

Evaluation of an integrated health-system specialty pharmacy technician-driven 7 day post-transplant discharge follow-up call

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Background

- Patients discharged after organ or stem cell transplant on multifaceted drug regimens are often naïve to specialty pharmacy services
- As these patients will be on specialty medications generally lifelong after transplant there is a significant opportunity for early connections and explanation of specialty pharmacy services
- The Wake Forest Baptist Health (WFBH) Specialty Pharmacy is a dually accredited specialty pharmacy, embedded in an academic medical center, serving a myriad of patients
- Abdominal, heart and bone marrow transplant patients are a large portion of patient volumes (45%) and discharge prescription services (DPS) are a key component for these patients
- In November 2019 the Specialty Pharmacy implemented a technician-driven 7 day post-transplant discharge call to review specialty pharmacy services, discuss billing, reiterate refill processes, determine early medication changes and offer additional pharmacists counseling

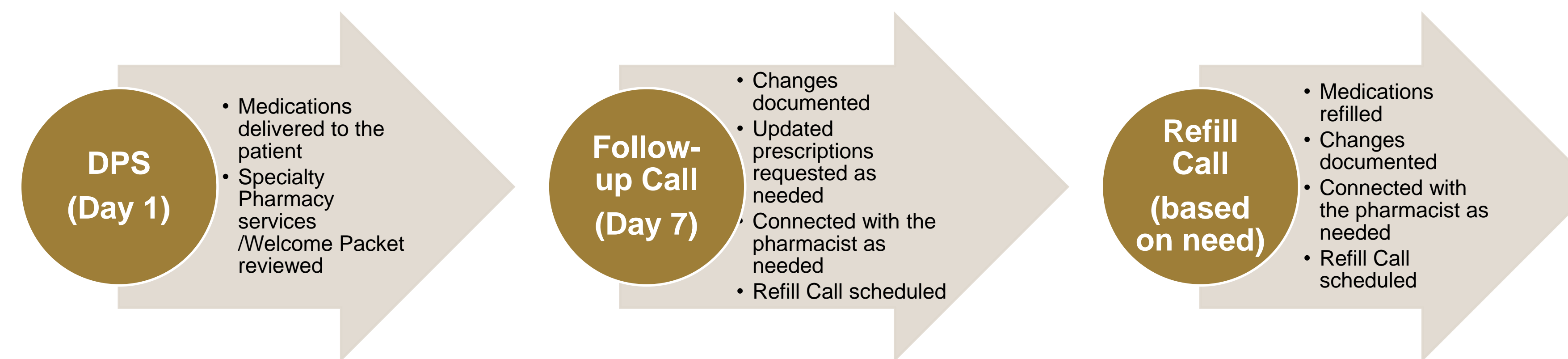
Objectives

- Determine the average time to completion of post-transplant discharge follow-up calls
- Assess the impact of a technician-driven 7 day post-transplant discharge follow-up call on patient retention
- Evaluate the number of early medication changes, and pharmacist interventions required at the time of the call

Methods

- IRB-approved single-center, retrospective chart review performed on abdominal, heart and bone marrow transplant patients with a completed post-transplant discharge follow-up call between November, 1 2019 and June, 1 2020

Technician-Driven Follow-up Call Process



Content Reviewed and Services Offered During 7 Day Post-Transplant Discharge Follow-up Call

Specialty Pharmacy Welcome Packet	Pharmacy hours	24/7 On-call Pharmacist Availability	Delivery Options	Refill Order Process	Billing	Changes in Therapies	Dose Changes	Pharmacist Counseling
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Results

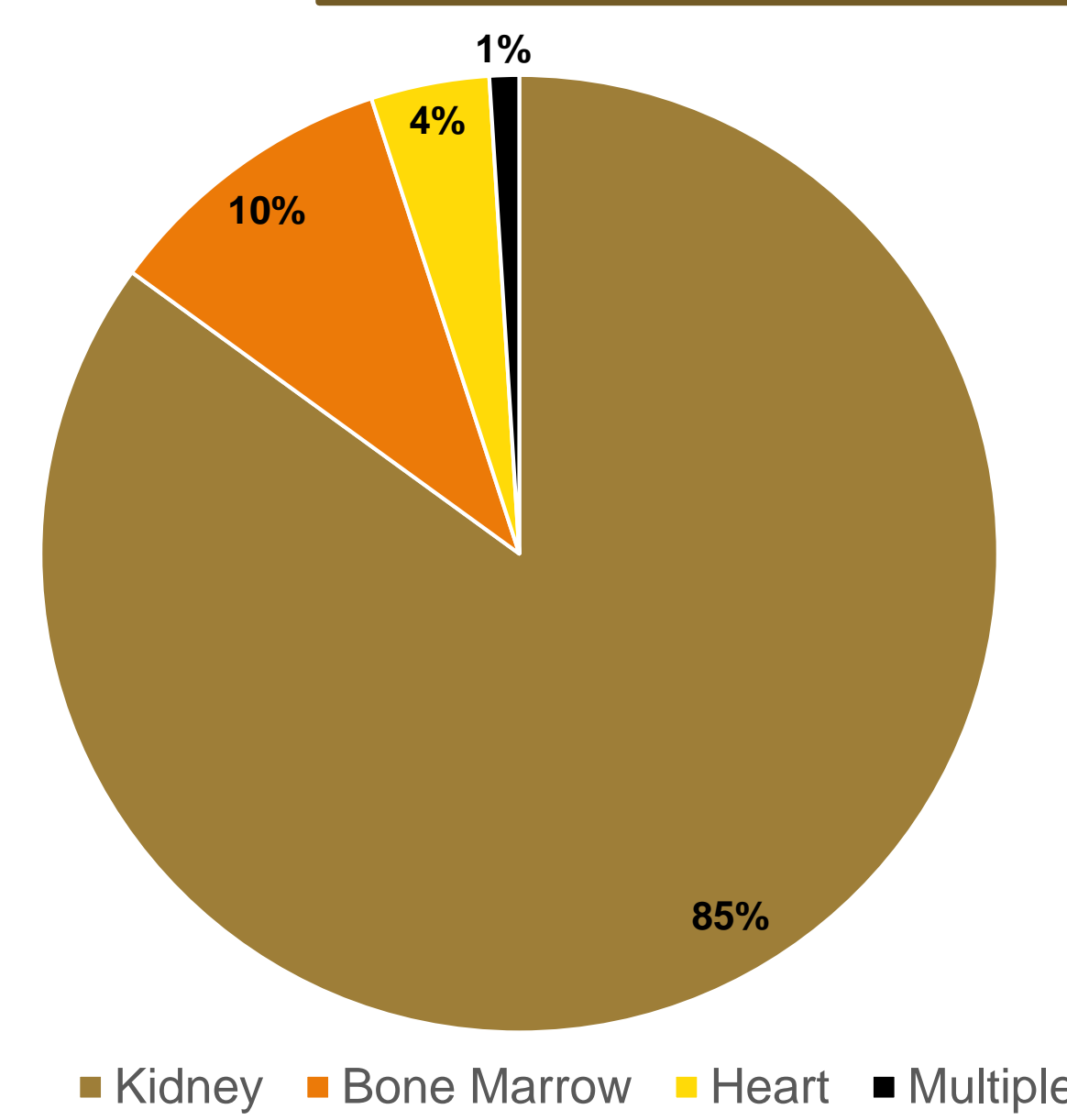


Figure 1. Patient Population

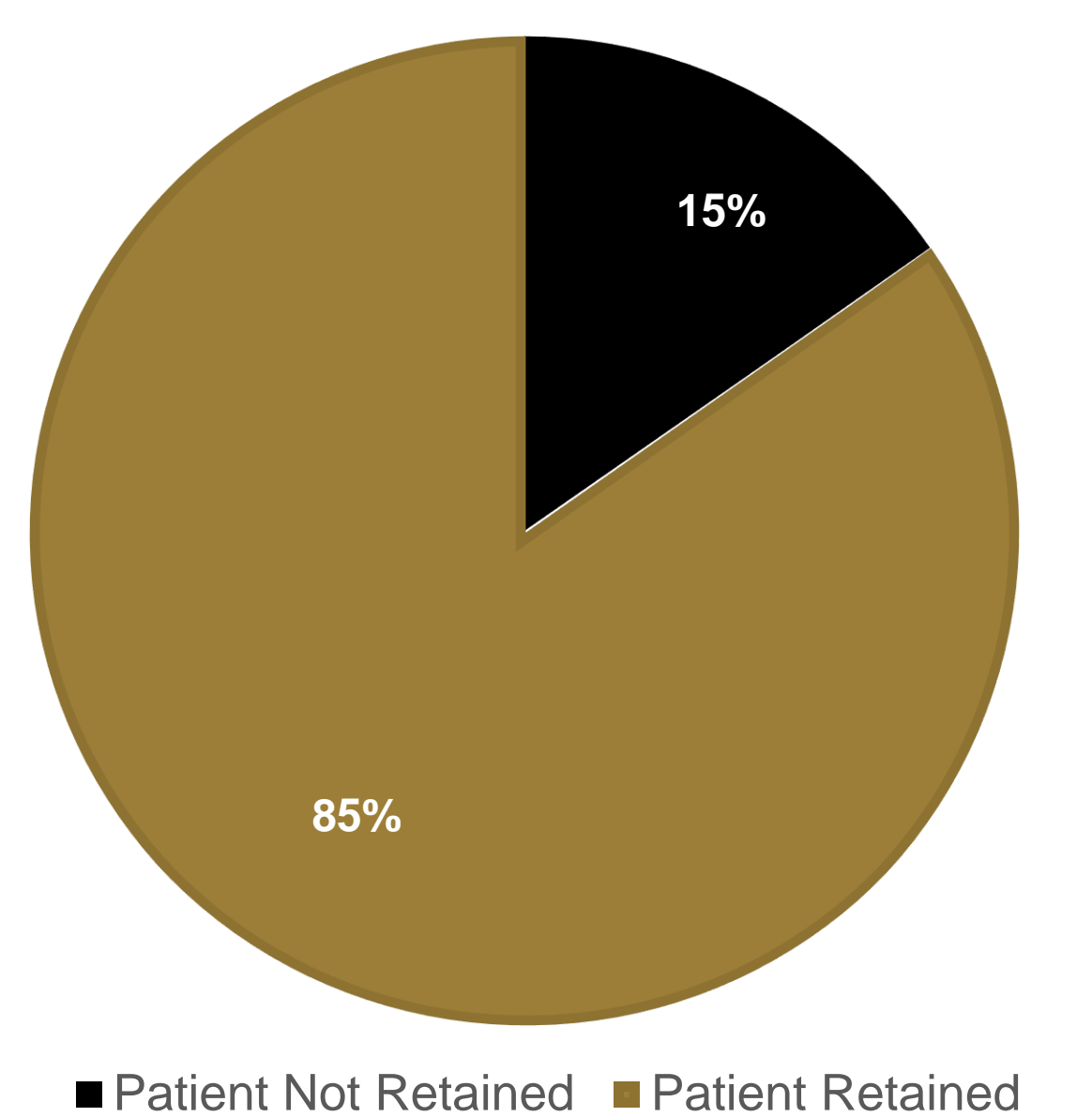


Figure 2. Patient Retention

- 157 patients had documented post-transplant discharge follow-up call with the majority being kidney transplant recipients

- 85% of patients were retained for future refills of medications, with the most common reason for transfer out being insurance restriction

- Calls were completed at an average of 9.7 days post-discharge and the majority were completed on the first attempt on Post-discharge Day 7

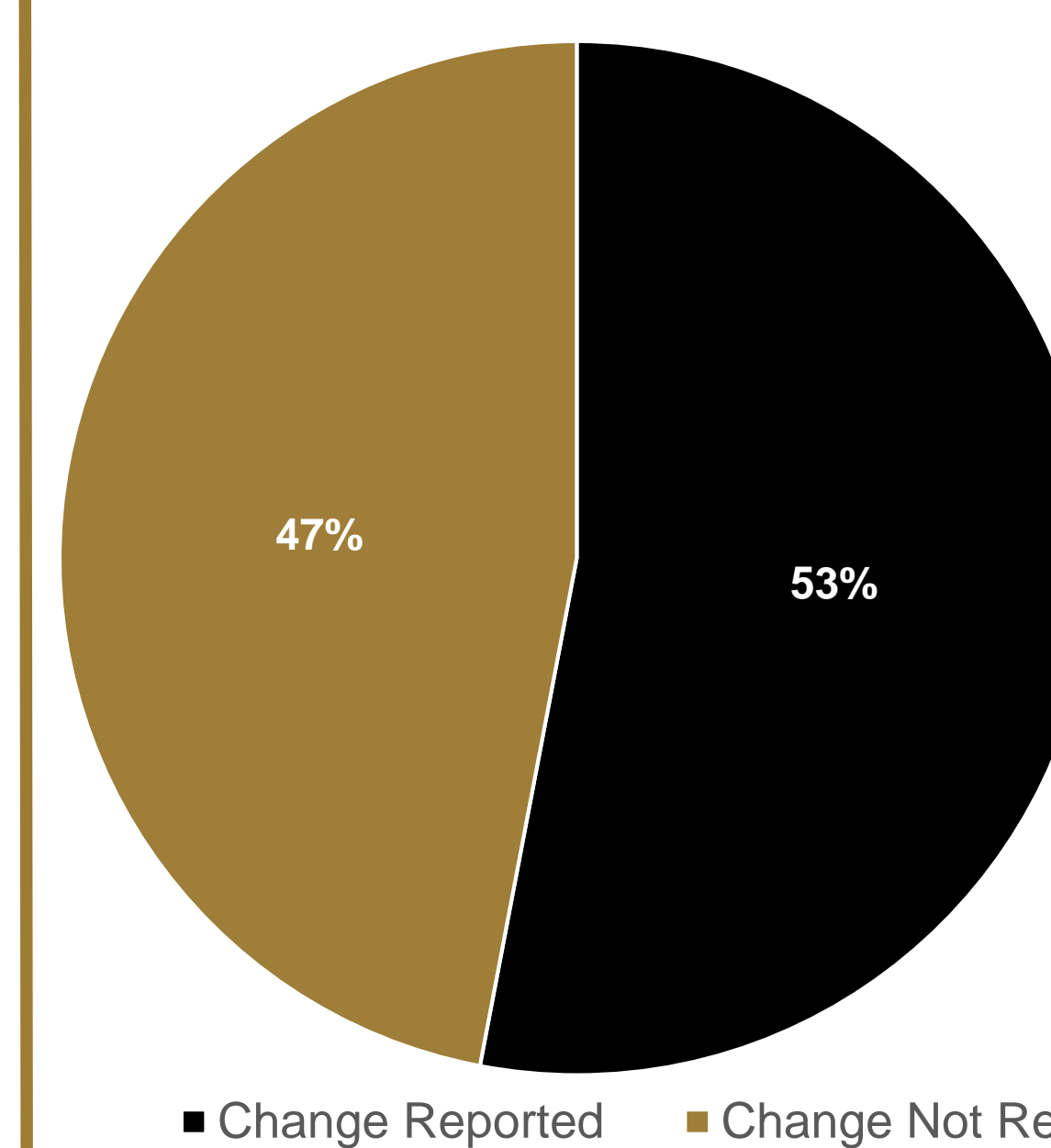


Figure 3. Patient Reported Medication Changes

- 53% of patients reported at least 1 medication change and 47% of patients reported no medication changes during the follow-up call
- Among reported changes 30% of patients had immunosuppressant medication changes, 33% other medication changes and 13% infection prophylaxis changes. Some patients reported multiple medication changes
- 3% of patients required pharmacist consultation with 50% of these being medication related questions, 25% being adverse effect concerns and 25% being billing questions

Discussion

- This process was an efficient technician-driven process with the majority of patients reached at 7 days post-discharge
- A positive retention rate was potentially related to relationship building during patient interactions
- The majority of patients unable to continue filling were due to insurance restrictions
- Amount of identified medication changes allowed for timely documentation and proactive request of updated prescriptions
- The low amount of required pharmacist interventions supported a technician-driven process
- Limitations include lack of comparator group, variations in free text documentation and rotation of various individuals through discharge transplant technician role

Conclusions

- The 7-day post-transplant discharge follow-up call offered a timely opportunity to review pertinent specialty pharmacy information and assess any changes in therapy after discharge
- This was a successful technician-driven process with most patients able and willing to continue filling with WFBH Specialty Pharmacy
- Future opportunities include utilization of technology for alternative methods of contact during this touchpoint

References

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Disclosures
 All authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.