

Learning Points

1. List characteristics of a successful mobile pharmacy program.
2. Identify how to implement and sustain a prescription bedside delivery program at their own organization.
3. Describe how a discharge prescription program improves patient satisfaction and quality of care.

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Mobile Pharmacy Delivers Excellent Patient Experiences

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Barnes-Jewish Hospital



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Barnes-Jewish Hospital 2013 Facts

- Licensed Beds: 1,315
- Inpatient Admissions: 54,738
- Inpatient Surgeries: 19,173
- Outpatient Surgeries: 21,926
- ED visits: 84,920
- Employees: 9,215

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Mobile Pharmacy



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Executive Summary

- Pilot program began September 2011
- Formal program launch on August 13, 2012
- Phased roll-out to 37 inpatient units completed by April 2013
- Results from formal launch to March 8, 2014 are as follows:
 - 23,000+ patients served
 - 103,000+ prescriptions
 - 36% average capture rate
 - 42% average capture rate (last 8 weeks)
 - 37 units live
- The projected 2014 timeline includes the following:
 - 24,000+ patients served
 - 99,000+ prescriptions



Development

Reasons for Action
Initiation of Mobile Pharmacy Program

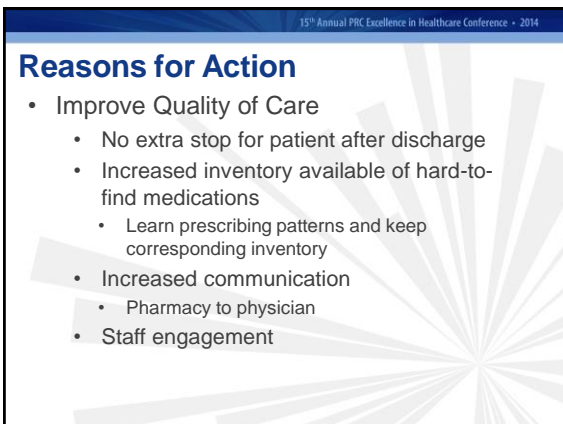
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Reasons for Action

- Increase Prescription Compliance
 - <50% of discharge prescriptions filled
- Increase Patient Satisfaction
- Reduce Readmissions



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Reasons for Action

- Improve Quality of Care
 - No extra stop for patient after discharge
 - Increased inventory available of hard-to-find medications
 - Learn prescribing patterns and keep corresponding inventory
 - Increased communication
 - Pharmacy to physician
 - Staff engagement

Reasons for Action

- Improve Quality of Care
 - Additional payment options available
 - Social work medication vouchers
 - Coupons
 - Discounted prices
 - Increased time for social work and case management patient interaction

Reasons for Action

- Increase utilization of Outpatient Pharmacy
 - <5% of discharge prescriptions being filled at outpatient pharmacy
 - Large campus made pharmacy hard to find and difficult to access
 - Campus spans 16 city blocks
 - Many patients had to use transporters if they wanted to use in-house pharmacy



Pharmacy Location

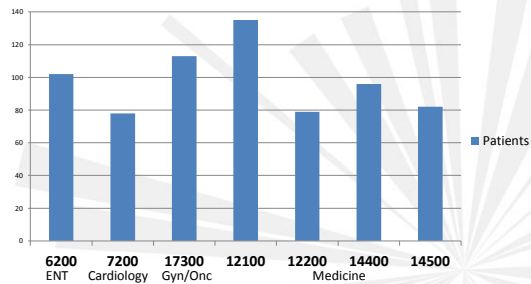
Patient Location

Approximately 1 mile round trip

Pilot Program

- Existing outpatient pharmacy
 - 1000+ Prescriptions per day
 - Monday-Friday 6:30am-5:30pm
 - Saturday 7am-3pm
- Mobile Pharmacy Pilot
 - Utilize existing staff
 - Monday-Friday 9am-4:00pm
 - 7 Units
 - 4 medicine, 1 cardiology, 2 surgery

Number of Patients Served-Pilot



September 2011-May 2012

From Pilot to Launch

- Gaining engagement
 - Executive Team
 - Nursing Team
 - Case management and social work teams

Mobile Pharmacy

Official Launch: August 13, 2012

Hours of operation:

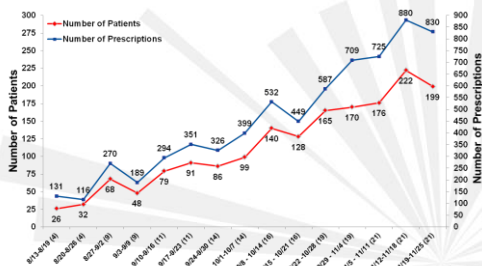
- 9am-9pm
- 7 days per week

Initiation: Phase 1

2012	Unit
August	August 13 th : 14400, 14500, 12200, 12100 August 27 th : 11200, 11100, 10200, 10100, 17300
September	September 10 th : 9200, 9100 September 24 th : 8100, 2100, 13100
October	October 8 th : 7300, 7400 October 22 nd : 7100, 7200, 7500
November	November 5 th : 6200, 5200
December/ Pause Point	Review progress

Additional Staff: 1 supervisor, 4 pharmacists, 4 technicians

Phase 1 Results

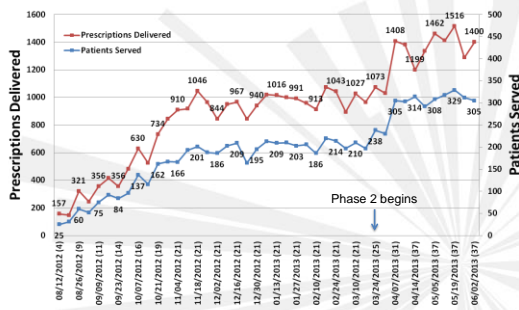


Initiation: Phase 2

2013	Unit
March	March 18 th : 6400, 6500 March 25 th : 17400, 14300
April	April 1 st : 9400, 5300, 5400, Nursery April 8 th : 16300, 16400 April 15 th : 11400, 11500, 10500 April 22 nd : 15300, 15400, 15500

Additional Staff: 1 pharmacist, 4 technicians

Phase 2 Results



Workflow

Capturing Patients
Receiving Prescriptions
Processing Prescriptions
Delivery of Order
Mobile Pharmacy Technology

Capturing Patients

- Upon admission, case managers ask patients if they would like to use Mobile Pharmacy
- If yes, a fax cover sheet is filled out and placed in the front of the patient's chart

Mobile Pharmacy

Phone #: 747-0929 Fax #: 747-3055
Open 365 days a year from 9 a.m. to 9 p.m.
New orders accepted until 8 p.m.

Patient Information

Place Patient Sticker Here	Phone Pharmacy Name	
	Home Pharmacy Street	
Patient's Room #	Home Pharmacy Phone #	

Instructions

1. Fax the following documents to the Mobile Pharmacy:
 - ✓ This Form
 - ✓ Discharge Prescriptions
 - ✓ Prescription Insurance Card (if available)

-OR-
Social work voucher (if applicable)

2. Place paperwork in Mobile Pharmacy binder located next to your unit's fax machine.

Notes to Pharmacy:

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Hospital
JEWISH
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- After cover sheets are placed in patients' charts, Mobile Pharmacy stickers are placed on spine of the charts

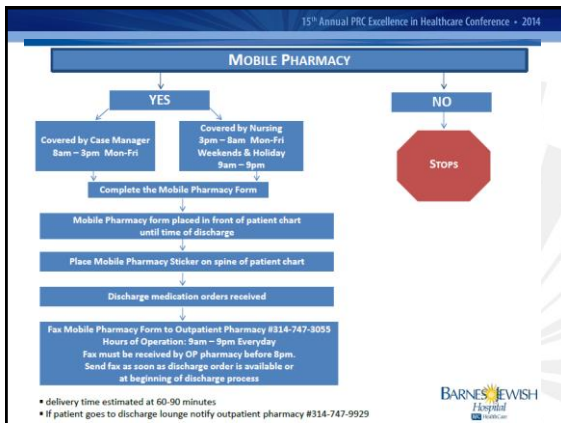
Please place this sticker:



On the spine of the patient's chart if Mobile Pharmacy has been requested.

Receiving prescriptions

- When discharge prescriptions are ready, cover sheet and prescriptions are faxed to outpatient pharmacy
- Paperwork then placed in a designated Mobile Pharmacy binder by fax machine for pick-up by pharmacy staff



Processing Prescriptions

- Prescription insurance billed
- Discount applied to self-pay patients
- Patient called to confirm method of payment
 - Cash, check, or credit accepted
- Prescriptions delivered as soon as they are completed
 - Within 60 to 90 minutes of receiving the fax

Delivery of Order

- When technician arrives on unit, paperwork is picked up from designated binder
- The technician then sells the prescription to the patient in the room and offers pharmacist consultation

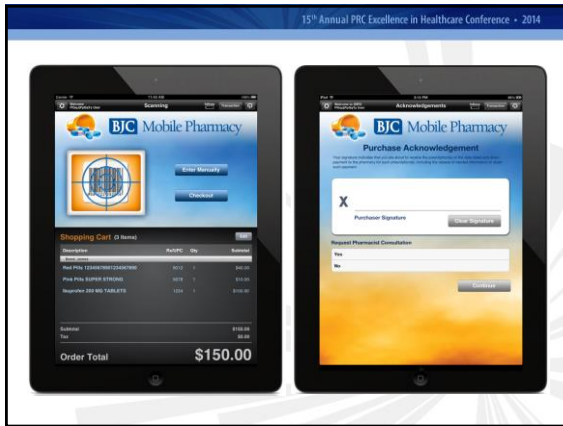
Technology: Initial State

The prescriptions were sold to the patient using a Mobile Pharmacy application on a smartphone with attachment and printer



Technology: Current State









Technology

- The device connects to a receipt printer via blue tooth
- Once prescription is sold on device, prescription will show sold in outpatient pharmacy computer system

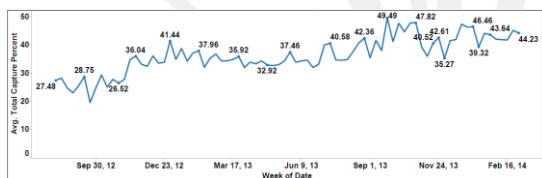
Results

Prescription Capture
Quality of Care
Readmissions
Patient Satisfaction

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Capture Rate

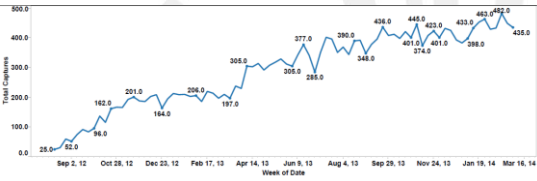
Percent of patients being discharged to home that use Mobile Pharmacy each week



Average Capture Rate (All)	36%
Average Capture Rate (2014)	43%

Number of patients that use Mobile Pharmacy each week

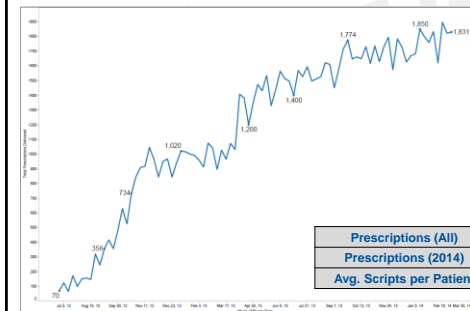
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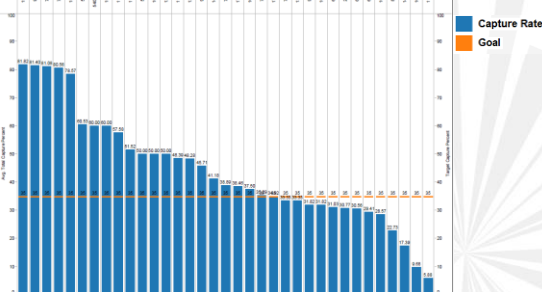
Patients (All)	23,911
Patients (2014)	3,975

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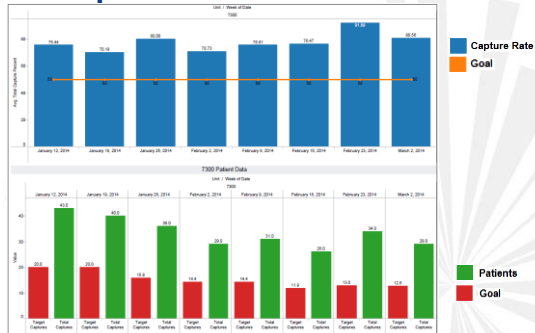
Number of prescriptions filled by Mobile Pharmacy each week

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Prescriptions (All)	103,752
Prescriptions (2014)	16,094
Avg. Scripts per Patient	4.05

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Unit Capture Rate: 7300

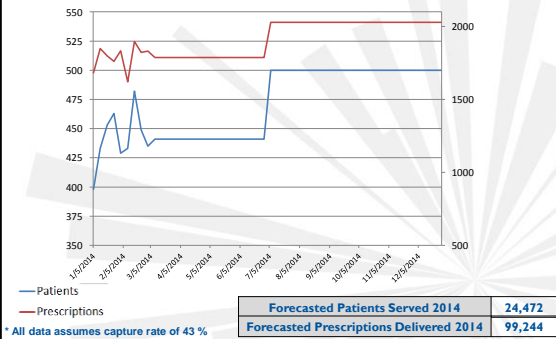


Service Line Capture Rates

Unit Type	Average % Capture Rate
Orthopedics	77%
Women and Infants	64%
Psychiatry	63%
Medicine	40%
Cardiology	32%
Neurology	30%
Surgery	30%

*Average capture rate for 2014

2014 Performance Forecast

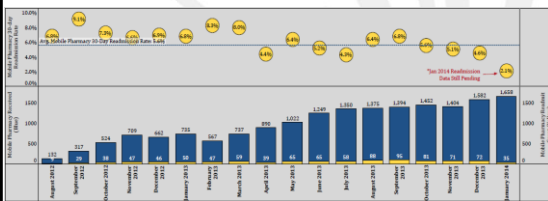


Quality of Care

- Prescription errors/duplications are caught and resolved before patient leaves
 - Approximately 12% of patients
 - Decrease call backs to nursing units after discharge
- Insurance issues are resolved immediately
 - Prior Authorizations
 - Formulary changes
 - Approximately 6% of patients

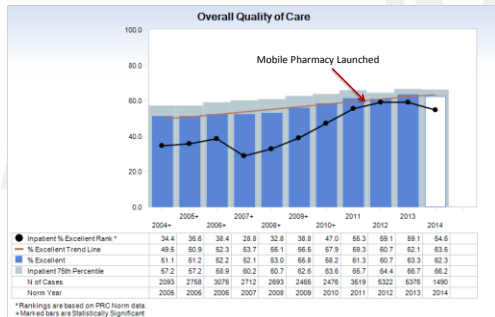
Readmission Reduction

Mobile Pharmacy Average 30 Day Readmission Rate: 5.6%



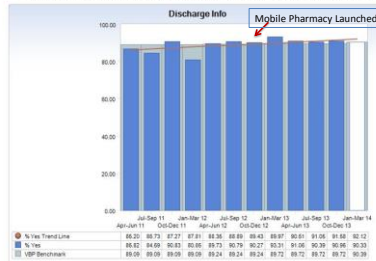
Patient Satisfaction Results

Hospital Overall Quality of Care: 2004-2014 YTD

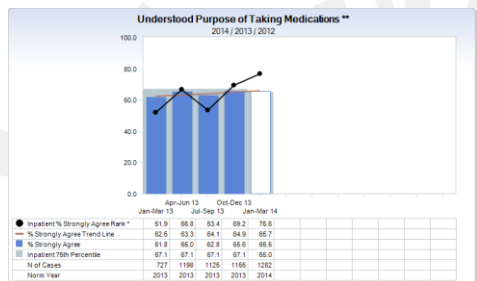


Hospital Score: Discharge Process

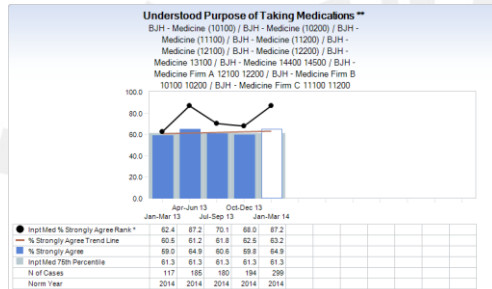
BCJ BCADPS MASTER: Discharge Information BCADPS compares data for Barnes Jewish Hospital St. Louis, MO by Quarter. Showing Only CMES Submitted Discharges, and comparisons are against the Hospital Compare normative database.



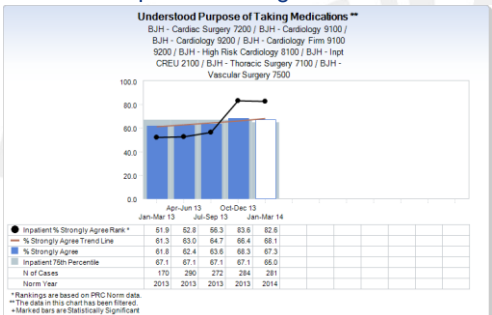
Hospital Score: Understood Purpose of Taking Medications



Medicine Service Line Score: Understood Purpose of Taking Medications



Cardiology Service Line Score: Understood Purpose of Taking Medications



Patient Satisfaction

- "I loved the Mobile Pharmacy. It was such a perk to go home with my meds in hand."
- "I'm so glad that the Mobile Pharmacy brought my medications because I would not have been able to afford them."
- "It was Saturday night when I was released. It was really helpful not to have to go out and try to get my medications after finally arriving home."
- "I'm so glad that I had Mobile Pharmacy bring me my meds. I would have had to go through a lot to get them. It was so nice to take them home."

Patient Satisfaction

"I did get my medications and they brought them to me in my room. It was the best thing ever. I was overwhelmed with so much new information and this took one more thing off of my plate. This was actually the most professional, reassuring hospitalization...from the Emergency room till when I left."

Reasons for Action

- ✓ Increase Prescription Compliance
- ✓ Increase Patient Satisfaction
- ✓ Reduce Readmissions
- ✓ Improve Quality of Care
- ✓ Increase Utilization of Outpatient Pharmacy

Conclusion

Mobile Pharmacy continues to become an integral part of the Barnes-Jewish Hospital culture and fully embodies BJH's commitment to be a national leader in medicine and the patient experience.

Questions?

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