

Building a Bridge to Better Health Coalition Meeting Summary

January 24, 2013
11:00am – 1:00pm

John T. O'Connor Senior Center
Knoxville, TN

Attendees

33 people attended representing 20 different organizations.

Getting to Know You

Erin Hill, with Knoxville Area Project Access (KAPA) / Knoxville Academy of Medicine Foundation shared information about their program. KAPA is for uninsured individuals living in Knox County, who have income at or below 200% of poverty. Services are delivered by physicians of the Knoxville Academy of Medicine. Patients are enrolled in the program for 90 days. After 90 days, they are reevaluated to see if appropriate to continue in program. Patients are enrolled for however long is needed. 16,000 patients have been served by a network of 1,100 physicians since the program began in 2006. \$7,000,000 of donated medical care has been provided. KAPA plans to expand into other counties in the future. KAPA's website is www.knoxvilleareaprojectaccess.org.

Dr. Gregory Phelps, UT Hospice spoke about Hospice services and end of life care. Dr. Phelps distributed an article from the Journal of the American Medical Association. 59% of end of life patients encounters 10 doctors in the last six months of life. He shared real life examples of how people learn they are dying and/or receiving hospice services. Few eligible patients get hospice and/or home health services. He discussed the Transition of Care Committee. He shared that one issue with care transitions is a lack of communication between physicians.

Identifying Our Goals

Eugene Hoover, Walgreens, shared some valuable information about medications.

- Of every 100 prescriptions written, only 50-70% are filled.
- If filled, 48-60% are picked up.
- 25-30% are taken properly.
- 15-20% are filled properly (on-time)

Lack of available money is cause not filling prescriptions. Lack of adherence in older adults includes forgetfulness, side effects, and cost. Walgreens is working with hospitals to visit patients are bedside prior to discharge. A follow up with the patients after discharge occurs to assure they are taking medications and filling them.

Medication Reconciliation / Education

The coalition members focused the goal and action step discussion on medications. Ideas stated:

- Medication reconciliation very important

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- What can pharmacies do to work together when patients get prescriptions filled at multiple pharmacies?
- It's important to make transfer of medications to home pharmacy (from hospital)
- Pharmacists typically only one to see patient monthly or quarterly.
- Need more communication with physician
- Educate Medicare patients about annual wellness visit benefit (through senior centers and other settings).
- Use television media to educate older adults, especially homebound individuals receiving home delivered meals.
- Distribute education materials through home delivered meal routes.
- Engage and use Pharmacy schools / students
- Nursing students to visit clients in home and do medication set up.
- Pharmacy delivery
- More medications in bubble packs
- Health literacy issues are a concern
- Need to minimize number of medications a patient takes
- Cost of medications need to be addressed – especially in October – December when benefits run out.
- Educate patients / pharmacy users on Medicare benefit that offers patients a comprehensive medication review with a pharmacist (Pharmacists reviews medications, reconciles concerns and contacts physician if needed).
- Walgreens has a prescription savings club
- East TN Area Agency on Aging & Disability worked with Walgreens to pilot client medication review. Perhaps coalition can pilot something similar.

Karen Clawson, Cherokee Health Systems, stated that they are working on a program where pharmacists reviews medications with the patient prior to the doctor entering the patient room. This frees up the doctor's time. Pharmacists are not able to charge for their time, but it has created a good team approach to patient care.

Action Steps

- Karen Clawson agreed to contact UT and South College schools
- Misty Goodwin agreed to contact TN Wesleyan
- Set up educational sessions with Walgreens pharmacists for older adults in community.

Next Meeting(s)

Coalition meetings will be held the 4th Thursday of every month from 11:00am – 1:00pm.

Next Meeting: Thursday, February 28, 2013

Location: To Be Determined

Respectfully Submitted by:

Dottie Lyvers, East Tennessee Area Agency on Aging & Disability