		wers cholesterol
Pablent/Family Member:			Glucatrole (Glipizide) 10mg Tablet(s) By mouth	1 Table(s)	1 Table	Cor	ntrois blood sugar
			(Simvastatin) 40mg Tablet(s) By mouth		1	1	vers cholesterol

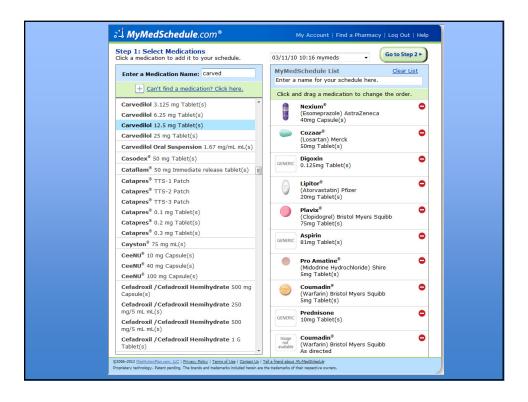
MEDACINONPLANY Anticoagulation Patient Schedule DOB: 03-01-1933 MRN: 8473605 Allergies: NKA											
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday					
Warfarin 2.5 mg	Warfarin 2.5 mg	Warfarin 2.5 mg	Warfarin 2.5 mg	Warfarin 2.5 mg	Warfarin 2.5 mg	Warfarin 2.5 mg					
Total: 2.5 mg	Total: 2.5 mg	Total: 2.5 mg	Total: 2.5 mg	Total: 2.5 mg	Total: 2.5 mg	Total: 2.5 mg					
day (kale, spin any unusual bl Please rememi Dietary Consi	uctions: ts Coumadin [®] / ach, broccoli, a eeding. Take yo ber to keep you iderations	nd other green our pills at the r appointment	My next I to eat the same leafy vegetable same time every for your next In	s). Call your do day, as recom	ctor right away mended by you	if you have ur doctor.					
Foods & Drugs Enteral nutritio fiddleheads, pa	that may decr n, green tea, m rsley, oils (e.g.	ultivitamins, g , rapeseed, so	reen leafy veget ybean), Tegretol , Nafcillin, Rifam	, Questran, Dila							
Foods & Drugs Grapefruit juio	that may incre e, dong quai, ga	ase INR: irlic, ginger, gi	nko biloba, Tyler								

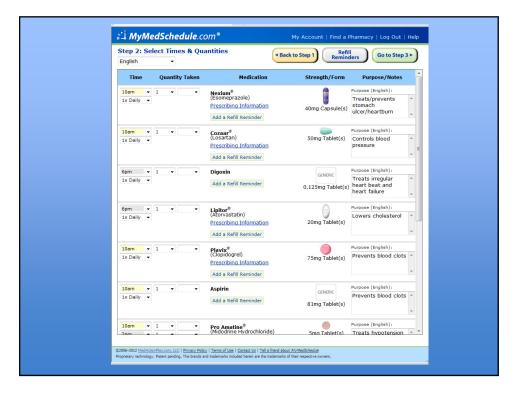
Keep your med schedule updated on www.MyMedSchedule.com. Ask your healthcare facility to send your schedule to you so you can keep your schedule current. @2001-2009 MedActionPlan.com, LLC. All Rights Reserved. Regimen ID 265449

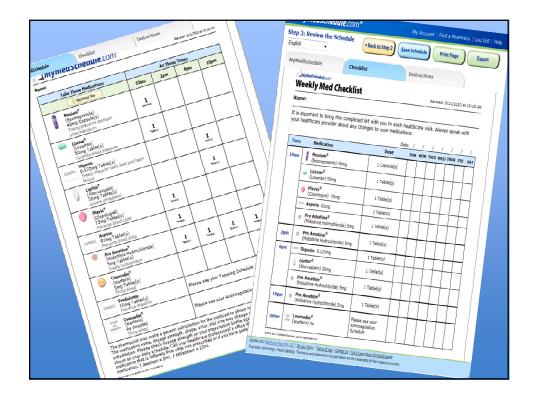
My Daily Schedule				
5/15/2009 5:14:00 PM Revised by: Mich	le Gibert	_		
DOB: 03-01-1933 F MRN: 8473605 Allergies: NKA	17614RC			
Medication	8	4	8	
Allopurinol 300mg Tablet(s)	1			
Levothroid® (Levothyroxine sodium) 25mcg Tablet(s) By mouth	1		3	
Aldactone® (Spironolactone) 50 mg Tablet(s) By mouth	1			
Lasix® (Furosemide) 40mg Tablet(s) By mouth	2	2		
Aspirin 81 mg Tablet(s) By mouth	1			
Prinivil® (Lisinopril) 20mg Tablet(s) By mouth	1			
Digitek® (Digoxin) 0.25mg Tablet(s) By mouth	1/2			
Lopid® (Gemfibrazil) 600mg Tablet(s) By mouth	1		1	
Glucotrol® (Glipizide) 10mg Tablet(s) By mouth	1		1	
Zocor® (Simvastatin) 40mg Tablet(s) By mouth			1	
Coreg® (Carvedilol) 25mg Tablet(s) By mouth	1		1	
Prilosocii				

	town General Hospital atology 5 -5555										
MedchowPeuv** 5/15/2009 5:14:00 PI Revised by: Michele Giber It is important to bring this completed list with you to each healthcare or dental visit.											
It is imp	portant to bring this completed list	with you to each health	ncare or	dent	al visi	t.			_		
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		Dat	te: /	1	1	1	1	1	1		
Time	Medication	Dose	SUN	MON	TUES	WED	THUR	FRI	SAT		
8am	Allopurinol 300mg Treats gout	1 Tablet(s)									
	Levothroid® (Levothyroxine sodium) 25mcg Replaces thyroid hormone	1 Tablet(s)									
	Aldactone® (Spironolactone) 50 mg Water pill	1 Tablet(s)									
	<pre>Lasix® (Furosemide) 40mg Water pill</pre>	2 Tablet(s)									
	Aspirin 81 mg Prevents blood clots	1 Tablet(s)									
	Prinivil® (Lisinopril) 20mg Controls blood pressure	1 Tablet(s)									
	Digitek® (Digoxin) 0.25mg Treats heart failure and irregu heart beat	Va Tablet(s)									
	Lopid®		+	-		-		-	-		









				о:16 АМ	FREE on iPhon & Android
Name:					MyMedSchedule Mobile
Medication	10	2	6	10	mobile
Nexium [®] (Esomeprazole) 40mg Capsule(s)	1				
Cozaar [®] (Losartan) 50mg Tablet(s)	1				and C Listing with
Digoxin 0.125mg Tablet(s)			1		Jane's Schedule
Lipitor [®] (Atorvastatin) 20mg Tablet(s)			1		Hangan Panalan Barri Fansing Mar O (an O (Anan- Cymaelan Array 2 Danad Wasan Capacita)
Plavix [®] (Clopidogrel) 75mg Tablet(s)	1				song there
Aspirin 81mg Tablet(s)	1				- Therese
Pro Amatine [®] (Midodrine Hydrochloride) Smg Tablet(s)	1	1	1	1	
Coumadin [®] (Warfarin) As directed	Please Schedu	see your le	Anticoa	gulation	
Carvedilol 12.5 mg Tablet(s)					

