

# Pharmacy Quality Improvement Initiative Learning Network- November 19, 2020

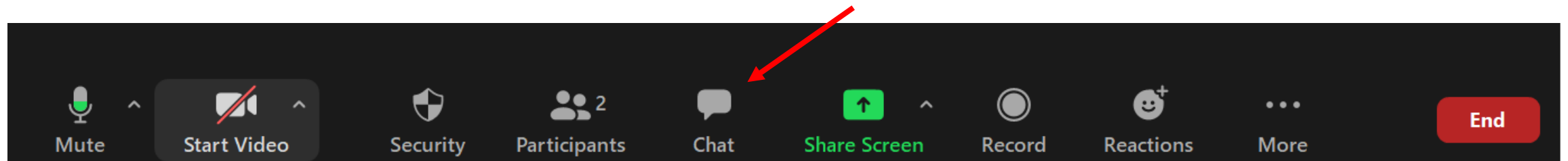
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CARE TRANSFORMATION COLLABORATIVE OF R.I.

# Zoom

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**Welcome! Please Chat in:**  
**- Your Name and Organization**



- *Please mute yourself when not speaking*
- *Please use the 'Raise Hand' feature*

Invite Mute Me Raise Hand

# Agenda

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- **Welcome**
- **Patient Engagement Presentation**
- **How are you using Technology?**
- **Next Steps**

# University Internal Medicine, Inc.:

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## **How have you incorporated the voice of the patient in the planning and implementation for your project?**

- Patient/provider engaged in conversations regarding high-risk meds and safe alternatives.
- Barriers: transitioned to new patient portal and PFAC delayed due to COVID.

## **What changes have occurred as a result of this feedback?**

- Shared-decision making after a visit between the provider and the patient, led to changes such as: trying alternative options, tapering the dose, discontinuing the medication, or continuation of the medication.

## **If you have not yet incorporated patient feedback into your project, what is your plan for doing so during this PDSA cycle?**

- Engagement plan for Quarter 4 is to do a small sample size exit survey to solicit feedback on patients who have a visit and med discussion since April 2020 to present date.

# Anchor Medical

Pharmacy QI Learning Collaborative November 19, 2020  
Initial Results based on a sample of 35 patients identified with long-term use of benzo

## Intervention:

- Targeted info sent via text and email to patients on benzos. See pt info:
- <http://www.anchormedical.org/patient-resources/what-you-need-to-know-about-benzodiazepine-medication-use>

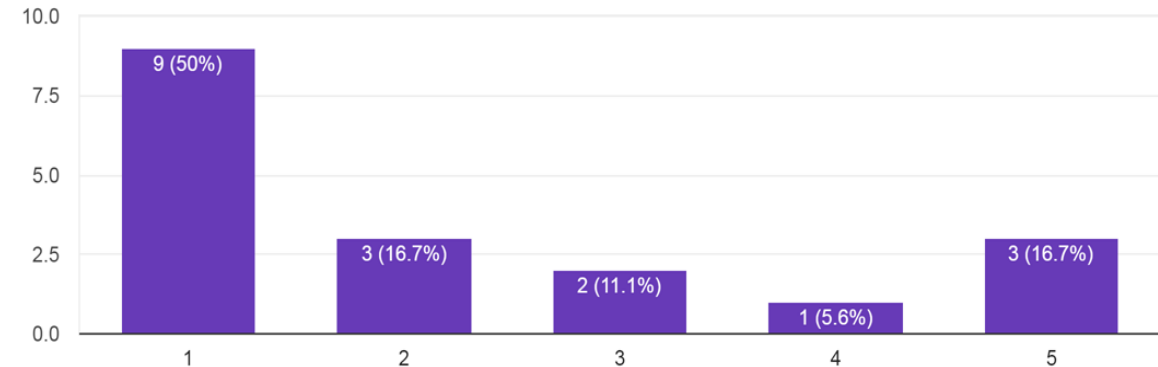
## “the voice of the patient”:

- We have also shared this with are PFAC group and made some edits based on feedback.
- Info includes a survey asking for feedback.
  - The 6 “yes” questions have been routed to pharmacy team to review. 4 have been patients wanted to work on tapering off meds. 1 ask for clarification about which of his meds was a benzo and 1 was a pt (who is also an MD) with a general comment.

18 patients of first 35 test push answered the survey.  
12 marking Agree or strongly agree to “found helpful”

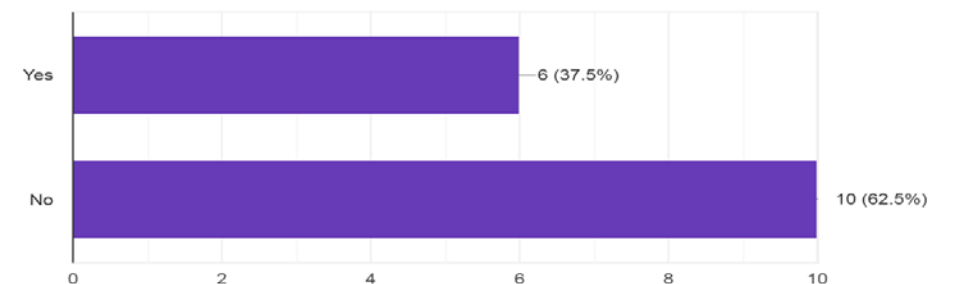
I read the article "What you need to know about Benzodiazepine Medication Use on the Anchor Medical Website, and I found the information helpful.

18 responses



Do you have any questions about Benzodiazepine medication use that was not covered in the article?

16 responses



1 Strongly agree to 5 disagree.

# CNEMG Family Care Center Pawtucket

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## -Patient Engagement Strategy

- Track patient-pharmacist encounters
- Incorporate COPD/Asthma Action plans
- Incorporate patient feedback to enhance pharmacist after visit summary

## - Results

- 38 patients and 95 pharmacist-patient encounters
- 4 COPD exacerbations not requiring Emergency Department utilization thus post intervention
- 3/4 facilitated by patient-pharmacist encounter – identified during patient f/u call
- Repeat education provided on use of COPD/Asthma action plan
- In process of developing enhanced patient after visit summary

# Coastal Medical – East Providence

## Internal Medicine

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- Our project has focused on benzodiazepine deprescribing through increasing patient’s knowledge of the potential risks of these medications
- To date, we have not received much feedback from patients who have received our mailed handouts, but they have been more open to and prepared for these discussions with their providers
- Moving forward we are considering two different strategies for eliciting patient feedback
  - We are planning to discuss our project with the practice’s Patient-Family Advisory Board to see their perspective on the handouts we are sending to patients
  - We are also considering a post-visit questionnaire for patients who received the handout. This questionnaire could be either through the mail or via text.

# Brown Medicine



*This is a cognitive-behavioral therapy course for chronic pain management, which does not focus on changing medication, but rather on building environmental (addressing stressors/relationships), cognitive, emotional, physiological, and behavioral skills to reduce psychological distress associated with chronic pain to improve quality of life.*

## **Patient Engagement Strategy:**

- Patients ask questions and voice concerns during the group sessions

## **Results of Engagement Strategy:**

Patients now receive a copy of the slides

Increase in mindfulness exercises (one is done every class)

Telephone app and audio recommendations for relaxation exercises were provided

Additional reading recommendations beyond class materials on mindfulness and cognitive flexibility were provided

Pharmacist addressed concerns regarding timing of de-escalation – this will now be attempted after course completion

**Sample slides from the class follow**



# Mindful Breathing/Body exercise

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THE NATIONAL BESTSELLER

10TH ANNIVERSARY EDITION

INCLUDES A NEW AFTERWORD AND  
A BONUS INTERVIEW WITH THE AUTHOR

WHEREVER  
YOU GO  
THERE  
YOU ARE

MINDFULNESS MEDITATION  
IN EVERYDAY LIFE

READ BY THE AUTHOR  
JON KABAT-ZINN

# Mindfulness Resources

You tube: mindful breathing, mindful body scan

<https://mindfulwaythroughanxiety.com/exercises/>

Apps: Headspace, Insight Timer, Calm app

Apps: Jon Kabat Zinn Series 1, 2, 3

Book: Wherever you go, there you are by Jon Kabat Zinn

# Session 2: At-home Tasks

Please read Chapter 3 in Managing Chronic Pain Workbook (pp. 19)

Complete exercises in Chapter 3

Set at least two goals

Take a behavioral action towards at least one goal

- **Value-** What is meaningful to you
- **Goal-** What would you like to see increase/decrease
- **Action-** A specific thing you could do to move towards goal

# Medical Associates of Rhode Island

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How have you incorporated the voice of the patient in the planning and implementation of your project?

- Sensitivity to patient preferences
  - Timing of appointments (i.e. whether to sync with physician appointments)
  - Location of appointments (i.e. office visits or telehealth)
  - Monitor choice (i.e. whether to purchase a new monitor)
  - Shared decision-making, as appropriate

What changes have occurred as a result of this feedback?

- Increased flexibility with intervention structure
  - More telehealth visits, both initial and subsequent
  - More office visits synced with physician appointments
  - More (initial) studies conducted with the patient's current monitor
  - More focus on lifestyle intervention

# Providence Community Health Centers

## Patient engagement strategy

1. Courtesy call from pharmacy team to assess treatment
2. Text message refill reminders
3. Robocalls 2-3 days prior to PCP/IBH telehealth appointments
4. HCA remainder call day before PCP/IBH appointment

Results- no improvement on adherence rates

Clinical team engagement strategy: Rx newsletter

## PDSA cycle #4

- Add patient educational handouts
- Patients a survey
- Continue with Rx newsletter

The collage includes several patient educational materials:

- TAKE A QUIZ:** A PHQ-9 quiz titled "PAST TWO WEEKS HAVE ANY OF THE FOLLOWING BOTHERED YOU?" with a grid for scoring (0-2) and a legend for scores (0-4: No proposed action; 5-9: Speak to your doctor; 10-14: Create a treatment plan; 15-19: Work with your doctor; 20-27: Must take action).
- WHAT IS DEPRESSION +/- ANXIETY?:** A pamphlet stating that 16 million Americans experience depression, 19% of adults have anxiety, and 31% have experienced both. It lists signs like feeling sad, stressed, or nervous.
- WHAT CAUSES DEPRESSION?:** A pamphlet explaining that depression can be caused by genetics, brain chemistry, or life events. It lists signs like loss of interest, fatigue, and thoughts of self-harm.
- WHAT CAUSES ANXIETY?:** A pamphlet explaining that anxiety can be caused by genetics, family history, or life events. It lists signs like feeling restless, irritable, and difficulty concentrating.
- Improving Antidepressant Adherence Rates:** A flyer for the RxNEWS program detailing a PDSA cycle to improve adherence. It includes a "Plan" section with steps like "I hope you're all doing well and enjoying the warm weather!" and "I would like to let you know that some of your patients are creating a special pharmacy service to help them adhere to their antidepressant medicine."

# How are you using Technology?

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➤ Telehealth Primary Care Initiative Call for Applications

➤ Telehealth Webinar Series

# Next Steps:

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- Submits final QI results for P-D-S-A (S-E-E measure) using story board template: **January 31, 2021**
- Next Pharmacy QI Initiative: **February 18, 2021**