

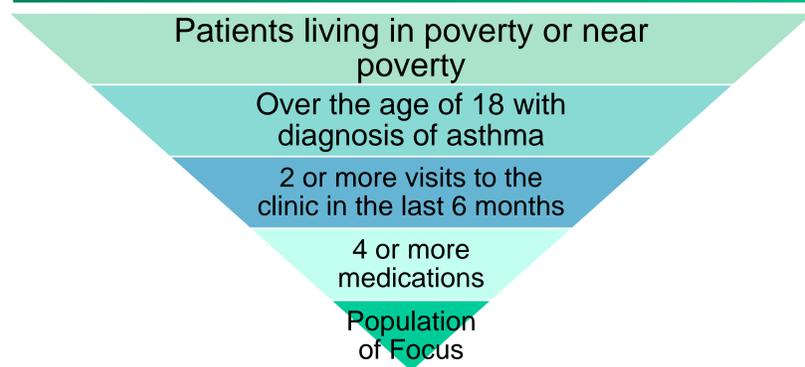
Health Literacy and Clinical Pharmacy Services: A Seamless System of Care for Asthma Patients in a Safety Net Clinic

Share Our Selves Free Medical Clinic

Aim

To improve health literacy, patient safety and health outcomes by integrating Clinical Pharmacy Services into a comprehensive and seamless system of care for high risk asthma patients.

Target Population



Project Description

- **Literature and care reviewed and modified** for appropriateness of language, low literacy, low health literacy and those living in poverty and/or homeless
- **Evidence based clinical pharmacy services** were integrated into the management and care of these patients.
- **Improved health literacy** was targeted during the MTM visit
 - Lifestyle modification
 - Medication review
 - Compliance assessment
 - Allergen/trigger screen
 - Training on proper use of asthma related devices (peak flow meters and inhalers)
- **Immunizations** evaluated every visit until current.
- **Supportive services** as needed including:
 - Counseling
 - Smoking cessation
 - Food
 - Financial assistance
 - Public health nurse



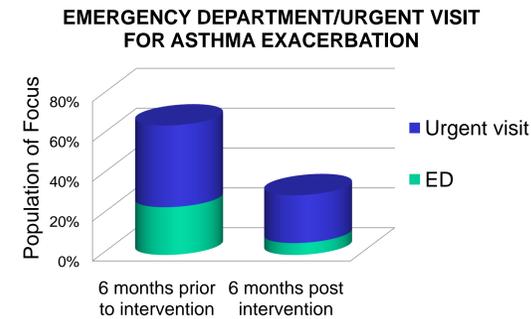
Clinical Pharmacy Services



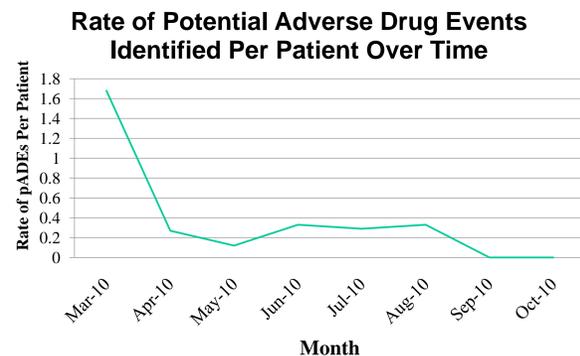
1. Medication Access Services
2. Patient Counseling
3. Preventive Care Programs
4. Drug Information Services
5. Medication Reconciliation Service
6. Provider Education
7. Retrospective Drug Utilization Review
8. Medication Therapy Management (MTM)
9. Disease State Management

Outcomes

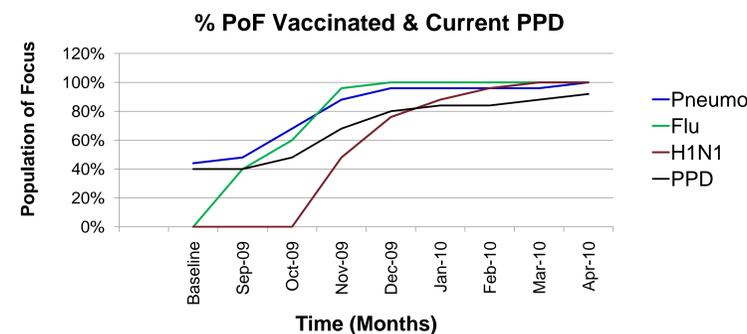
Outcome 1 – 75% decrease in asthma ED visits and 43% decrease in asthma urgent care visits during the first 6 months of project implementation.



Outcome 2 – Rate of potential adverse drug events detected per patient fell from 1.68 in March 2010 to 0 in September 2010.



Outcome 3 – Patients were educated regarding the importance of preventive measures with the result that within 4 months 96% of the population of focus were current for Flu vaccine, 96% were current for H1N1 vaccine, and 100% were current for Pneumovax.



Outcome 4 – All patients were screened for access to medication, provided medication review reconciliation, inhaler training, peak flow meter training, allergen/trigger management, chart review, and when appropriate, referred to supportive services, public health nurse and pulmonary function tests.

Strategic Challenges



- Patients at Share Our Selves Medical Clinic have limited financial resources and/or no other medical care, making them fragile financially, socially, and medically.
- Language, literacy, and health literacy are barriers to becoming a healthy asthma patient.
- Lack of coordinated care across various health care stakeholders can compromise the safety of high risk patients.

Implications

1. Improving health literacy is key to sustaining and improving self management, health outcomes, and patient safety in our high risk asthma patients.
2. Building on the success and lessons learned the clinic is expanding clinical pharmacy services to all asthma patients.
3. Improved data collection and documentation systems are critical to evaluate and continuously improve our efforts to establish the highest quality patient centered care.

Collaborative

Project Team

- Patrick Chen MD
- Mary Ann Huntsman PharmD
- Karen McGlenn Executive Director
- Rocio Ortega CPhT
- Margarita Pereyda MD
- Carlos Robles PharmD
- Marcela Rodriguez Medical Assistant



Partners

- Hoag Hospital, Medical Services Initiative Program, Orange County, Pro Pharma Pharmacy consultants, USC School of Pharmacy, UCI Nursing Department

- **Patient Safety and Clinical Pharmacy Services Collaborative** PSC is sponsored by the Health Resources and Services Administration (HRSA), as a breakthrough effort to improve the quality of health care across America by integrating evidence-based clinical pharmacy services into the care and management of high-risk, high-cost, complex patients.

SOS Clinic



• **Our mission:** *We are servants who provide free care and assistance to those in need and act as advocates for systemic change.*

- SOS is a multiservice organization with 4 core services: medical clinic, dental clinic, social services, and comprehensive care. Dedicated volunteers and core staff enable SOS to run smoothly and are Orange County's "front line" in the local battle fighting poverty and its associated problems.