Improving Medication Use for *Project HOME* Residents in an Urban Setting

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**Partners**

*Project HOME* is a non-profit organization in Philadelphia that provides housing, employment opportunities, medical care, and education to those who are homeless or at risk of becoming homeless, including those with a history of serious mental health or substance misuse disorders.

*Jefferson College of Pharmacy* students are dedicated to transforming the health and well-being of the community. By engaging in innovative opportunities, students are well-positioned to deliver patient-centered care.

*APhA-ASP* serves as the collective voice of student pharmacists to provide opportunities for professional growth, to improve patient care, and to envision and advance the future of pharmacy.

**Needs Assessment (Continued):**

**Identified Needs to Improve Medication Use Process:**

- Standardized approach to reviewing medical records and medication regimens
- More collaboration with healthcare team (including providers and community pharmacies)
- More streamlined contact with providers to assist with obtaining medication refill
- Education to Project HOME staff on improving the medication use process, including updating the medical record
- Education and counseling to residents on appropriate chronic conditions and medication use including:
  - Medication administration technique
  - Implementation of adherence strategies
  - Expansion of above services to additional Project HOME sites

**Timeline of Partnership Development:**

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<th>Phase</th>
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| Phase I | Early Oct 2016: Project HOME contacts JCP pharmacy faculty seeking pharmacy help with medications JCP pharmacy faculty sends the request to APhA-ASP’s patient care coordinators to determine feasibility
| Phase II | Early Nov 2016: APhA-ASP and Project HOME discuss setting, patient population, and potential role of pharmacy (via electronic communication)
| Phase III | Early Dec 2016: Dates for initial visit determined On-site needs assessment and orientation to Project HOME residents Development of intervention On-site visit with completion of medication reviews
| Phase IV | Mid Dec 2016: Additional visits to be delivered to Project HOME in Philadelphia, PA
| Phase V | Late Oct 2016: Follow-up visits to be delivered to Project HOME residents

**Stepwise Approach to Intervention Proposed:**

- Pharmacy students to perform MTRs to identify drug therapy problems (DTPs) using the tool and create recommendations for resolution
- Tool and communication letter to be sent to providers and community pharmacists about findings from MTRs
- Pharmacy students to perform MTRs to identify drug therapy problems (DTPs) using the tool and create recommendations for resolution
- Tool and communication letter to be sent to providers and community pharmacists about findings from MTRs
- Follow-up visits to be conducted to allow for continual medication review of prior MTR findings
- Additional visits to be conducted to allow for continual MTRs
- Education to be delivered to project partners on strategies to improve medication use process
- Education and implementation of the tool and communication letter to Project HOME staff on chronic conditions and medication use

**MTR Tool:** allows for easy communication of identified DTPs associated with residents’ medication regimen, patient-specific recommendations, and evidence-based rationales

**Provider and Pharmacist Communication Letter:** allows for collaboration with medical providers and community pharmacists by alerting them of pharmacy student role in providing MTRs

**Needs Assessment (Continued):**

**Current Medication Use Process:**

- One nurse oversees the medication use process at 3 Project HOME residences
- At each site, non-clinical Project HOME staff store residents’ medications in a medication room
- A medical record exists for all residents that includes a face sheet (listing demographics, medical conditions, and medication regimen), medication administration record, and miscellaneous notes (e.g., blood glucose values)
- Residents visit the medication room to receive their daily medications from the staff
- Staff documents administration of medication in the resident’s medical record

**Preliminary Results:**

- Jefferson College of Pharmacy students completed 2 visits at one Project HOME site
- Each visit consisted of 5 pharmacy students and a supervising pharmacist over a total of seven hours
- All pharmacy students were in their 3rd year of the PharmD Program
- MTRs were performed for all residents at this site by pharmacy students
- Most common DTPs identified:
  1. Non-adherence
  2. Unnecessary drug therapy
  3. Improper documentation
- All recommendations provided to overseeing Project HOME nurse and/or staff using the MTR tool
- Completed MTR tool was added to the residents’ medical records

**Conclusion:**

Pharmacy involvement in the medication use process enhances the patient care provided to Project HOME residents

Pharmacy students performing MTRs can be an effective way to identify DTPs

“When effective partnerships are built, pharmacy students can help serve the needs of our community by promoting patient centered care and improving medication use.”

- Ashley Maister & Toni Campanella, Patient Care Coordinators, APhA-ASP

**Next Steps:**

- Completion of Phase II: implement communication letter into intervention to notify providers and community pharmacists of MTR findings and recommendations
- Phase III and Phase IV
- Deliver intervention to other Project HOME sites in Philadelphia, PA
- Obtain IRB approval to formally evaluate DTPs identified and resolved

**Acknowledgements:**

Thank you to our team of student pharmacists, supervising pharmacist, & nurse:

- Roshni S. Patel, PharmD, BCPS
- Sam Baker-Evens, RN
- Cara Allen, PharmD Candidate
- Maria Budney, PharmD Candidate
- Meghan Brown, PharmD Candidate
- Khalid Cous, PharmD Candidate
- Sara Musa, PharmD Candidate

**Disclosures:**

Each of the three authors report no vested interests in or affiliation with an organization whose philosophy could potentially bias our presentation, have a specific commercial service or interest in the therapeutic areas, drugs and/or devices under discussion, or a corporate organization offering financial support or grant monies for this continuing education program.