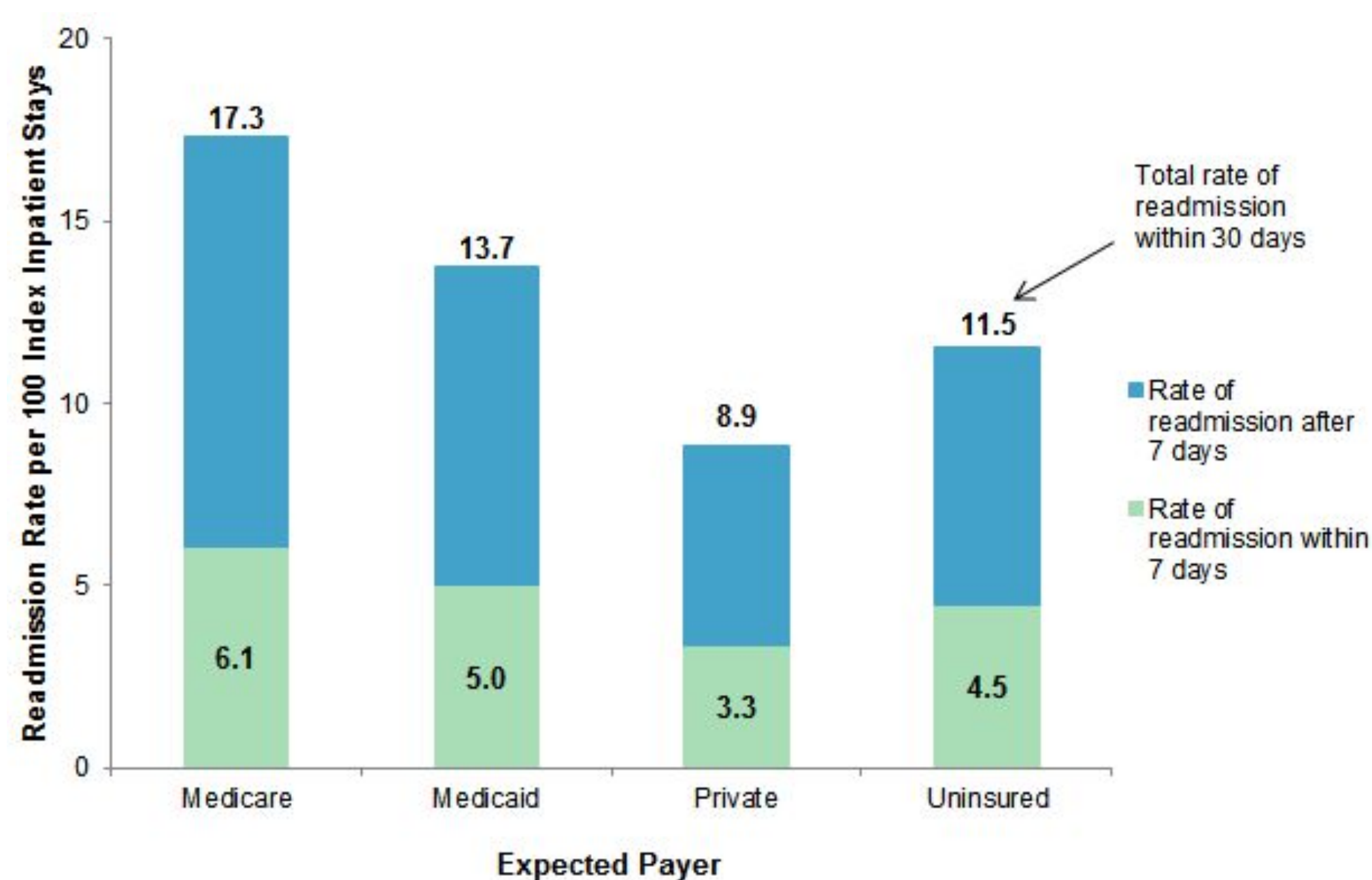


Pharmacists Delivering Home Health Transition of Care Services: A Consumer Perspective

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Introduction

- Transitions of care (TOC) services are limited due to restraints on staffing and budget^{1,2}
- With advancing technology and intricacy of medicine, modern day concerns have increased
- Continuum of care services shed light on discrepancies that may affect patients' risk of readmission after discharge^{2,3}
- Rate of readmission within 7 days (Figure 1) shows importance of obtaining services in a timely manner
- Medication errors^{4,5}
 - Decentralized and fragmented nature of the health care delivery system
 - Limited focus on prevention of medical errors in processes
 - The medical liability system (*To Err is Human*)²
- A TOC pharmacy service was developed in collaboration with hospitals within the San Gabriel Valley and the APNI (Alpha Plus Network Inc.)
- Patients overall perceptions about pharmacist-provided home visit TOC are unknown



Objectives

- Evaluate the satisfaction of customers receiving home health services following hospital discharge between November 2018 and July 2019
- Evaluate perceptions of patients receiving post-discharge pharmacist-provided home health services
- Discuss limitations of using mailed questionnaires in the home healthcare setting

Methodology

- A single-center, 9-month quality improvement in the San Gabriel Valley area in Southern California⁵
- A transition of care service was provided to patients discharged from hospitals in the San Gabriel Valley who were identified as high risk by a third party
- Transition of care service was a home visit provided by pharmacists and included medication reconciliation and patient interviewing performed by licensed pharmacists
- Patients receiving transitions of care services were recently admitted to the hospital, considered high readmission risk by a third party, and discharged to their homes
- Within 6 months following completion of the home visit, the patient was mailed a five-question satisfaction survey
- A quality satisfaction survey was provided for patients to determine benefits of their services

Question	Text
1	How would you rate the level of knowledge and care you received from your pharmacist?
2	How would you rate the ease of arranging an appointment with us?
3	How would you rate your overall experience during your visit?
4	How likely are you to use our services again?
5	How likely are you to recommend our services to others?

Table 1. Questionnaire sheet sent to patient's homes

Results

Survey Responses Percentages

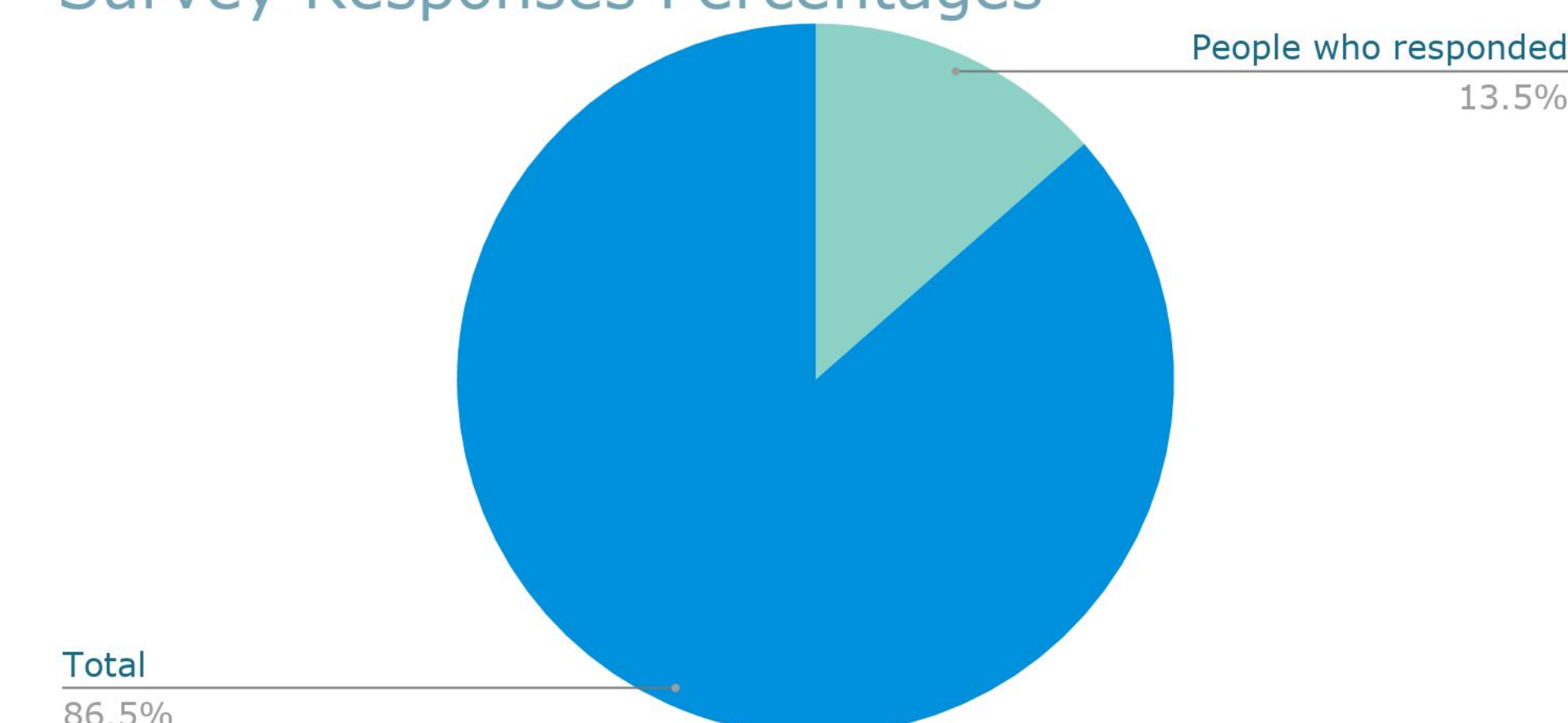


Figure 2. Survey Response Percentages until Feb 2020. Total Patients sent surveys is 356.

Results

Level of Knowledge Received by Patient

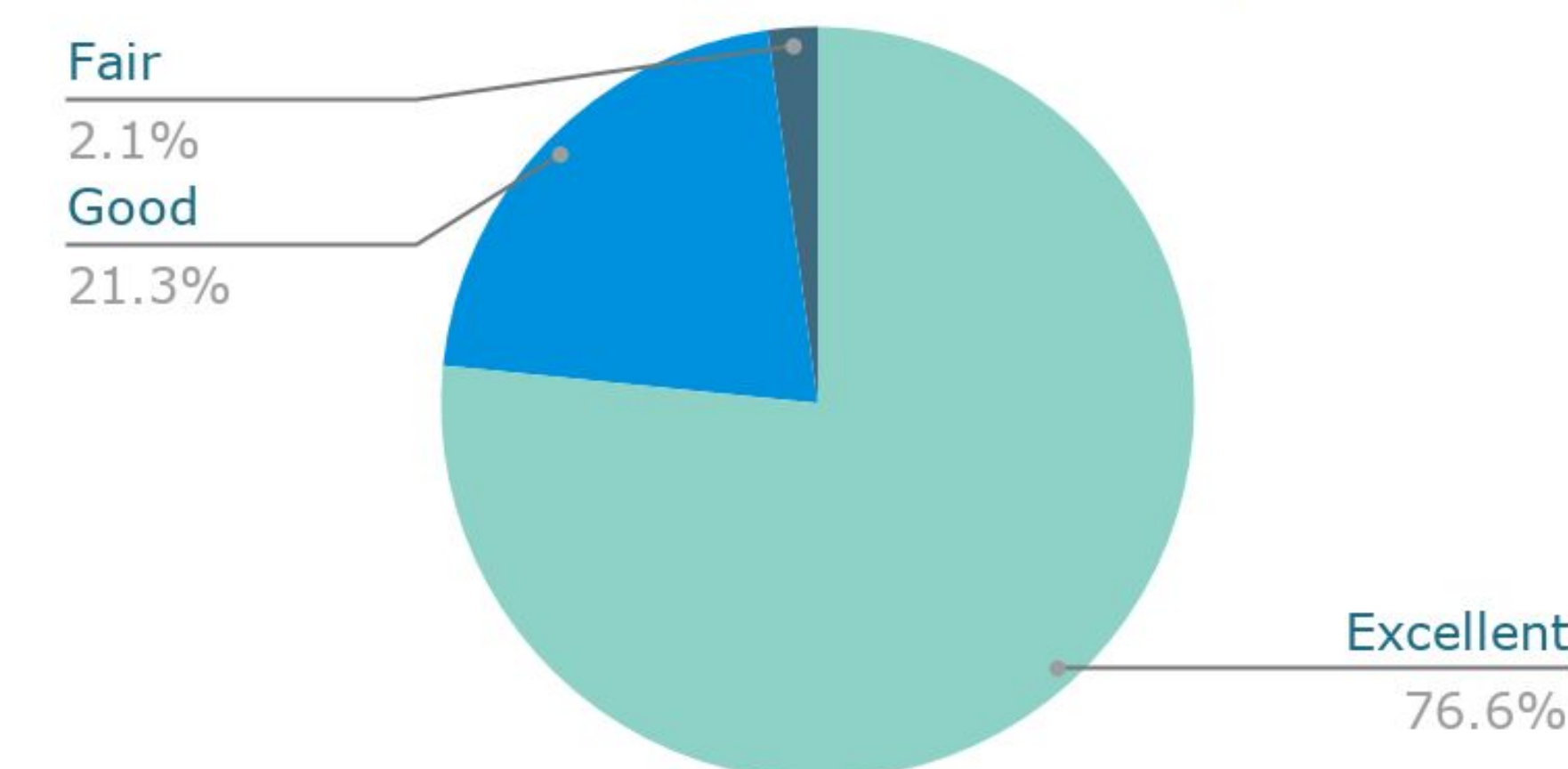


Figure 3. Level of Knowledge Received by Patient

Likelihood of Recommending Service to Others

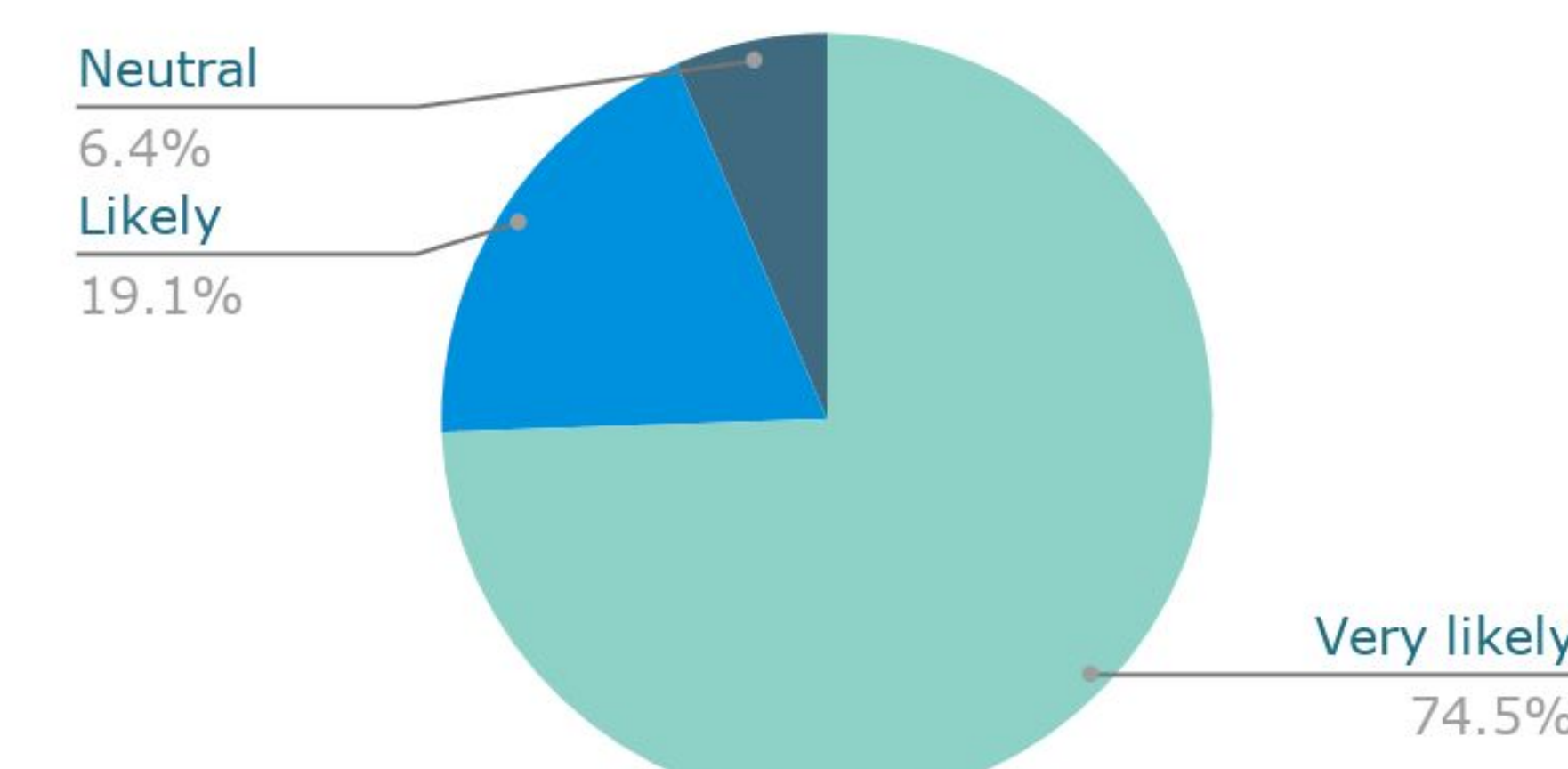


Figure 5. Likelihood of Recommending Service to Others

Overall Experience

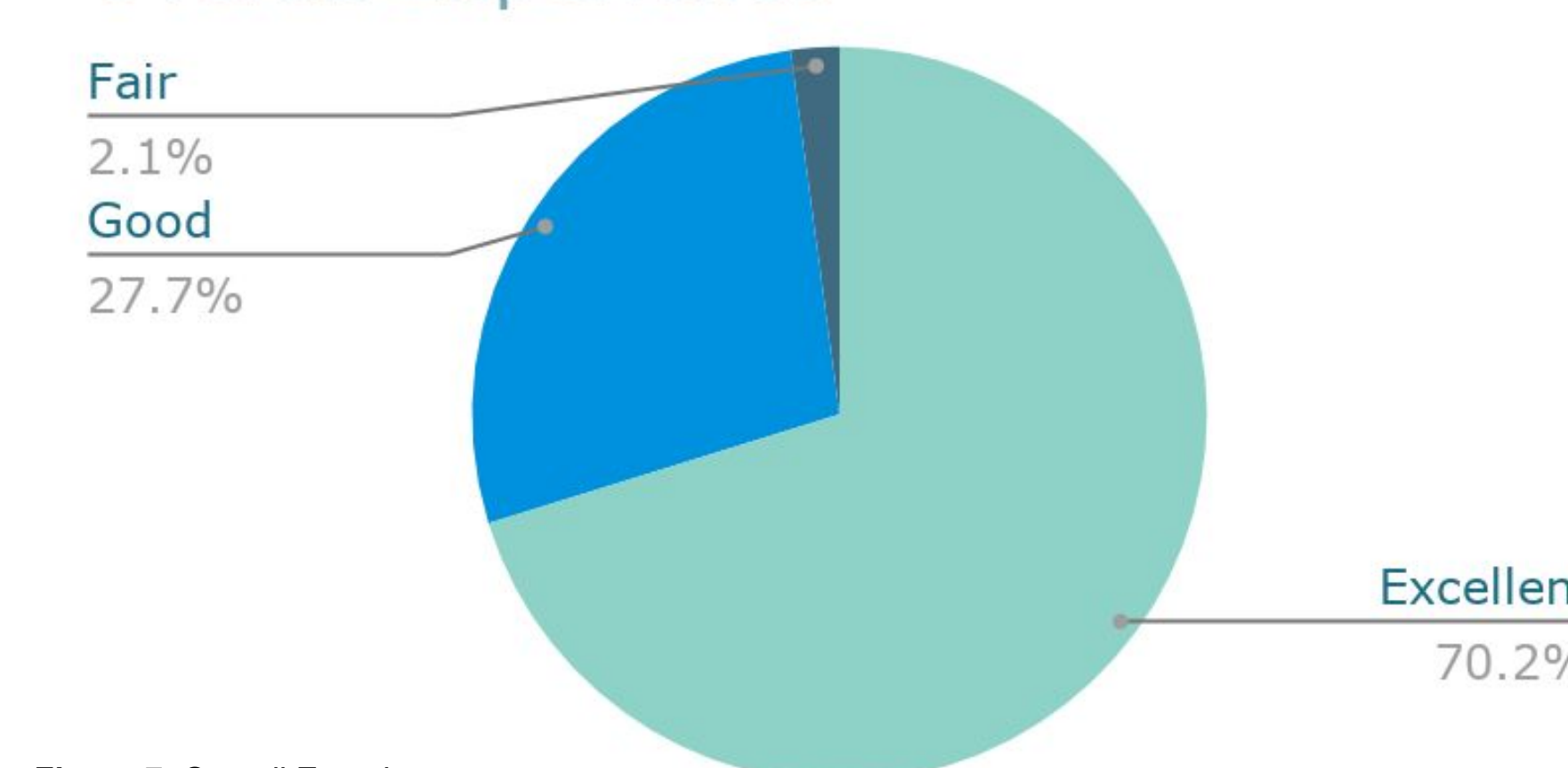


Figure 7. Overall Experience

Discussion

- Seventy-five percent (n=36) of participants rated the level of knowledge and care received from their pharmacist as excellent
- Respectively, 72% (n=35) indicated they would enroll or participate in transitional clinical services again as well as recommend these services to others.
- In addition, 68% (n=33) of patients found ease in the appointment process, contributing to an overall better healthcare experience.
- Patient written free responses exhibited satisfaction with health care provider services in the home healthcare environment.
- Limitations:
 - Timing of the survey
 - Participant literacy levels
 - Lack of electronic, text, and phone options

Ease of Appointment Scheduling

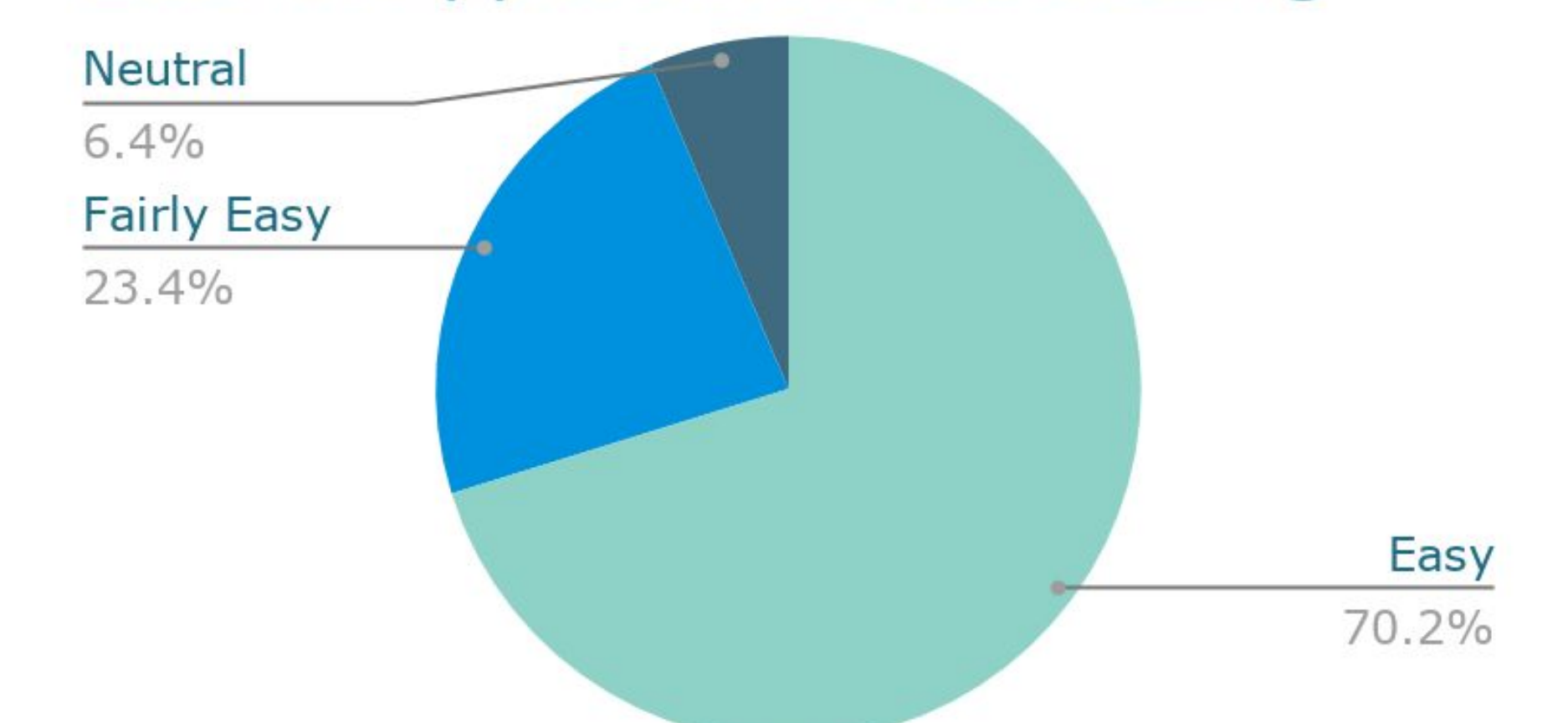


Figure 4. Ease of Appointment Scheduling

Likelihood of Using Service Again

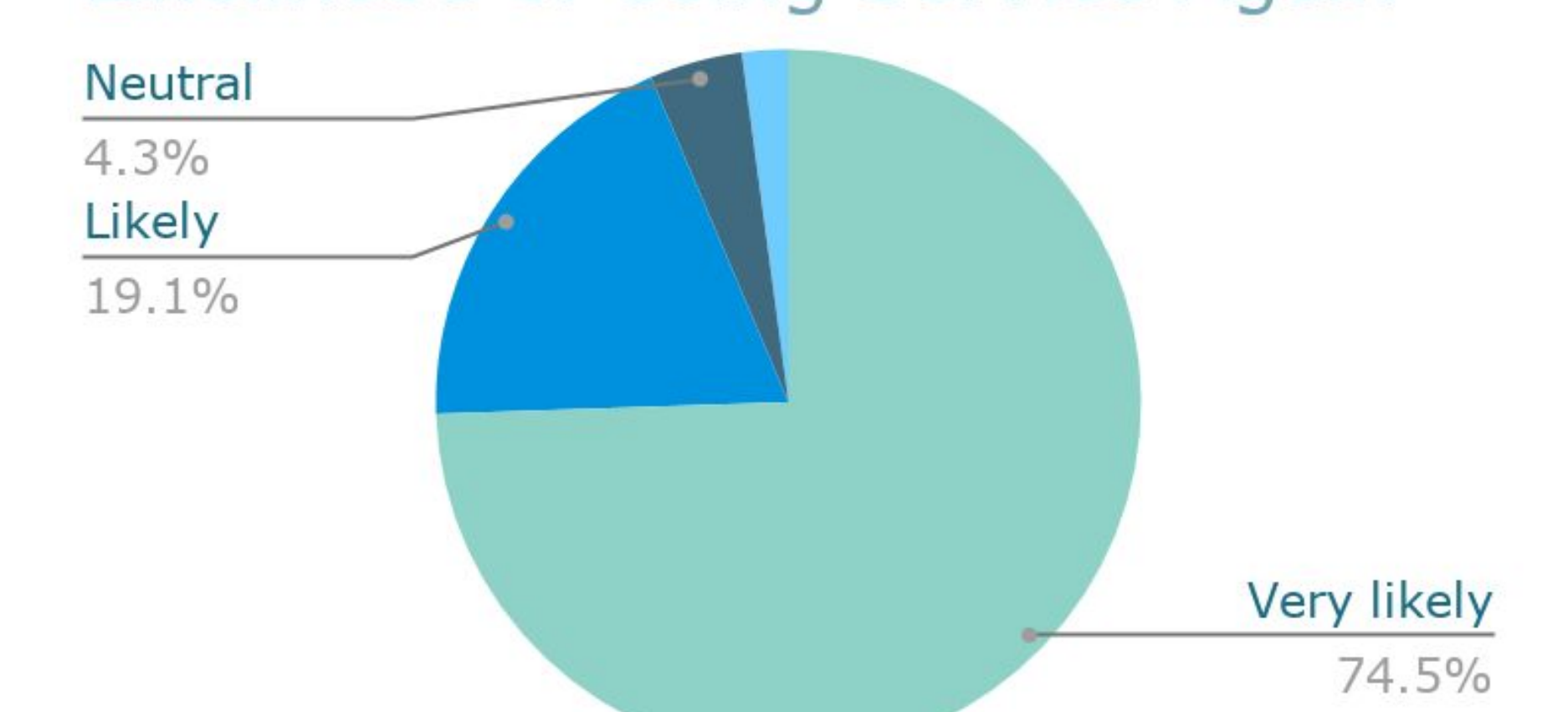


Figure 6. Likelihood of Using Service Again

- The study was conducted between November 2018 and July 2019, and included 48 completed surveys
- A total of 356 surveys were sent to patients
- In free response:
 - Patients stated pharmacists had a high level of knowledge, excellent clinical services, an effective treatment plan, professional and exceptional levels of communication

Conclusion

- Patients were overall satisfied with the TOC service provided by the pharmacist and reported being likely to use the service again
- Electronic, text, and phone options could increase survey participation
- Pharmacist-provided home visits may be a valuable transition of care service given to post-hospital discharge patients

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