Discharge Medication Concierge Program: A pilot project in heart failure to reduce readmission rates, improve patient satisfaction, and increase pharmacy business metrics

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Objectives
• For Pharmacists:
  – Describe the setup and outcomes of this discharge concierge program
  – Define goals and importance of the program with respect to patient satisfaction and hospital reimbursement
  – Describe challenges and opportunities in initiating and maintaining the discharge concierge program

• For Technicians:
  – Define the role of technicians in the discharge concierge program
  – Describe the importance of the discharge concierge program in terms of patient satisfaction and financial outcomes

Background
• Health care is changing to performance-based reimbursement instead of fee-for-service
• Need ways to improve the quality, efficiency, and outcomes of care
• Pharmacists can play a role in care coordination at discharge
• The value of a pharmacist’s role in decreasing readmission rates has been underutilized
• Nearly 1 in 5 Medicare patients is readmitted within 30 days of discharge

Methods

<table>
<thead>
<tr>
<th></th>
<th>Prior to Concierge Program</th>
<th>Concierge Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days Supply Filled</td>
<td>15 days</td>
<td>30 days</td>
</tr>
<tr>
<td>Billing</td>
<td>Billed insurance</td>
<td>Billed insurance and collected patient copay at bedside</td>
</tr>
<tr>
<td>Pick-up and Delivery</td>
<td>Nurse picks up prescriptions from outpatient pharmacy</td>
<td>Pharmacy delivers medications to bedside</td>
</tr>
<tr>
<td>Prescription Counselling</td>
<td>Given by RN</td>
<td>Pharmacy actively initiating counseling</td>
</tr>
</tbody>
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Outcomes
• Primary Outcome
  – 30 day readmission rate

• Secondary Outcomes
  – 60 and 90 day readmission rates
  – Outpatient pharmacy prescription volume and revenue
  – Patient satisfaction scores
  – Discharge process time

References
Other Financial Considerations

- Staffing Requirements
  - 1.0 Pharmacist FTE
  - 1.0 Technician FTE (September)
- Reimbursement
  - Increased reimbursement from CMS
- Prescription Revenue
  - Pre-implementation: $14.57 per patient
  - Post-implementation: $26.51 per patient

Results

- Other Financial Considerations

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Questions Related to Discharge Medications

- Explain About Medications
- Discharge Information

Results

- Results

Limitations

- No demographic information was collected
- Patients were not randomized
- The two comparison groups were analyzed during late spring and early fall, potentially leading to differences in readmission rates due to seasonal variation
- Data was not available if the patient was readmitted to an outside hospital in the 90-day period post UCMC discharge
- Patient adherence was not assessed
- There was inconsistency in the average number of prescriptions per patient between the two cohorts

Results

- Results

Conclusion

- Conclusion
Next Steps

- Expand the program to additional units
- Streamline the process to become more efficient
- Collect the data and report

Lessons Learned

- Communication
  - Within the outpatient pharmacy
  - With key stakeholders
- Streamline your outpatient pharmacy workflow processes first
- Ensure the point of sale system supports the operation
- Utilize clinical pharmacists on the floor
- Utilize pharmacy technicians

References

5. Hospital thirty-day all-cause standardized readmission rate (RSRR) following heart failure (HF) hospitalization (READM-30-HF). HHS:004096.