

Improving Medication Adherence Documentation for Specialty Pharmacy Patients

Hayley O'Rourke, PharmD, CSP, Kaitlin Ciaramitaro, PharmD, MHA, CSP, Ryan H. Lackey, PharmD
Dartmouth-Hitchcock Medical Center

Background

- Medication non-adherence is expensive to both patients and the healthcare system, costing billions of dollars yearly in the United States alone.¹
- To improve specialty medication adherence, proper non-adherence documentation (referred to as SmartPhrase) must be completed in the electronic medical record (EMR).
- By improving non-adherence documentation and educating patients on the importance of compliance, we aim to improve patient outcomes and decrease cost burden on the patient and healthcare system.^{2,3}

Objectives

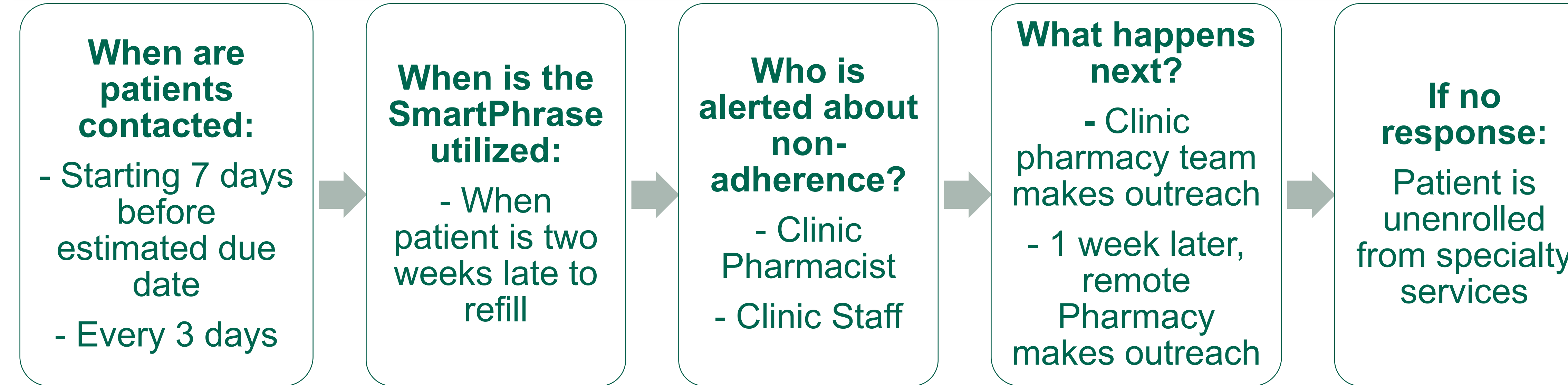
- Primary Outcome:** Improve medication non-adherence documentation by increasing utilization of the specialty non-adherence SmartPhrase within the EMR
- Secondary Outcome:** Show improvement in Medication Possession Ratio (MPR) for specialty pharmacy patients⁴

$$MPR = \frac{\text{Sum of Days Supply in Time Frame}}{\text{Number of Days in Time Frame}} \times 100$$

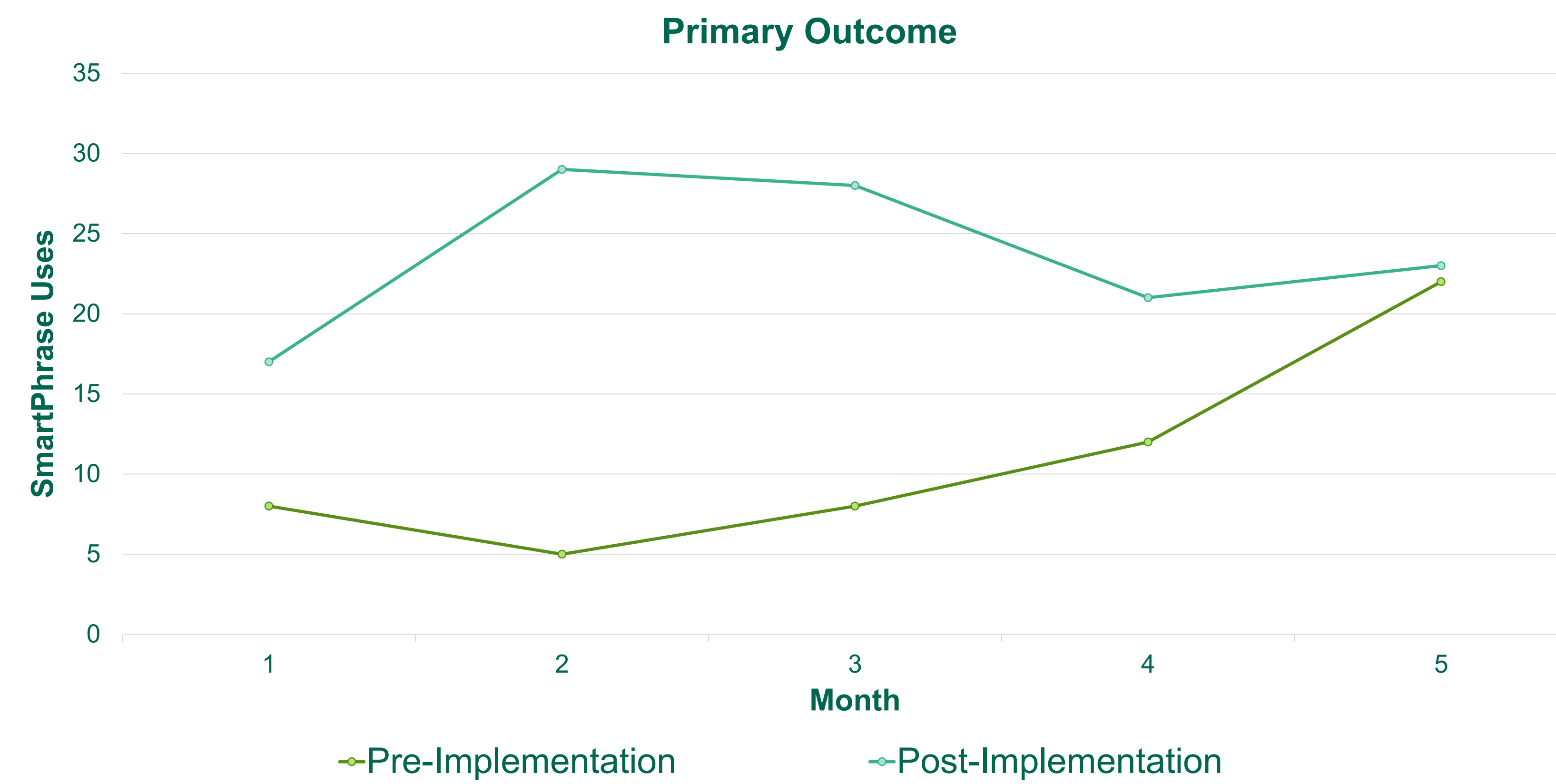
Methods

- Identified lack of adherence documentation in EMR
 - Reviewed patients with low MRP
- Non-adherence SmartPhrase and workflow created
 - Standardized workflow with a goal of increasing utilization
- Surveyed staff for feedback on updated SmartPhrase and workflow
- Completed retrospective review of SmartPhrase usage
 - Only utilized 57 times from 5/1/22 to 9/30/22
- Implemented SmartPhrase workflow on 10/10/22
 - Monitored usage over next 5 months

Workflow



Results



Primary Outcome: Percent increase in utilization of the Specialty Non-Adherence SmartPhrase

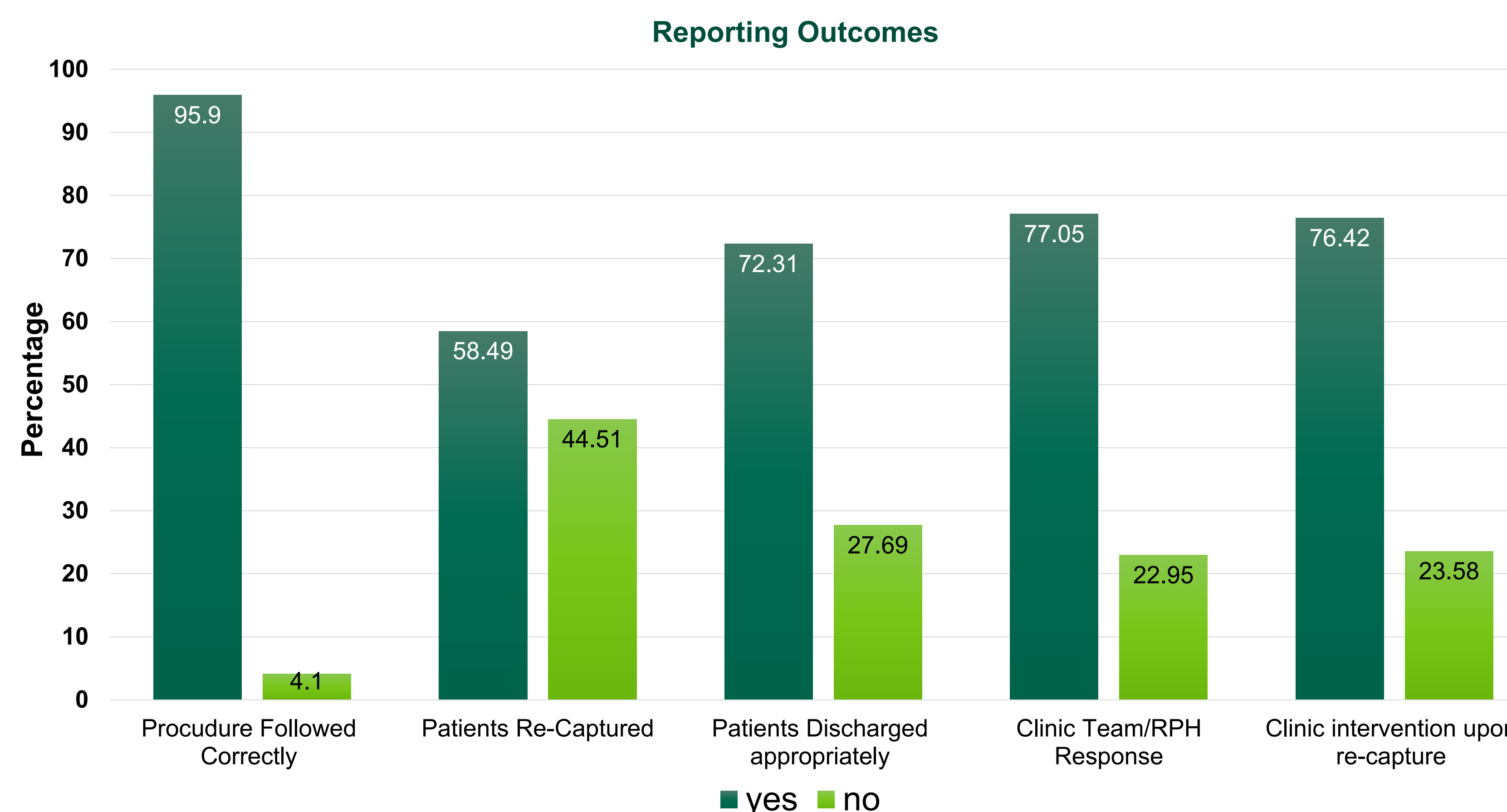
- Utilized 57 times before workflow implementation
- Sample size of 826 patients with MRP <95%
- Utilized 122 times after workflow implementation
- Sample size of 993 patients with an MRP <95%
- 78.12 % increase in workflow utilization

Secondary Outcome: Improvement in the average MPR for specialty pharmacy patients

- Post implementation, the average MPR was 93.15%
- This shows an increase of 0.49% from pre implementation (92.66%)

Reporting Outcomes:

- Collected to track usage of new workflow
- Demonstrated proper usage of workflow and benefit of pharmacy intervention



Discussion

- Impact:**
 - Recaptured 58.49% of specialty pharmacy patients
 - 76.42% were recaptured due to clinic team intervention
- Outcomes:**
 - Notable increase in patient follow-up after standardizing the adherence documentation and workflow
 - Increase in interdepartmental communication regarding patient care
 - Non-adherence SmartPhrase procedure was successful and implemented into departmental policy
 - An MPR increase of 0.49% demonstrates positive impact this standardized practice has on adherence
- Future:**
 - Standardized adherence documentation and workflow will continue to facilitate patient follow-up for improved adherence

Conclusion

Improving adherence leads to favorable outcomes and long-term healthcare savings. Increase in patient follow-up was seen after standardizing the adherence documentation and workflow. The goal MPR of 95% was not reached likely due to the time restraints of the study. However, an MPR increase of 0.49% demonstrates positive impact this standardized practice has on adherence. Standardized adherence documentation and workflow will continue to facilitate patient follow-up for improved adherence.

References

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Disclosure

Authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.