As an Accountable Care Organization (ACO) it is important to provide

**Goal:**
- Meta-analysis showed medication related information is missing from

**Inadequate medication instructions at the time of discharge:**
- Four medications have been implicated for accounting for 7 out of 10
- An estimated 88.3% of emergency hospital admissions are due to

**Problem / Issue:**
- Patients are at risk for adverse events and readmissions due to outpatient
- Medication non-adherence:
  - It has been well documented in the literature that readmission rates and adverse events are high in patients that are noncompliant with their medications.
  - Medication non-adherence has been identified as a major cause of treatment failures, resulting in a cost of $150 billion in the U.S. annually.\(^1\)
  - An estimated 88.3% of emergency hospital admissions are due to adverse drug events.\(^2\)
  - Four medications have been implicated for accounting for 7 out of 10 emergency hospital admissions for unintentional drug overdoses: warfarin, insulin, antiplatelets, oral hypoglycemic drugs.\(^3\)

**Overview and Impact of Implementation of a Pharmacy Concierge Service**

**Overview and Impact of Implementation of a Pharmacy Concierge Service**

**Changes Implemented:**
- Utilizing one of our three outpatient pharmacies that is conveniently located within the lobby of the hospital, a pharmacy concierge service was developed to streamline patient obtainment of medications as part of the hospital discharge TOC process.

**The process:**
- Patient requests discharge prescription service through GetWellNetwork Prompt M-F at 9am, 12pm, and 3:30 pm.
- An alert is sent to the Apothecary printer and email.
- Pharmacy technician visits the patient’s room to confirm request, gather insurance information, and answers any questions.
- The physician writes the prescriptions when patient is ready for discharge.
- Pharmacy technician puts completed yellow “PHARMACY PRESCRIPTION REQUEST” form in the patient’s chart. Clerk/Nurse asks Pharmacy Tech which chart the form was put in and give an extended time of discharge. (See attached form)
- Clerk/Nurse calls to alert the pharmacy tech at that prescriptions are ready for pick up and give any special instructions.
- Pharmacy technician picks up prescriptions for pharmacists to fill. Prescriptions are filled and are ready for patient to pick up at time of discharge.
- Transportation takes the patient to the Apothecary to pick up prescriptions.

**Concierge Service Transition of Care Process**

**Advertised of the Service:**
- Inpatients are notified of the availability of the concierge service through a program that is prompted via the patients’ television. Patients can initiate enrollment into the program by clicking on an option button on the television screen, which sends an alert to the outpatient pharmacy and prompts a visit from a pharmacy team member to the patient’s room to pick up discharge medication prescriptions.

**Prescription Review and Problem Resolution:**
- The pharmacy team works with the medical team to resolve any issues, including insurance coverage, prior authorization requirements, order clarification or any concerns involving drug-drug interactions. If there is lack of insurance coverage, the pharmacy team works closely with the social work department and medical team to determine a course of action to obtain discharge medications for the patient. Upon discharge, the patient, family member or patient’s caregiver may easily pick up the prepared prescriptions from the outpatient pharmacy, resulting in a significantly reduced wait time for the patient at the time of discharge.

**Results:**
- Since inception the number of patients enrolled and the number of prescriptions filled has grown steadily.
- At the time of our program initiation in 2010 the average monthly volume was only 10 patients; 32 prescriptions were dispensed and a total of $2,650 was generated in revenue.
- As of February 2014, the average number of patients utilizing this service monthly was 191, with a volume of 620 prescriptions filled resulting in total revenue of $32,788.

**Volume Realized Since Program Inception:**

| Total number of patients that answered “Yes” to option for concierge service on their TV screen | 1,712 |
| Total number of patients that answered “Yes” and proceeded to prescription process | 4,666 |
| Total Prescriptions filled | 11,910 |

**Lesson Learned:**
- Increase in patient satisfaction as evidenced by positive Press Ganey survey results.
- Patients are more compliant when their prescriptions are filled upon discharge
- Patients feel their level of care was more personalized
- Prescriptions are ready to be picked up at time of discharge, resulting in reduced wait time for patients at the time of discharge
- Increase in prescription volume
- Increase in revenue

**What Worked Well:**
- Having a pharmacy technician dedicated to this program that works directly with the nursing and medical staff has led to increased communication and cooperation between departments and more efficient care coordination for patients enrolled in our program.
- Obtaining the prescription prior to the time of discharge allowed more time for resolution of medication problems and insurance issues.
- The pharmacy concierge service encourages patient engagement throughout the process and keeps patients informed as to the status of their discharge process.
- Our pharmacy concierge service model is adaptable at other institutions to improve the transitions of care process.
- This process required minimal initial expense to realize maximum benefits in the areas of improved patient care, patient safety, medication compliance, patient satisfaction and increased revenue.

**References:**