

Practice Spotlight: Holland Hospital Primary Care, Holland Michigan

Comprehensive Medication Management

Brief overview:

Holland Hospital Primary Care (HHPC) is a multi-practice system located in Southwest Michigan that is offering patients comprehensive medication management (CMM) through an embedded Pharmacist. The Pharmacist and HHPC have signed a Collaborative Practice Agreement and HHPC has granted the Pharmacist access to their electronic health record (EHR). The Pharmacist and Care Coordinators work closely together to identify patients that would benefit the most from CMM. The current focus has been on patients with a complex medication list or that have been recently discharged from an acute care setting. In addition to the Pharmacist having access to the EHR she also documents in a platform called Outcomes, which completes the requirements for incentive programs other than CPC+.

Patient's perspective:

In the beginning, there was some confusion on the patient's behalf as to why they were being asked to meet with the PharmD. In response, we created a script for our staff that helped to explain those reasons. Our script has become that the PharmD will review the medication list for opportunities to optimize the meds by combining or eliminating them as well as suggesting changes that may reduce medication cost. The PharmD also reviews immunization opportunities with the patients. Currently, our patients have voiced that they really appreciate their interactions with the PharmD. They appreciate that she takes the time to make sure they understand what each medication is for, how to best take it (in the PM, with food, etc) and takes the time when necessary to coordinate with other providers (like Cardiology) to make sure the patient is taking the optimal combination. Typically, we try to target patients a couple of weeks prior to an upcoming appointment so that the list is up-to-date for the visit and any immunizations can be given at the visit

Provider's perspective:

At first, our providers were concerned that the PharmD would make suggestions to the patient or to the providers that were unrealistic, as some providers had experienced this in the past. Currently the providers have been very pleased with the recommendations and the expertise offered by the PharmD. Especially because they take the time to seek out consult notes from other providers and will review lab results to suggest ideal doses. Now the providers are frequently seeking the recommendation of the PharmD for patients that may not be on the targeted list. One of the things the PharmD has been most helpful with is recent medication recalls and medication shortages, the providers really rely on the PharmD to suggest alternative or combination meds.

In summary, Holland Hospital Primary Care has found that the Pharmacist and the process of comprehensive medication management to be a very beneficial addition to their team.

Now that you have heard how Holland Hospital Primary Care had incorporated CMM into their process, please share how you feel that comprehensive medication management has benefitted your practice and your patients.