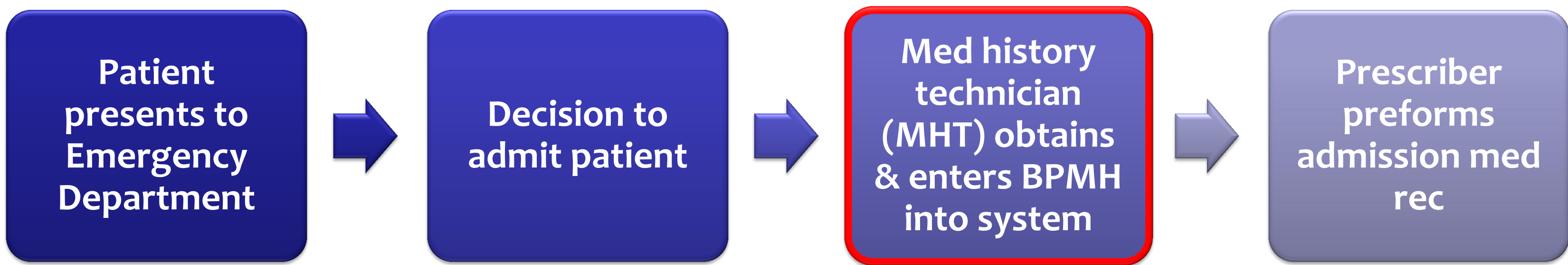


Prescriber satisfaction with medication history technicians within a transitions of care program

Andrew A. Aziz, Pharm.D., Hinal U. Patel, Pharm.D., BCPS, Rani P. Madduri, Pharm.D., BCPS, AAHIVP,
Thom K. Nguyen, Pharm.D., BCPS, Ashmi A. Philips, Pharm.D., AAHIVP
Hunterdon Medical Center, Flemington, New Jersey
Department of Pharmaceutical Services

INTRODUCTION

- Medication errors can result from miscommunication of a patient's medical history at transitions of care points.
- The Joint Commission has issued a National Patient Safety goal requiring reconciliation of medications across the continuum of care to identify and resolve discrepancies.
- The best possible medication history (BPMH) requires a thorough review of multiple sources and serves as the cornerstone for proper medication reconciliation, both at hospital admission and discharge.
- Obtaining an accurate BPMH is a often a cumbersome process that can delay the admission process and subsequently, patient care.
- Our institution has implemented a program utilizing trained pharmacy technicians to obtain medication histories for patients admitted through the emergency department (ED).



- The purpose of this study is to evaluate prescriber satisfaction with a pharmacy technician-driven medication history program.

METHODS

DATA RESOURCE

- Prescriber satisfaction survey, composed of both dichotomous and Likert-type questions
- The survey was physically and electronically distributed.

PRIMARY OUTCOME

- Overall prescriber satisfaction with the quality of the MHT program

SECONDARY OUTCOMES

- Prescriber understanding of MHT services and activities

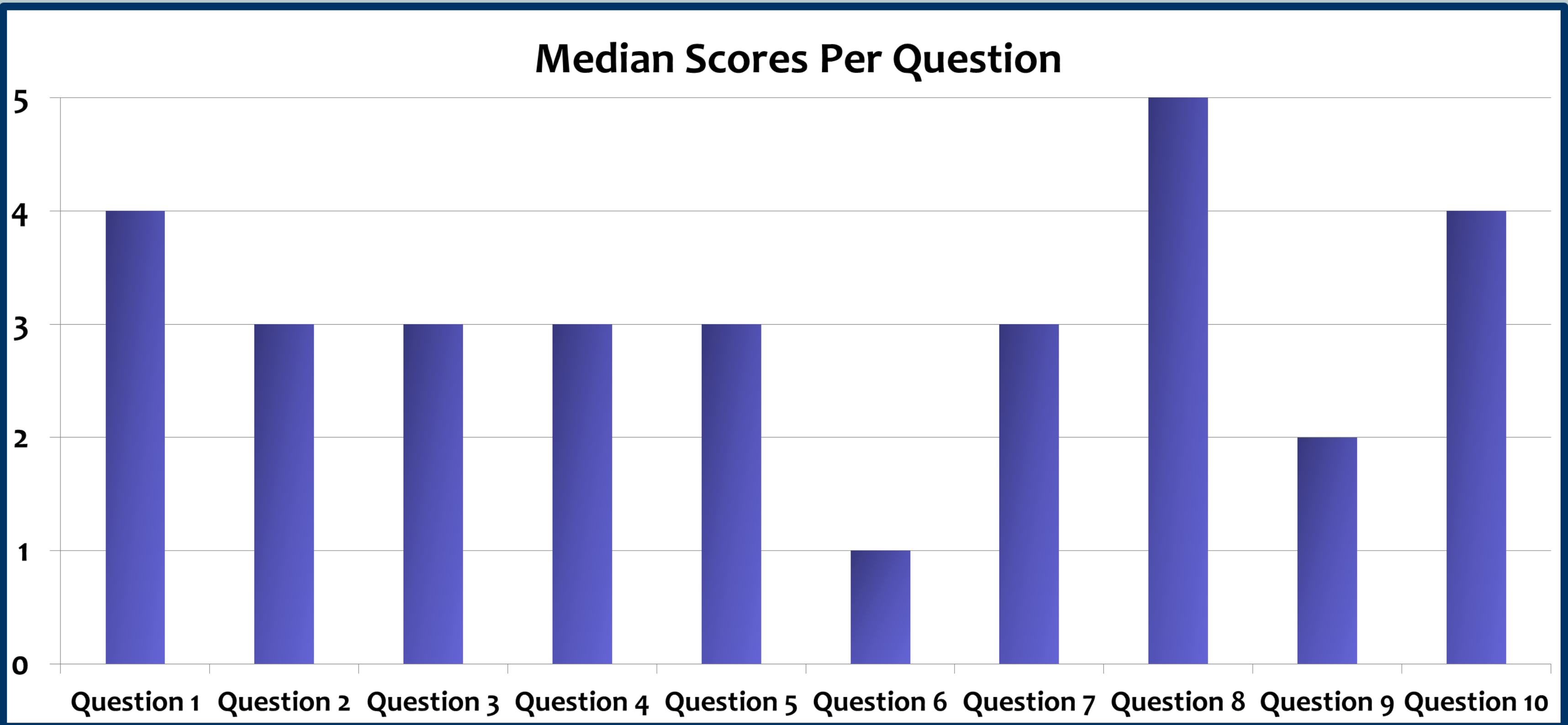
INCLUSION CRITERIA	EXCLUSION CRITERIA
➤ Prescribers who use the electronic admission medication reconciliation process	➤ Prescribers who do not use the electronic admission medication reconciliation process
➤ Hospitalist, family practice, and pulmonary/critical care services	➤ Behavioral health, all surgical and same-day services, maternity, and all purely consultative services

RESULTS

PREScriBER SERVICE DEMOGRAPHICS	NUMBER OF RESPONDENTS (n=30)
Pulmonary	5 (17%)
Hospitalist	5 (17%)
Cardiology	6 (20%)
Family Medicine	14 (46%)

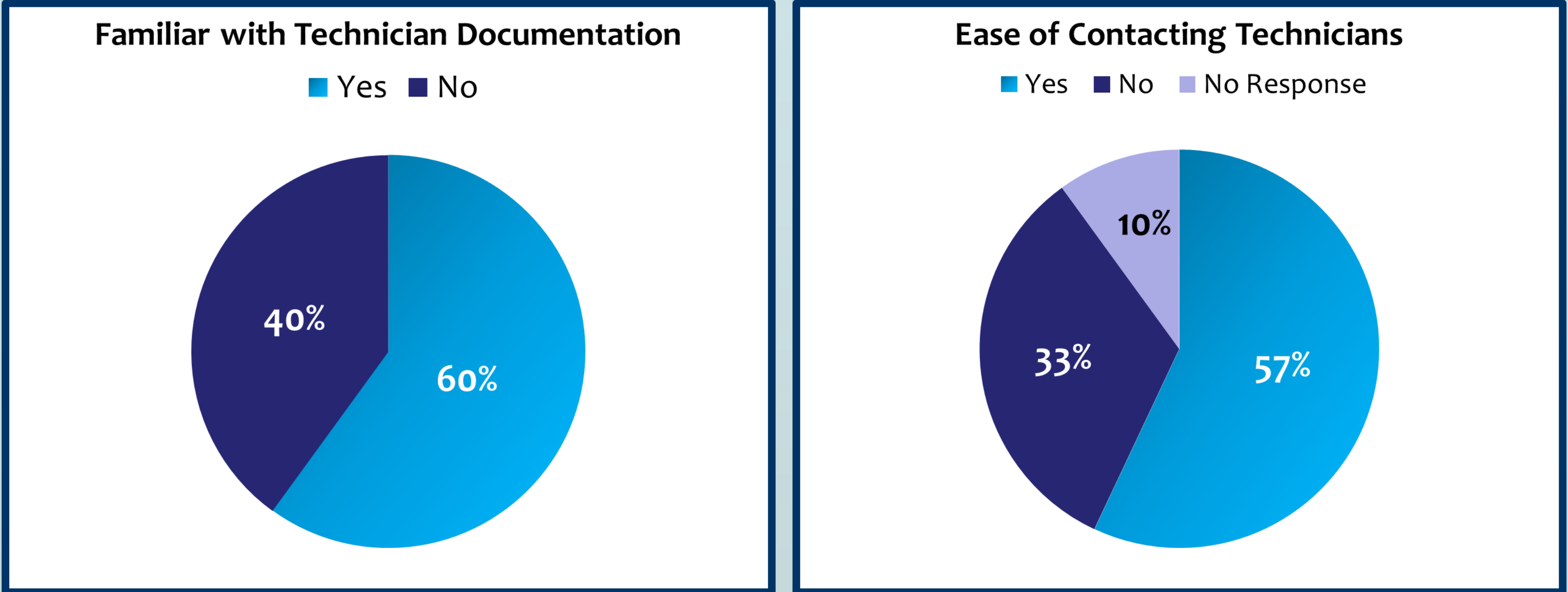
Distributed Survey

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
	1	2	3	4	5
Question					
Answer					
1) I am familiar with the medication history technician's responsibilities and role as it pertains to admitting patients from the emergency department.	1	2	3	4	5
2) I am familiar with the medication history technician's schedule and workflow.	1	2	3	4	5
3) I often look to see when a patient last took a dose of their home medication before placing an order for continuation of said medication.	1	2	3	4	5
4) I often find errors with a patient's home medication list when it has been obtained by a medication history technician.	1	2	3	4	5
5) When I am admitting patients from the emergency department, I frequently contact and interact with the medication history technician.	1	2	3	4	5
6) During the hours the medication history technician is staffing, I prefer to collect and enter the home medication history myself.	1	2	3	4	5
7) I do not find it difficult to obtain an accurate home medication history.	1	2	3	4	5
8) The medication history technicians save me a significant amount of time and effort.	1	2	3	4	5
9) The time it takes for the medication history technician to document the medication history negatively impacts my workflow.	1	2	3	4	5
10) I am confident that the home medication list acquired by the medication history technician is at least as accurate as that which I can acquire.	1	2	3	4	5
I am familiar with the note the medication history technician enters into QCPR® to communicate specific comments, adherence, discrepancies, issues in obtaining history, etc.	Yes	No			
I find it easy to get in contact with the medication history technician.	Yes	No			
Overall, I am satisfied with the quality of the medication history technicians.	1	2	3	4	5



PRIMARY OUTCOME	MEDIAN
Overall satisfaction with MHTs	4.5

RESULTS (cont.)



DISCUSSION

- Overall, prescribers were satisfied with the MHT program.
 - Felt MHTs were both reliable and efficient for the admission process, and preferred to utilize them in obtaining a BPMH.
 - Found that the use of MHTs saved a significant amount of time and effort in executing a perceived cumbersome process.
- Survey responses identified opportunities for improvement.
 - Many prescribers stated they were unfamiliar with the MHT's schedule, and over half of them thought the process of contacting technicians was difficult.
 - Although medication histories collected by the technicians were utilized, prescribers were not aware of some of the additional information documented (e.g. electronic medication history note).
- Next Steps
 - Re-educate prescribers about the services, contact information, and schedule of MHTs.
 - Expand service hours and program to allow for more comprehensive coverage of the ED.
 - Re-evaluate prescriber satisfaction after changes are implemented.

CONCLUSION

- Overall, the prescribers surveyed were highly satisfied with the medication history technician program.

DISCLOSURE

Authors of this presentation have the following 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: Andrew A. Aziz, Hinal U. Patel, Ashmi A. Philips, Rani P. Madduri, Thom K. Nguyen: Nothing to disclose.