

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

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Introduction

- Transitions of care 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}
- Unavoidable 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 single center, 9-month quality improvement in the San Gabriel Valley area in Southern California⁵
- A TOC pharmacy service was developed in collaboration with hospitals within the San Gabriel Valley and the APNI (Alpha Plus Network Inc.)

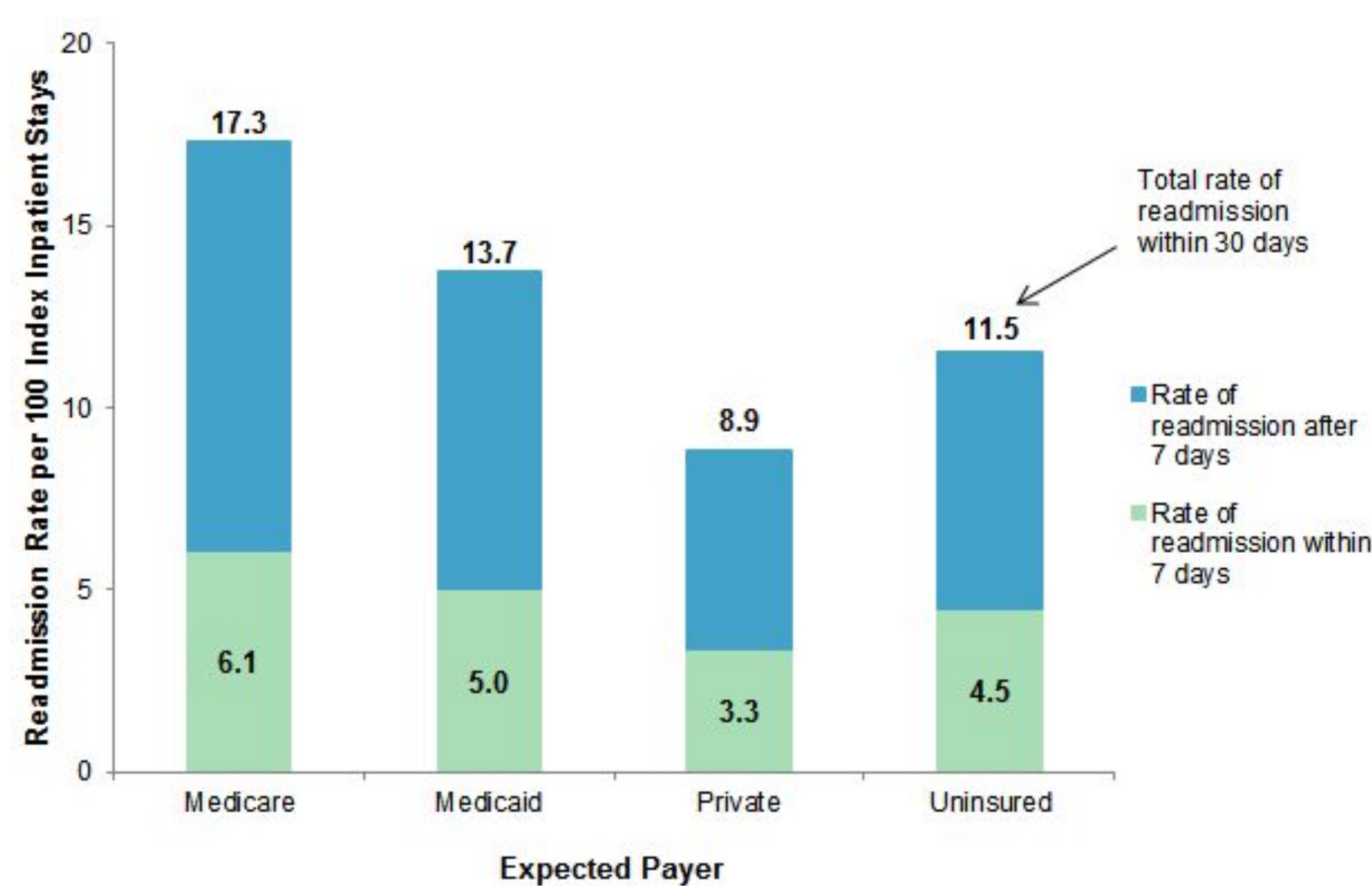


Figure 1. Readmission Rates Amongst Payers and Patients⁷

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

- Once patients had been discharged from their designated hospitals patients were provided a transitions of care service
- Home visits 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

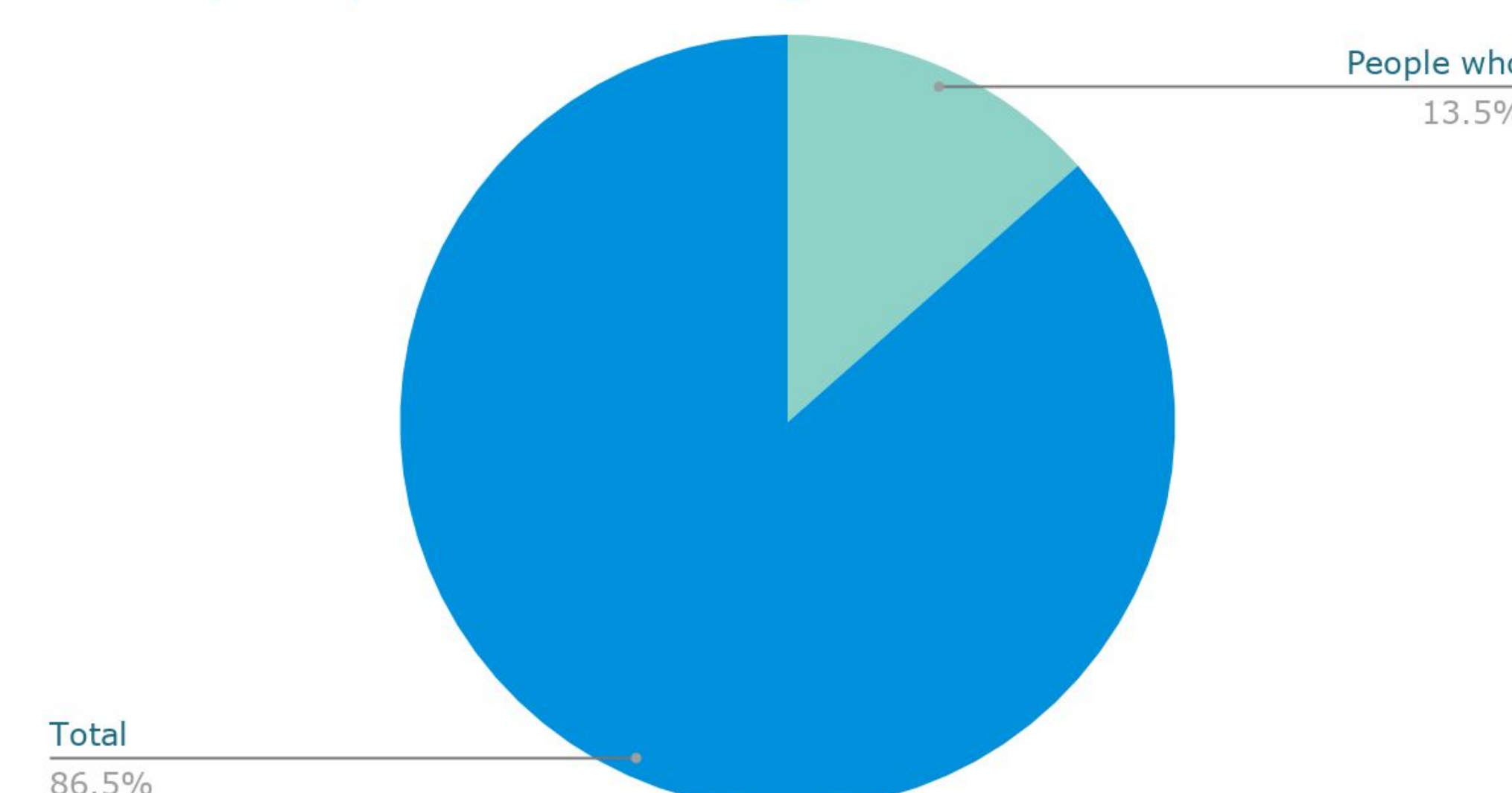


Figure 2. Survey Response Percentages until Feb 2020. Total Patients sent surveys is 356.

Results

Level of Knowledge Received by Patient

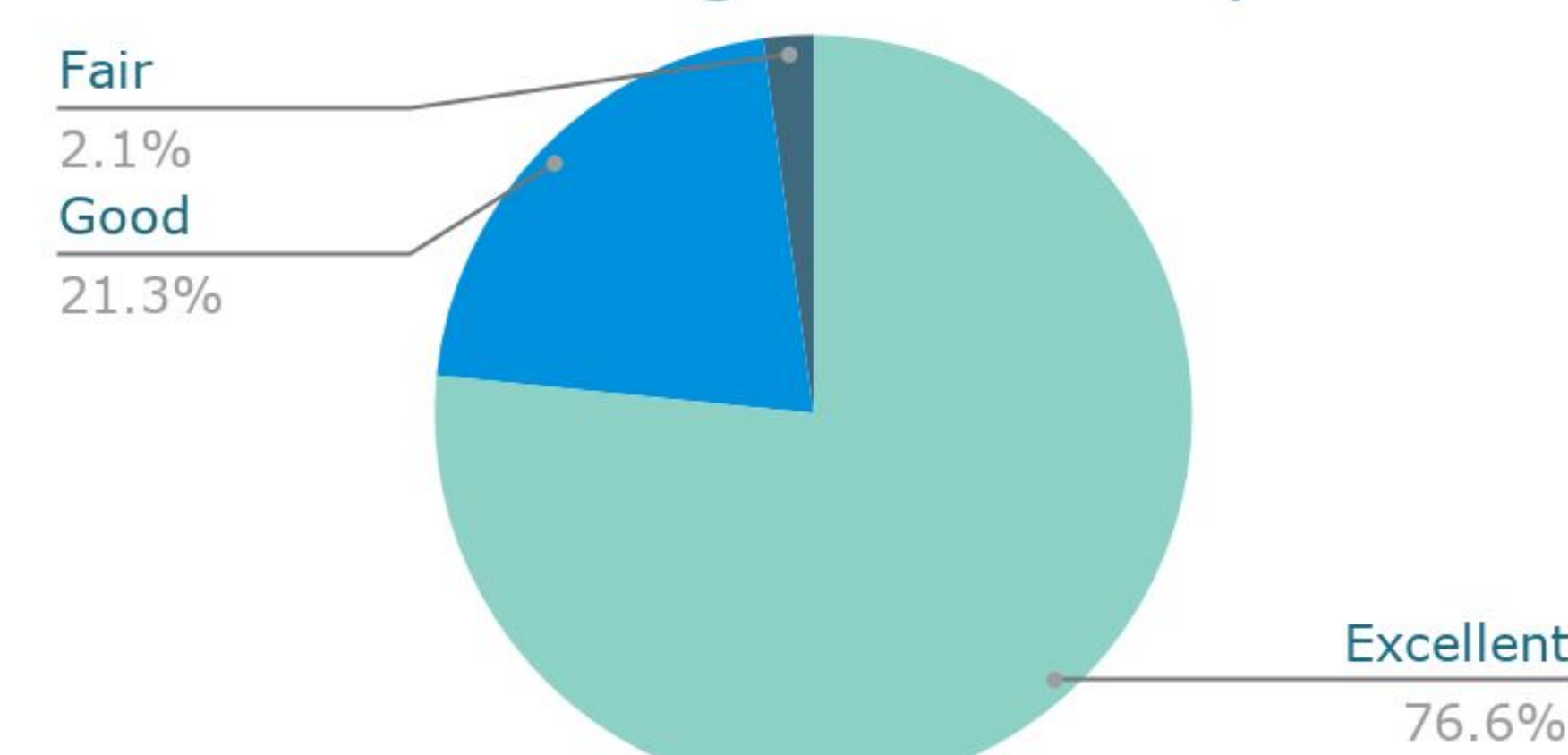


Figure 3. Level of Knowledge Received by Patient

Ease of Appointment Scheduling

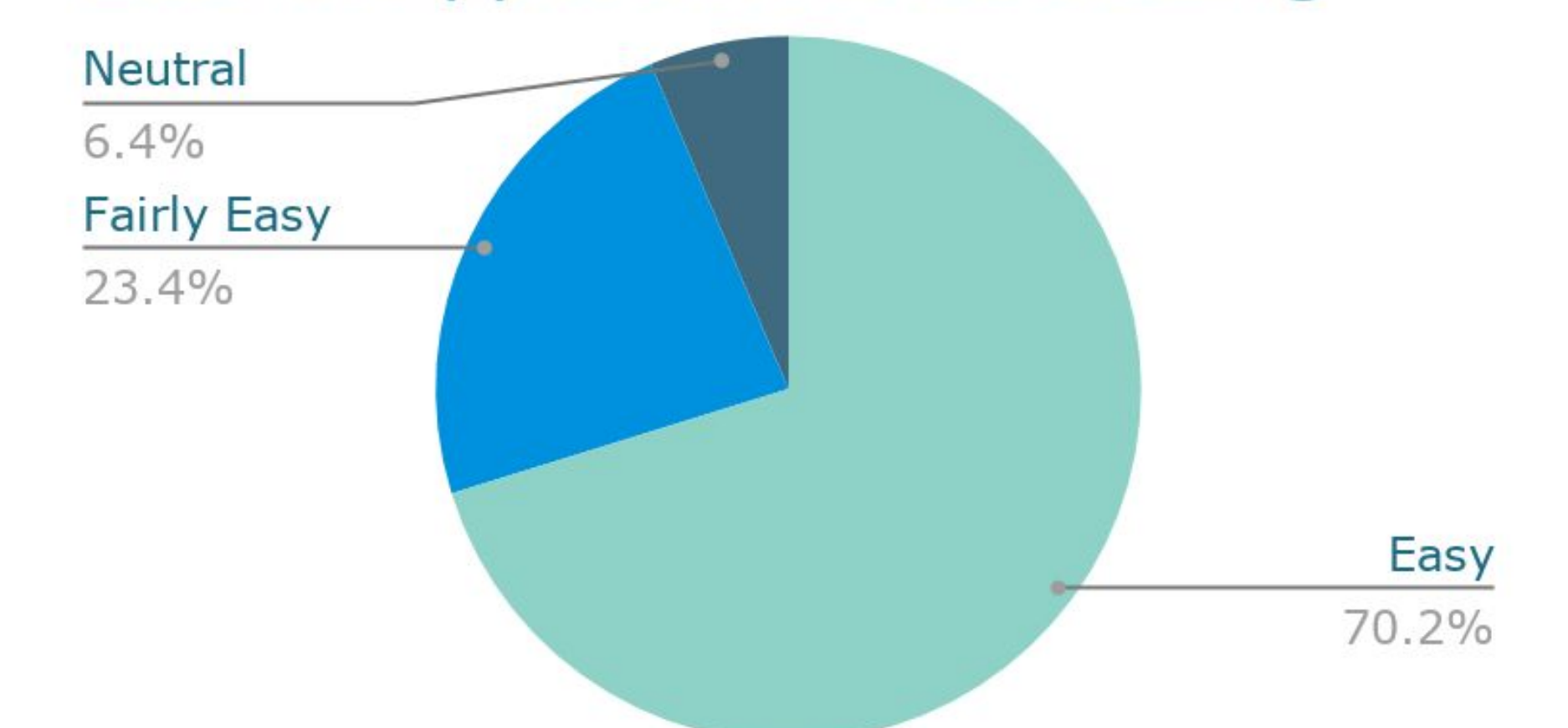


Figure 4. Ease of Appointment Scheduling

Likelihood of Recommending Service to Others

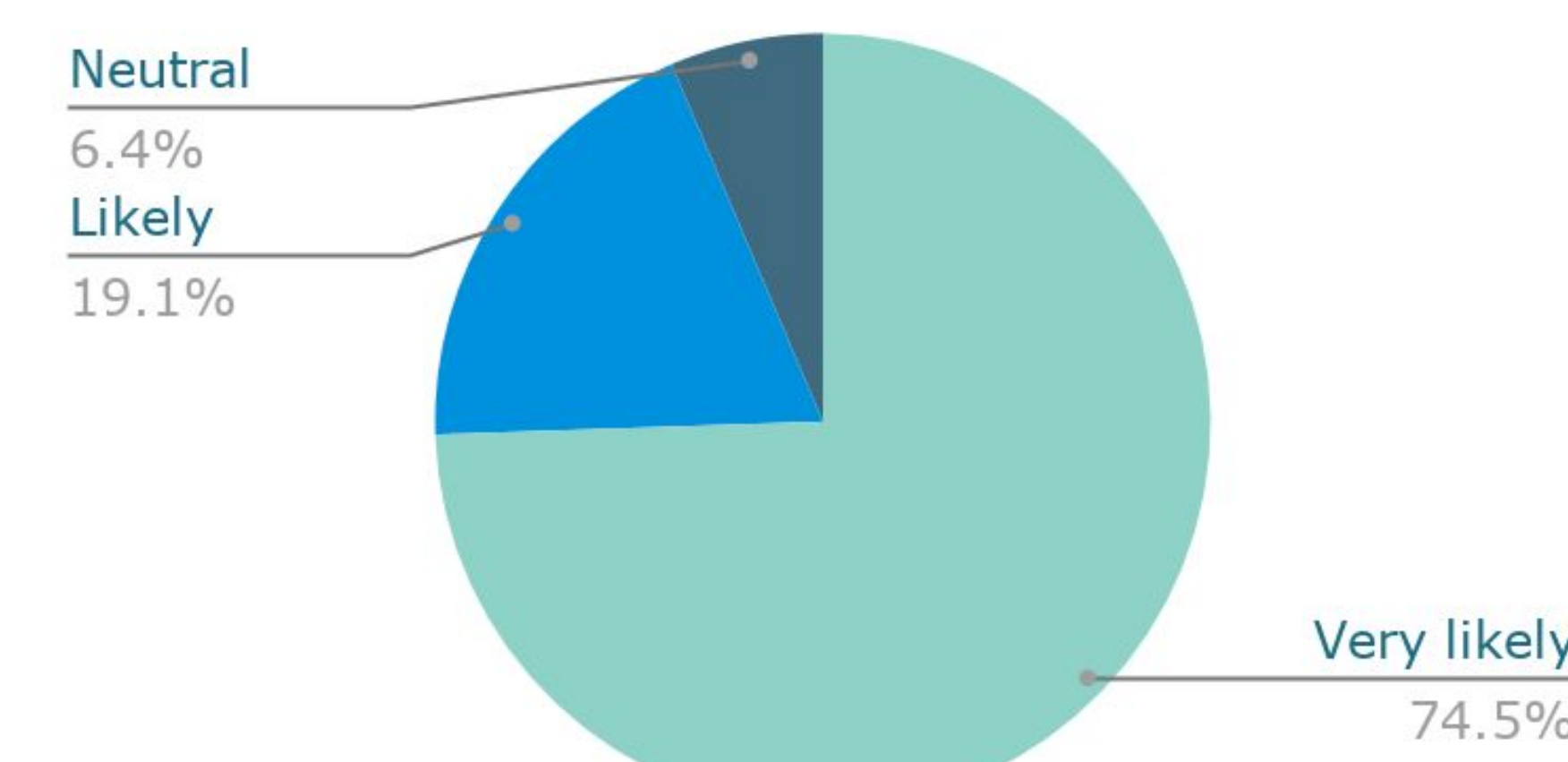


Figure 5. Likelihood of Recommending Service to Others

Likelihood of Using Service Again

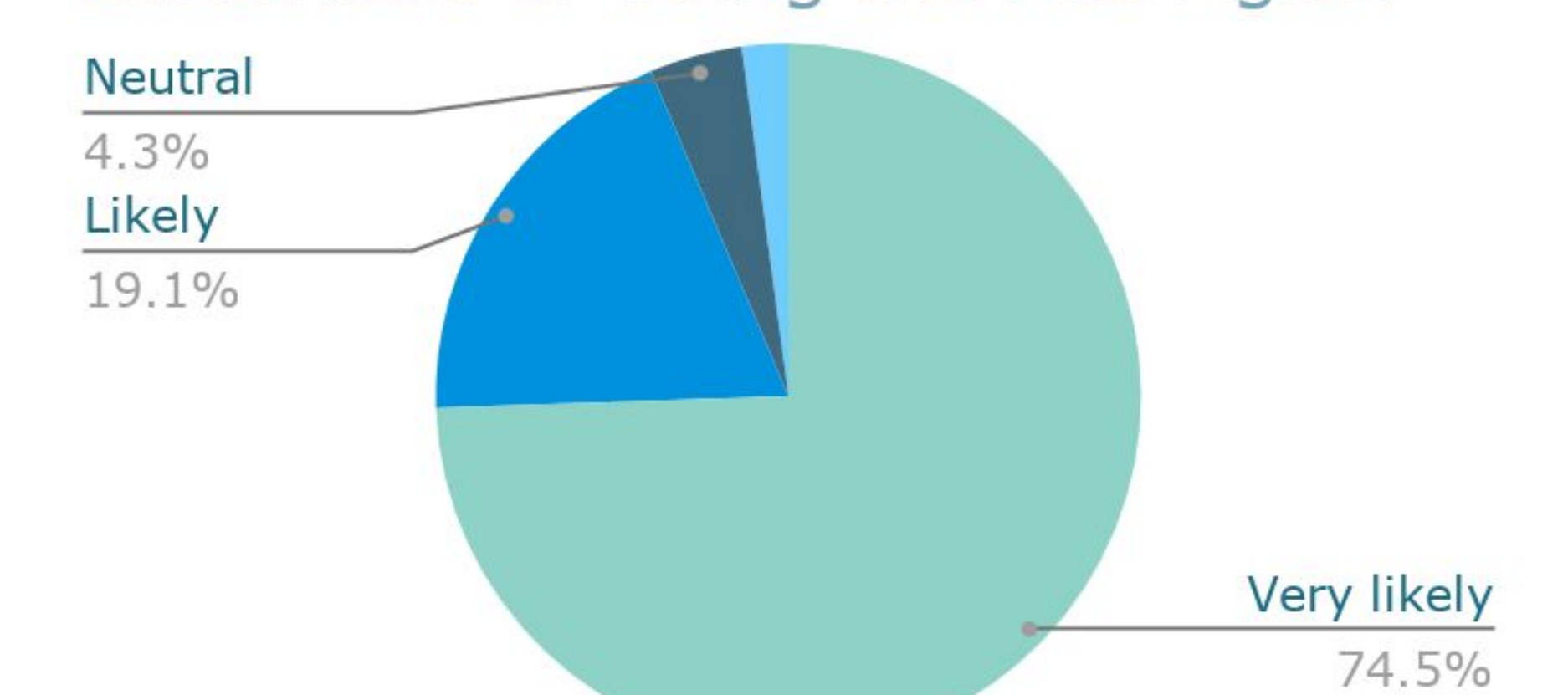


Figure 6. Likelihood of Using Service Again

Overall Experience

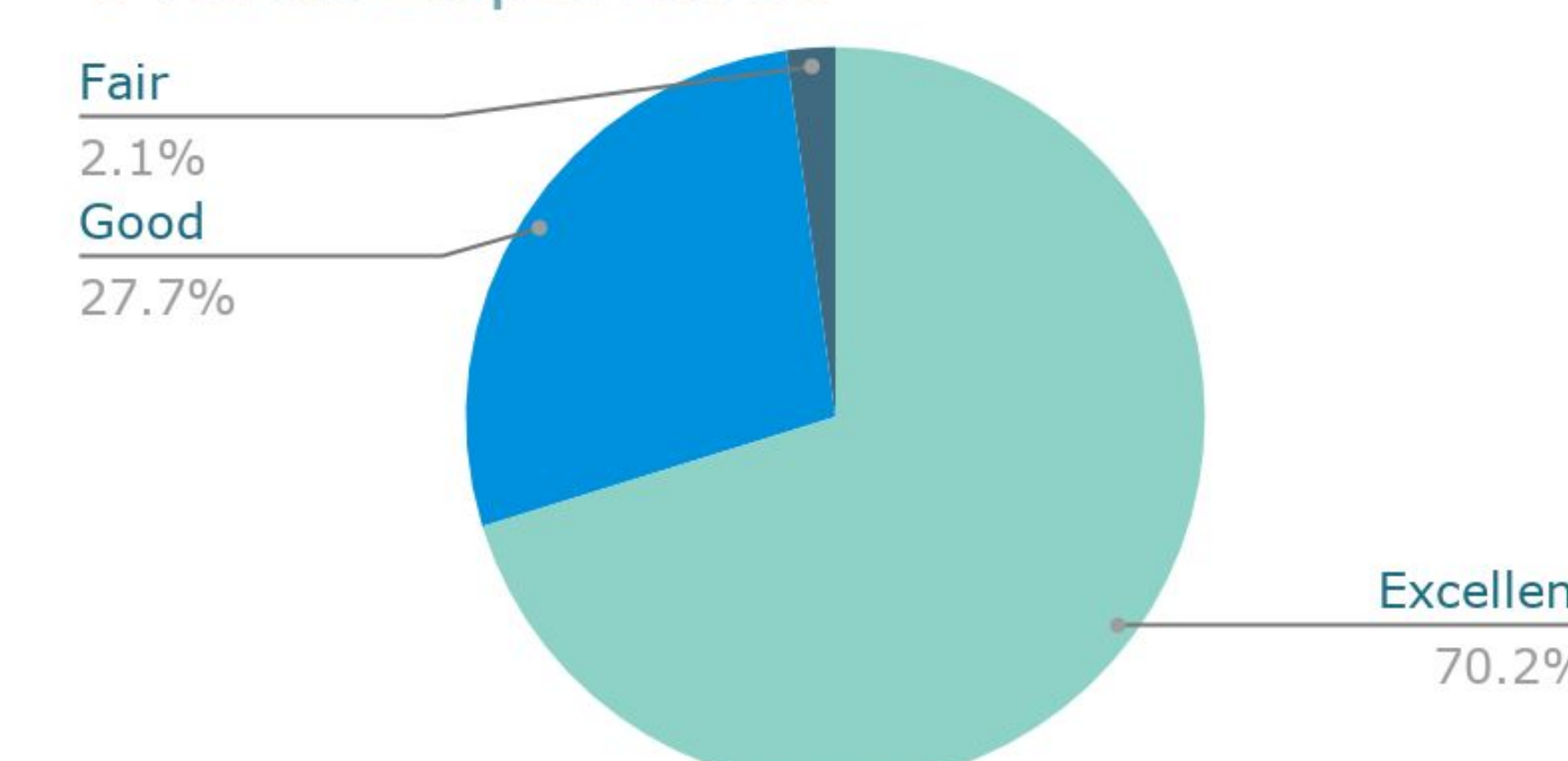


Figure 7. Overall Experience

- 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

Limitations

- Timing of the survey
- Participant literacy levels
- Lack of electronic, text, and phone options

Conclusion

- Patients were overall satisfied with the TOC service provided by the pharmacist and reported being likely to use the service again
- 72% (n=35) indicated they would enroll or participate in transitional clinical services again as well as recommend these services to others
- Electronic, text, and phone options could increase survey participation

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