

CT PHARMACIST P_RN LINK

Patient Engagement

Over the past few weeks we have received several inquiries about how to best identify and engage patients for our project!

Some suggestions include:

- Use the New Year to your advantage – as a recruitment tool! Engage patients by encouraging them to join as a way to “improve their health!”
- Encourage continued participation, reminding patients about the financial – and health--incentives. Who could pass up an extra few dollars this time of the year?!
- Staple fliers to the medication bags, either reminding the patient to schedule an appointment or sharing the service with eligible patients.
- Phone calls to check in and/or schedule a follow up appointment
- Use motivational interviewing
 - Ask open-ended questions
 - Have the patient identify what he/she wants to change/work on/engage in
 - Work together to set **SMART** goals (specific, measureable, achievable, realistic, and time-based)
 - Discuss pros and cons of making a change – making a list could be helpful to see it on paper too!
 - Use the readiness ruler: “On a scale of 1-10, how ready are you to engage in ____?” If the patient responds with 4, ask “Why a 4 and not a 2?” Then follow up with “What would it take to go from a 4 to a 6?”
- Use patient self-monitoring
 - Have patient write values down or print out values at visits
- And of course, collaborate with the patient, using his/her interests to guide your recommendations/suggestions/goals

Also, remember that Marissa is available as a resource via phone or e-mail.

DECEMBER 2016

Noteworthy

At the 2016 ASHP Midyear Meeting in Las Vegas, NV, 2 posters related to our work were presented.

- Sarah Leverett, one of our research students, on behalf of Thomas Buckley and Marissa Salvo, presented “Barriers to delivering medication therapy management services implement in urban Connecticut community pharmacies”

Thank you to those who completed the survey for Sarah’s research!

- Tom Buckley, on behalf of Marissa Salvo, Mehul Dalal, Monica Jensen, and Luis Arroyo, presented “Creating the Connecticut community pharmacy practice network through public-private partnerships”

Best of Luck

Lisa Ruohoniemi recently moved to Wales. Thank you for your contributions. We wish you all the best as you start this new chapter of your life!

Please share recent accomplishments and noteworthy information with Marissa (marissa.salvo@uconn.edu).

Wishing you a happy holiday season and a happy and healthy 2017!

Thank you for *all* of your efforts in improving the care of our patients!

Tom, Marissa, and our student researchers

Needed: Your Update

Please e-mail Tom and Marissa by Dec. 23rd with an update on your patient enrollment and visit progress, including the following:

- How many initial patient visits were completed
- How many initial visits are scheduled in the coming weeks (through the end of December)
- How many patients have completed at least 1 follow up visit (i.e. 2 visits to date)
- If any patients completed more than 2 follow-up visits, specify for each patient which visit was completed (3rd and/or 4th)

Please continue submitting your de-identified patient data.

Research Team

Primary Investigators

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Pharmacy Students

Alex Kusher, Class of 2018

Sarah Leverett, Class of 2017

Abigail Zeiner, Class of 2017

Overview of Sarah's Poster

“Barriers to delivering medication therapy management services implemented in urban Connecticut community pharmacies”

Methods: Sarah contacted the first 2 cohorts of pharmacists who participated in our MTM project to have them complete a phone-interview survey.

Objective: To determine what changes can be made for future pharmacist cohorts to approve efficiency and success.

Results: Commonly reported barriers were categorized into 3 areas:

Patient Barrier Factors

- Transportation: patient population was in an urban, underserved area
- Frequent “no-show” due to lack of transportation, project understanding, and interest in taking control of own health

Provider Barrier Factors

- Obtaining important lab work from providers (i.e. lipid panel, A1c)

System/Workflow Barrier Factors

- Pharmacies were often busy with routine tasks causing difficulty when patients miss or reschedule meetings, or if employees call out

Future Consideration:

- Consider ways to increase patient recruitment and engagement, as discussed earlier in this newsletter.
- To improve medical provider-pharmacist communication, notify providers which patients are enrolled in the project prior to sending a MTM report.

We'd love to hear what works for *YOU* in implementing MTM!