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Medication Reconciliation Networking Session

Julie Williams, Pharm.D., BCPS
Clinical Specialist, Internal Medicine



Clarian Health Partners

Objectives

- Review key elements of a successful business plan for additional pharmacy medication reconciliation resources
- Provide helpful tips for preparing the business plan
- Discuss alternatives to pharmacists in a medication reconciliation program
- Recognize pearls and pitfalls with external data sources

Key Elements of Business Plan

- Executive Summary
 - High level overview
 - Contribution of pharmacists in process
 - Benefits to organization
- Regulatory & Patient Safety Impact
- Proposed Process
- FTE Requirements
- ROI

Key Elements of Business Plan

- Closing Summary
 - Improved medication safety through decreased medication errors
 - Compliance with National Patient Safety Goal
 - Need the right person doing the job

Tips for Business Plan

- Know Your Numbers
 - Published literature & your organization
 - Accuracy of medication histories
 - Time to complete medication history AND reconciliation
 - Patient volume
- Make it personal with examples from your institution
- Clinical vs. Clerical
- Highlight benefits to others in system
 - Reduced redundancies
 - Patient, physician, nurse satisfaction

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Congratulations
Your FTEs are approved!!

NOW WHAT??

Distributing Resources

- Prioritize & Plan
- Match resources to patient volume & entry points
 - ED
 - Surgery
 - Other: direct admit, transfers, procedural areas
- What resources are readily available?

Dedicated Pharmacy Staff

- Pharmacy Technicians/Interns
- Pharmacists
- Nurses
- P4 Students on Rotation

ALL report to Pharmacy

Lessons Learned

- Maintain pharmacy oversight & involvement
- Interim Plan is still in effect
- Build in flexibility in FTEs
- Clear communication for each discipline's roles and responsibilities
- Do what works at a facility level

External Data Sources

- RX claims data from PBMs
- Potential advantages
 - Additional information source
 - Available when pharmacies are closed
 - Increased efficiency
- Shortcomings
 - Patients not captured (VA, Medicare, Medicaid, self-pay)
 - Medications not captured (OTCs, samples, patient assistance programs, cash RXs)
 - Cannot replace patient interview

Tips for Evaluating Usefulness of External Data Sources

- Temper excitement about the program with “reality checks”
- Educate staff on caveats
- Know thy patients
- Run a short pilot to test utility in your patients
- Where does data fit in your workflow?

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