

Patient Perspectives on Team Visits with Nurse Practitioner and Pharmacist

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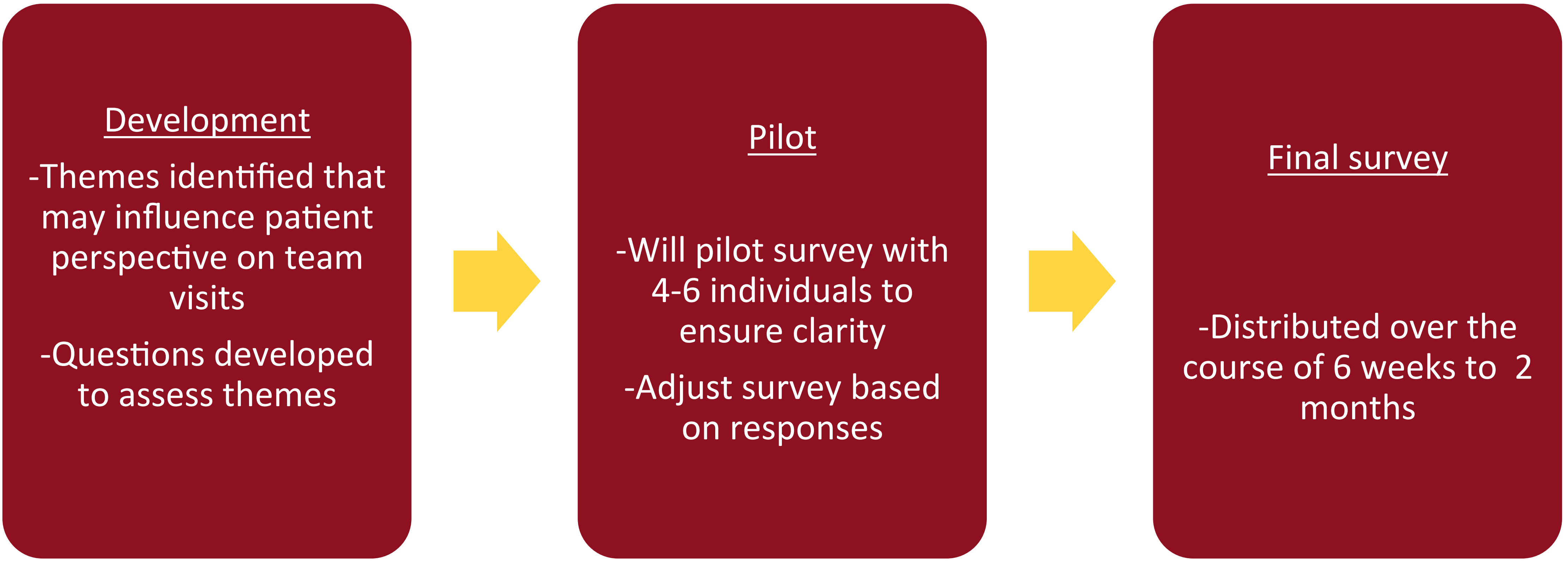
Background

- Impending shortage of primary care physicians is expected to inhibit ability of millions of Americans to receive care
- The call for solutions to this shortage includes advanced practice registered nurses (APRN) and pharmacists
- Nurse practitioners make up a large proportion of primary care providers (in 2009 they comprised 27% of the primary care provider workforce)
- Team-based models of care produce beneficial outcomes, but teams studied are generally physician-led

Aims for Overall Study

1. Describe factors—from the patient, provider, and organizational leadership perspectives—that will affect the APRN-pharmacist team’s care delivery practice
2. Through the application of ‘Plan-Do-Study-Act’ cycles, optimize the APRN-pharmacist team’s care delivery practice to produce an optimal model
3. Quantify metrics including description of patients, interventions, process measures, billing and reimbursement, and referral patterns for visits performed by members of the APRN-pharmacist team

Approach for Aim 1: Patient Perspective



Themes	Question relating to theme (evaluated with likert scale and additional free response)
Teamwork	I felt the nurse practitioner and pharmacist worked together to make a clear plan for my care.
Clarity of visit	Having the nurse practitioner and the pharmacist (two different providers) in the room during my visit helped me better understand my health and possible ways to meet my health goals.
Comfort of patient	It was comfortable to share my personal story with two providers in the room (both the nurse practitioner and pharmacist) at the same time during my visit
Confidence in follow through	In comparison with visits at other clinics, I felt more prepared to follow the plan for my health after my visit at the Nurse Practitioners Clinic.
Engagement in visit	Because both the pharmacist and nurse practitioner were in the room during my visit, I felt like I was an important part of the discussion.
Effective use of time	My time at the nurse practitioner’s clinic was well spent.

Study Setting



- M Health Nurse Practitioners Clinic is a nurse-managed clinic in which care is delivered by APRNs
- Clinic opened April 2015 and is funded primarily through School of Nursing; College of Pharmacy supports pharmacist
- Clinic is staffed by 2 APRNs, and a pharmacist provides comprehensive medication management 3 days/week
- Clinic is located in downtown Minneapolis in a building that houses patients who are previously homeless and in an area with many professionals

References

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