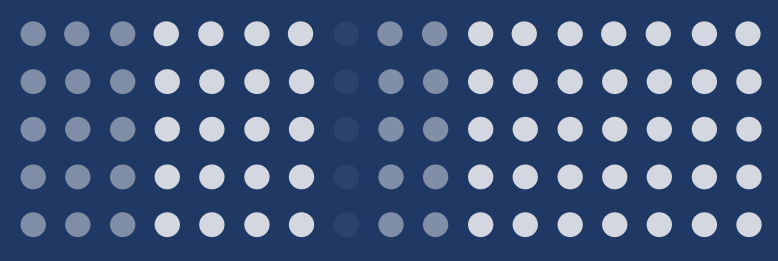


Positive Impact of a Specialty Pharmacy Health Coach Program



Dana Simonson, PharmD, BCPS; Ann McNamara, PharmD; Holly Wiest, MA; Ann Harty, PharmD; Alicia Zagel PhD, MPH

..... Fairview Pharmacy Services, Minneapolis, MN

BACKGROUND:

- Fairview Specialty Pharmacy provides comprehensive therapy management (TM) for patients
- A **health coach** is employed for additional support around
 - Unmet social, physical, psychological needs
 - Complex needs
- Projected benefits of a health coach
 - Supporting holistic health and wellbeing
 - Identifying and overcoming barriers to healthy coping
 - Identifying additional resources for support

METHODS:

- Health coaching services were offered to patients during an initial TM call or identified trigger such as
 - Emotional distress
 - New chronic illness diagnosis
 - Life transition
 - Coping issues
 - Stress management
 - End of life
 - Advanced care planning
 - Caregiver concerns

The initial health coach call:

- Provided program overview
- Confirmed interest
- Determined focus area(s) (Table 1)
- Encouraged goal setting
- Documented baseline two-item (2-i) PROMIS® global physical and mental health score

Follow-up calls:

- Focused on patient goals
- Made referrals to additional services

After the fifth call, the patient:

- Completed follow-up 2-i PROMIS® global physical and mental health score
- Received mailed, deidentified satisfaction survey

OBJECTIVE:

To determine the impact of a health coach on patients who receive specialty pharmacy services as measured by:

- Global physical and mental health scores
- Referrals to additional services
- Patient satisfaction

RESULTS

Table 1: Focus Areas	
	% of Assessments
Emotional/Spiritual	91% (1387/1528)
Loss & Grief	81% (1239/1528)
• Illness Related	71% (1085/1528)
• Non-Illness Related	64% (971/1528)
Lifestyle Changes	34% (526/1528)
• Smoking Cessation	13% (200/1528)
• Diet	12% (188/1528)
• Exercise	12% (187/1528)
• Other	11% (162/1528)
Other	16% (246/1528)
Stress Management	13% (205/1528)
• Stress Reduction	11% (161/1528)
• Relaxation Techniques	4% (67/1528)
• Other	3% (5/1528)

- 1528 health coaching assessments were completed in 262 patients from 01/01/2019 to 12/31/2022.
- Average 5 assessments/ patient completed (range 1-30+) (Figure 1).
- Most patients selected multiple coaching focus areas.
- The most common coaching focus area was Emotional/Spiritual (91% of assessments); Loss and Grief was second most common focus (81% of assessments) (Table 1).

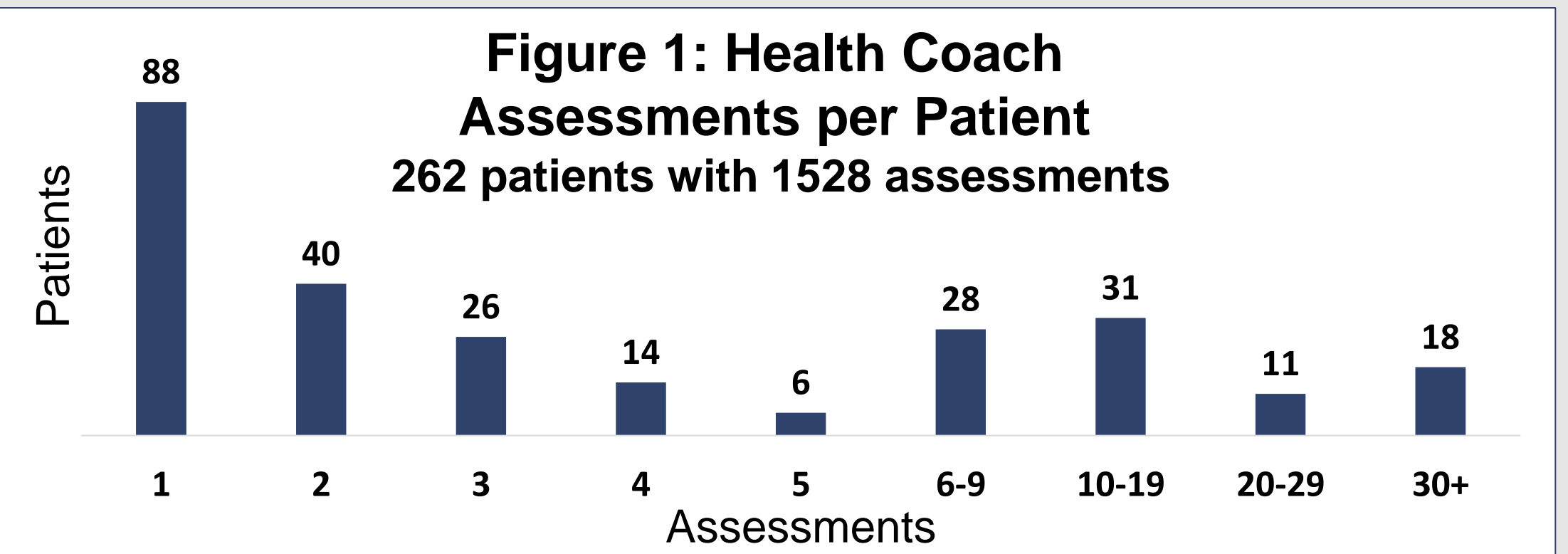
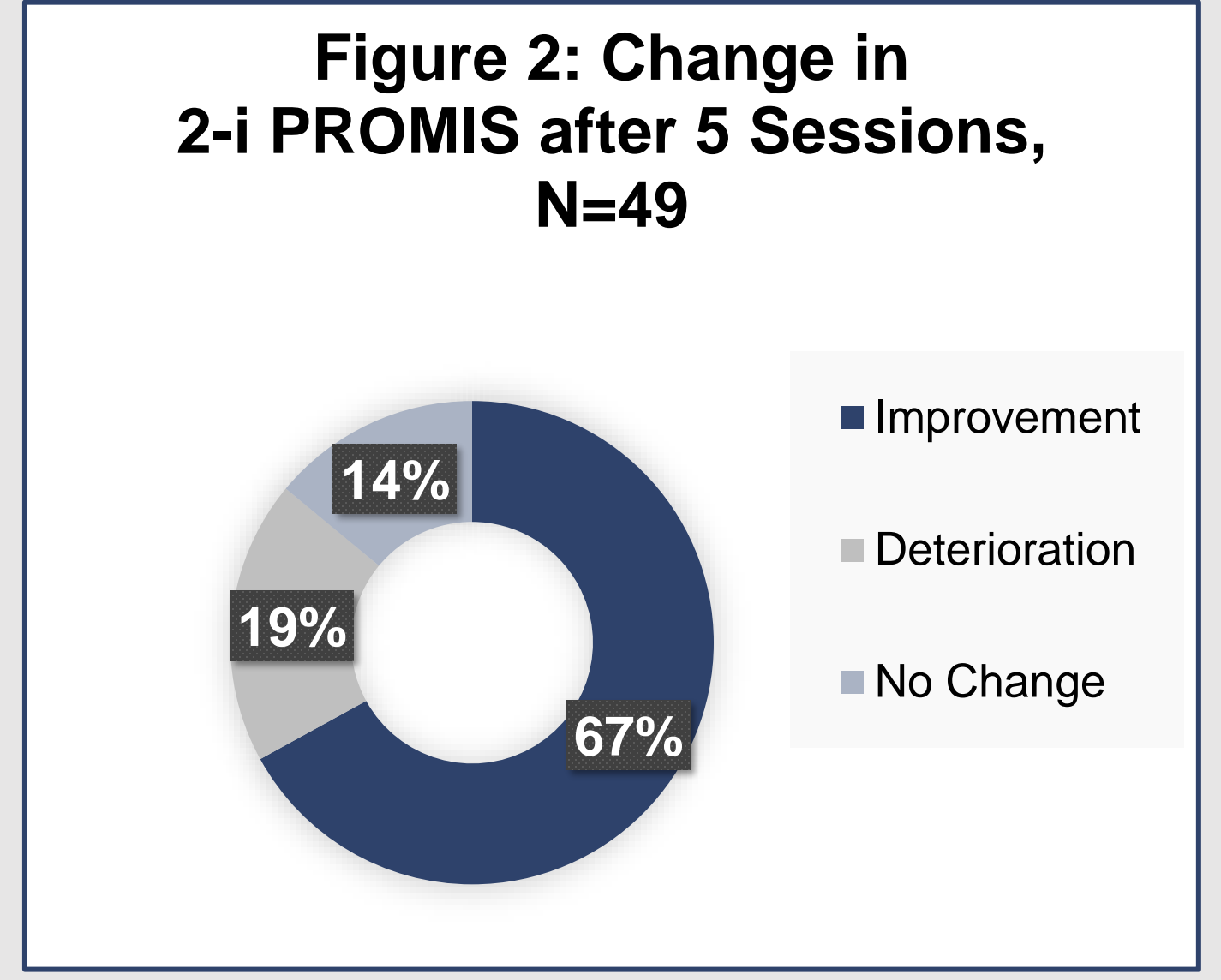


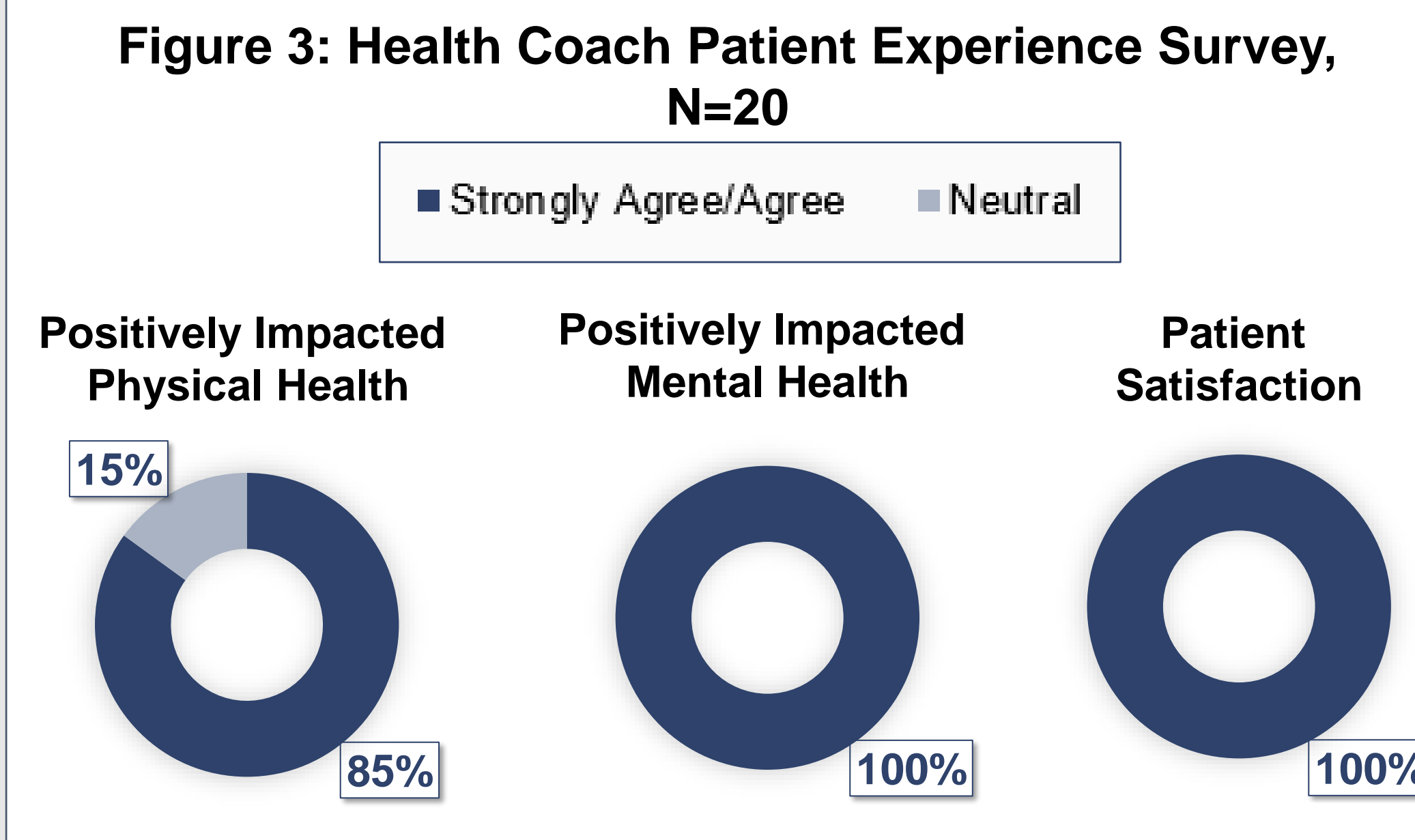
Table 2: Referrals for Additional Services	
Resource	# Referrals
Non-Healthcare Resource	82
Physician	42
Therapist	30
Healthcare Resource	28
Social/Case Worker or PFA	13
Pain Clinic	4
Advanced Care Planning	4
Palliative Care	3
Payer Resources	2
Psychologist/Psychiatrist	1
Dietician	1
Other	7
Total Patient Referrals:	217

- 217 referrals were made by the health coach to additional services (Table 2).
- 2-i PROMIS® was assessed in 49 patients at baseline and session five; 81% of patients showed an improved or stable score (Figure 2).



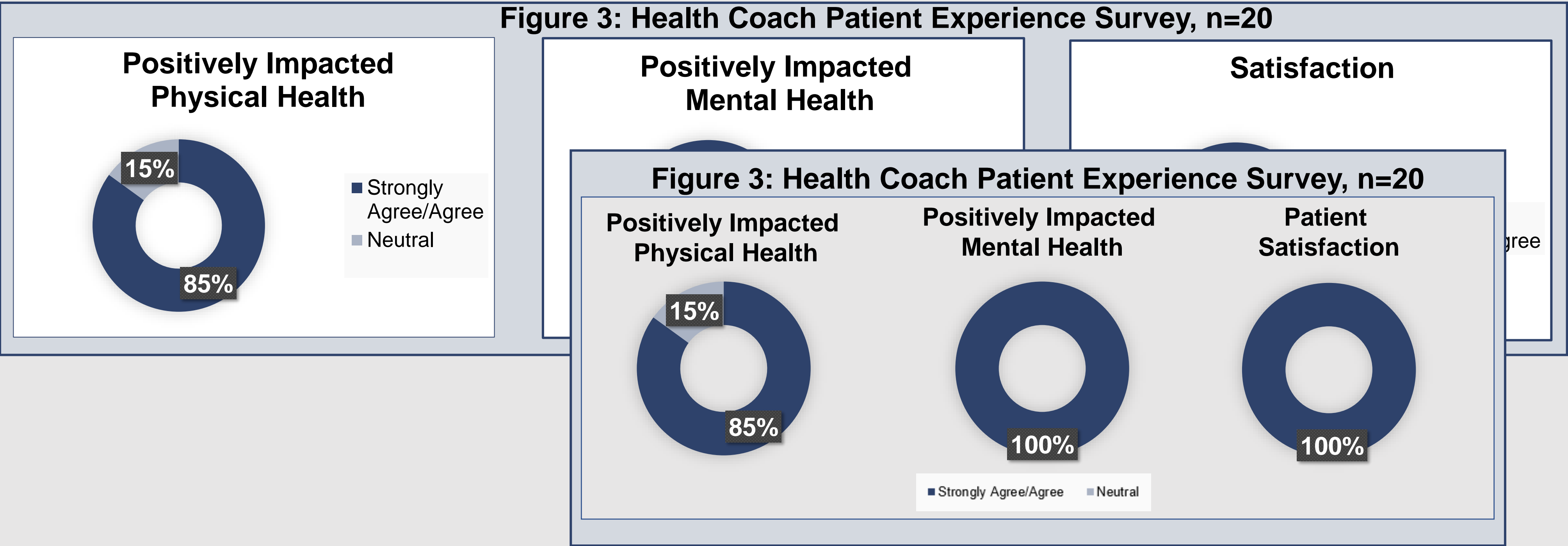
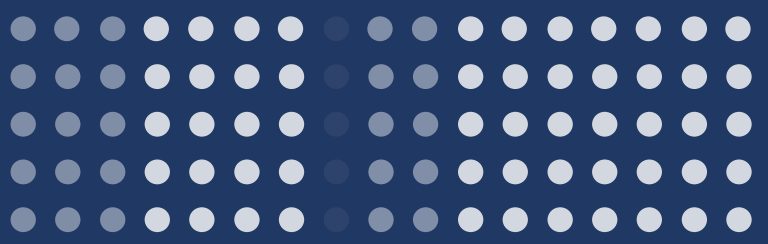
RESULTS

- Patient satisfaction survey (n=20) revealed that patients strongly agreed/agreed that their physical health (90%) and mental health (100%) were positively impacted by work with the health coach (Figure 3).
- All patients (100%) were strongly satisfied/satisfied with the health coaching program.



CONCLUSIONS

- The specialty pharmacy health coaching program is beneficial to patients, as measured by:
 - Positive impact on physical health
 - Positive impact on mental health
 - Referrals to additional resources
 - High patient satisfaction
- Integrating a health coach into the specialty pharmacy may lead to better patient outcomes and reduced long-term healthcare spending.



RESULTS

- 1528 health coaching assessments completed in 262 patients from 1/1/2019 to 12/31/2022.
- Average 5 assessments/ patient (range 1-30+) (Figure 1)
- Most patients selected multiple coaching foci.
- The most common coaching focus was emotional/ spiritual (91% of assessments); loss and grief was second most common focus (81%) (Table 1).
- 2-i PROMIS® was assessed in 49 patients at baseline and session five; 81% of patients showed an improved or stable score. (Figure 3)
- 217 referrals were made by the health coach to additional services (Table 2).
- Patient satisfaction survey (n=20) revealed that patients strongly agreed/agreed that their physical health (90%) and mental health (100%) were positively impacted by work with the health coach (Figure 3).
- All patients (100%) were strongly satisfied/satisfied with the health coaching program.

Academic Poster Brand Standards

- Helvetica font – mixed use of regular, bold, and italic depending on need.
- CAPS for section headings
- Section boxes can range in width and height ye do not use more than two different width section boxes per poster.
- Keep equal, consistent space balance between section blocks
- Size – this PPT file is 45” x 22.5”, if you need to adjust to another size that is NOT a 2:1 ratio, please contact the designer for assistance as the logo and other features may not resize correctly.
- Main Colors:



RGB: 46, 66, 107



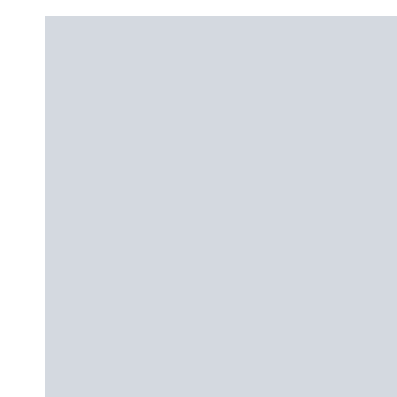
RGB: 84, 105, 138



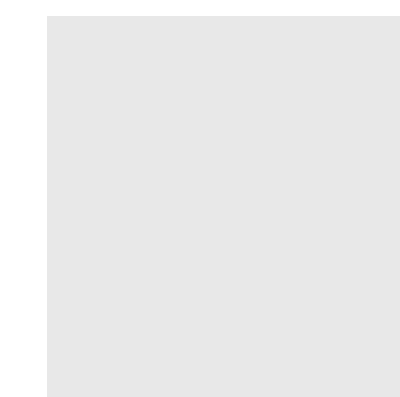
RGB: 127, 143, 167



RGB: 170, 179, 196

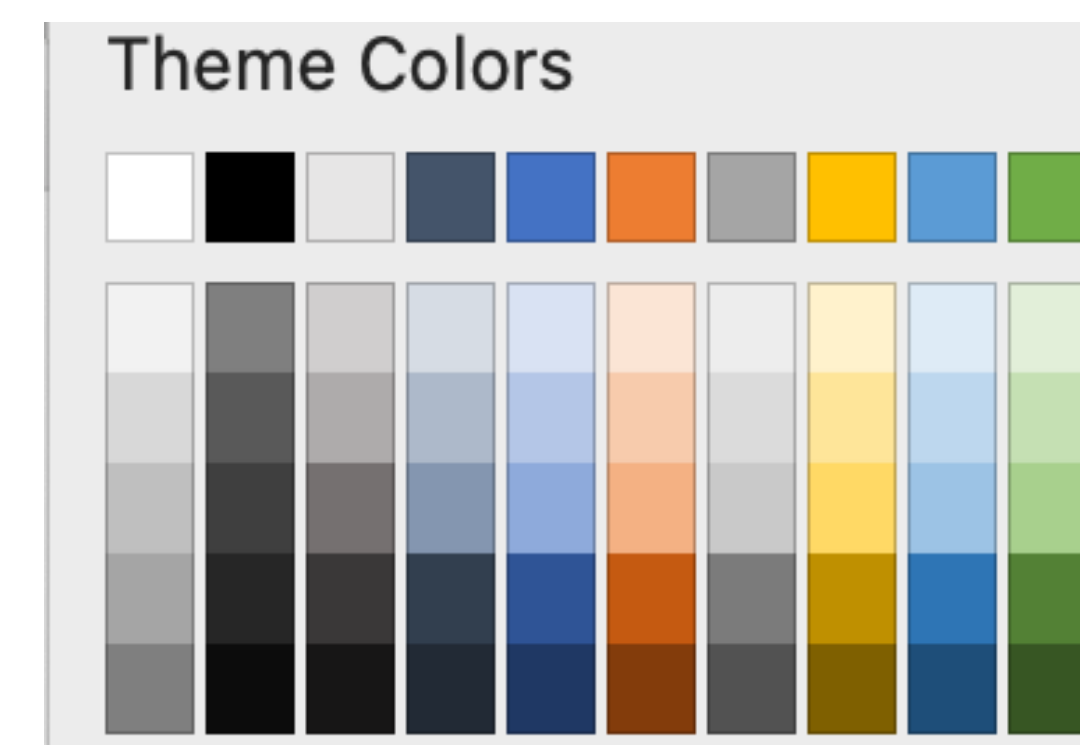


RGB: 212, 217, 224

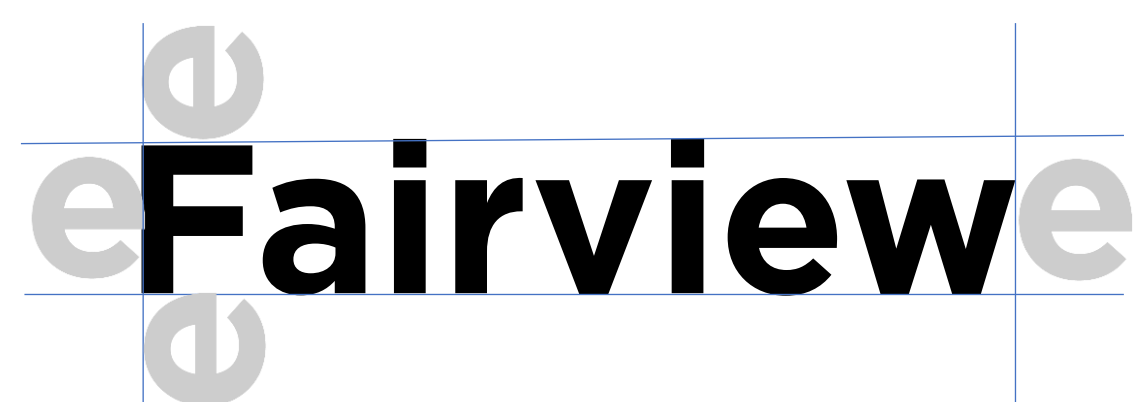


RGB: 232, 232, 232

- Additional Colors:

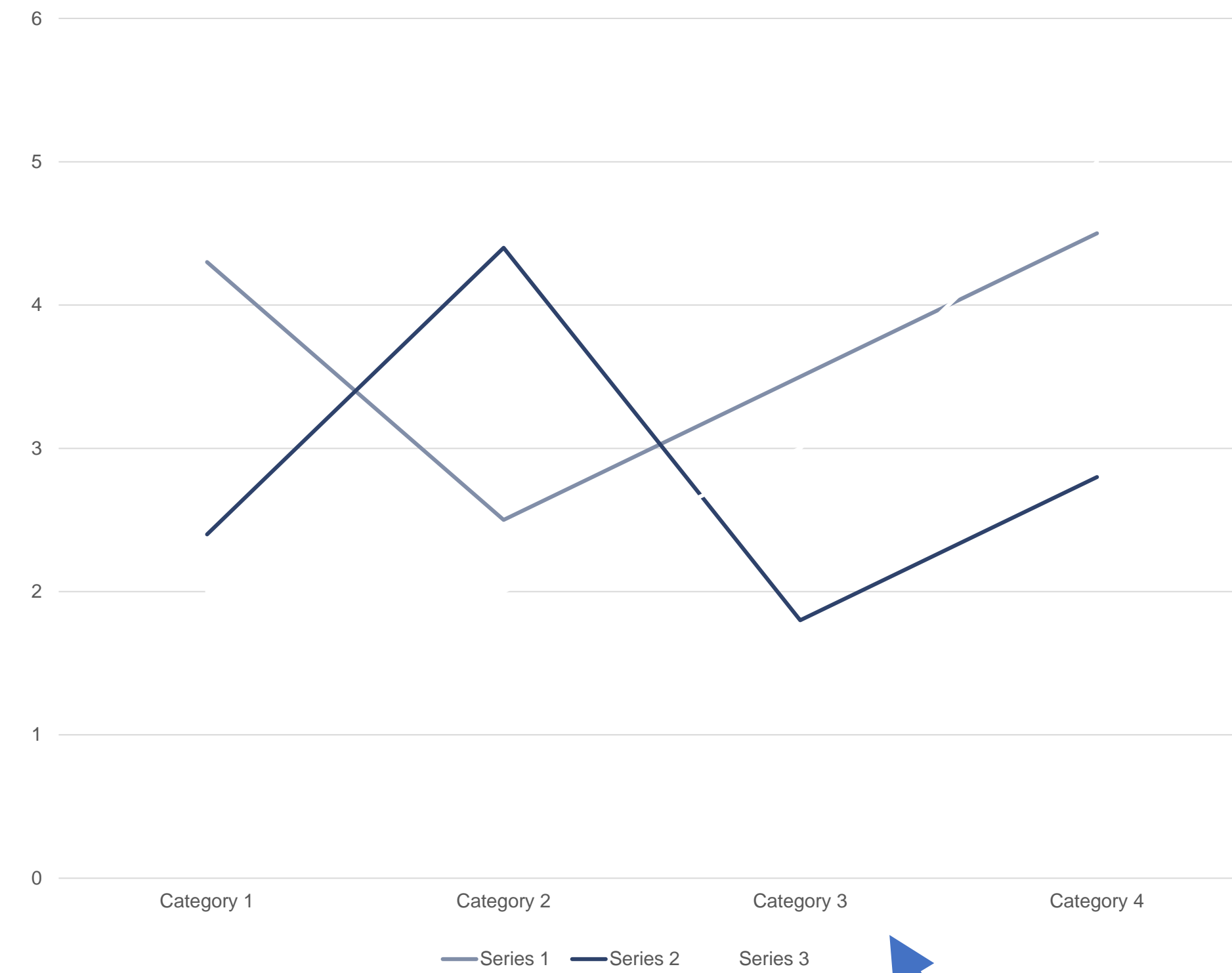


- Fairview logo – see Fairview Brand Standards. (essentially there must be sufficient white space around the logo) Use the letter ‘e’ from the Fairview logo to measure appropriate amount of white space around the Fairview logo.

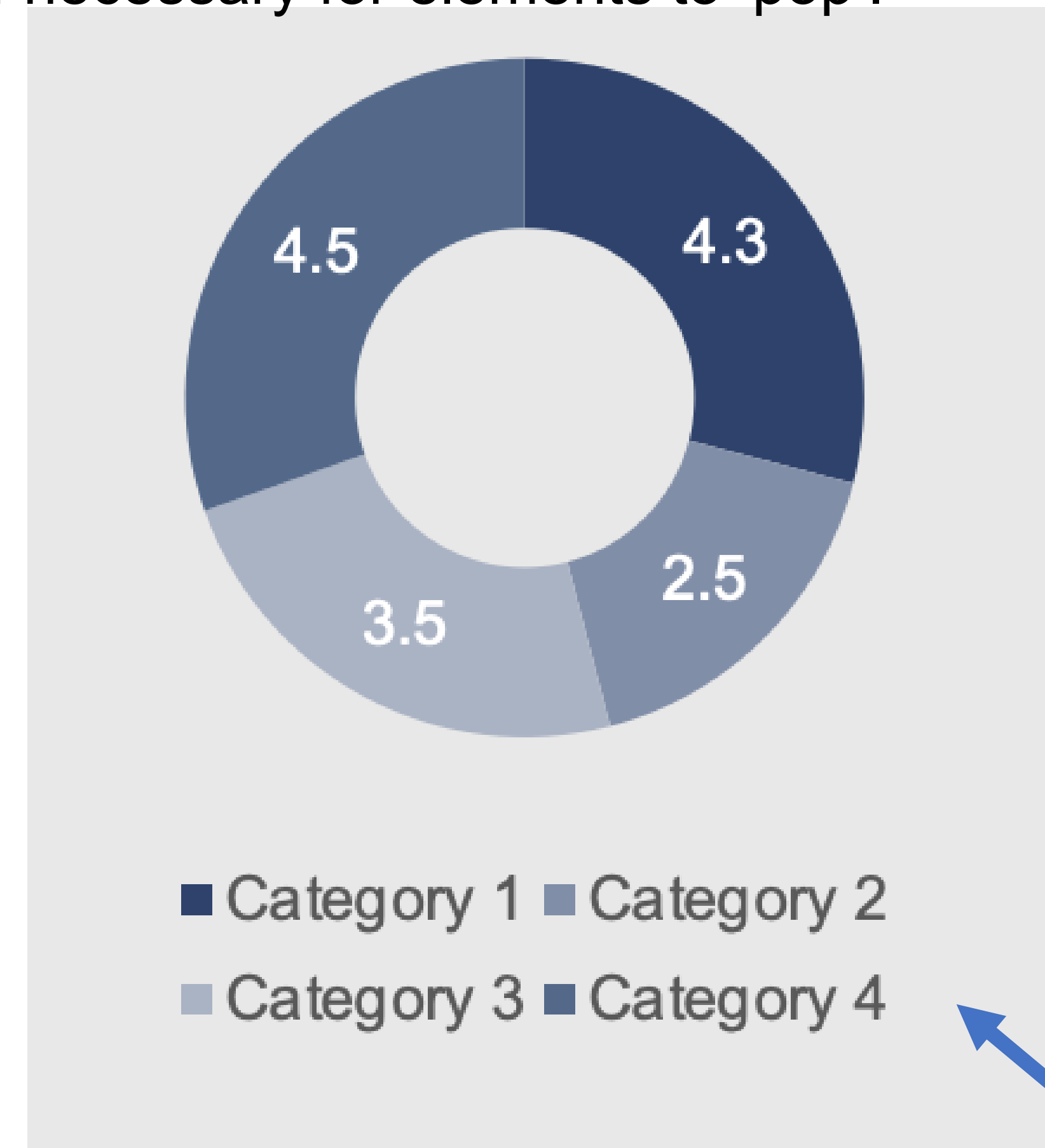


Graph/Chart samples

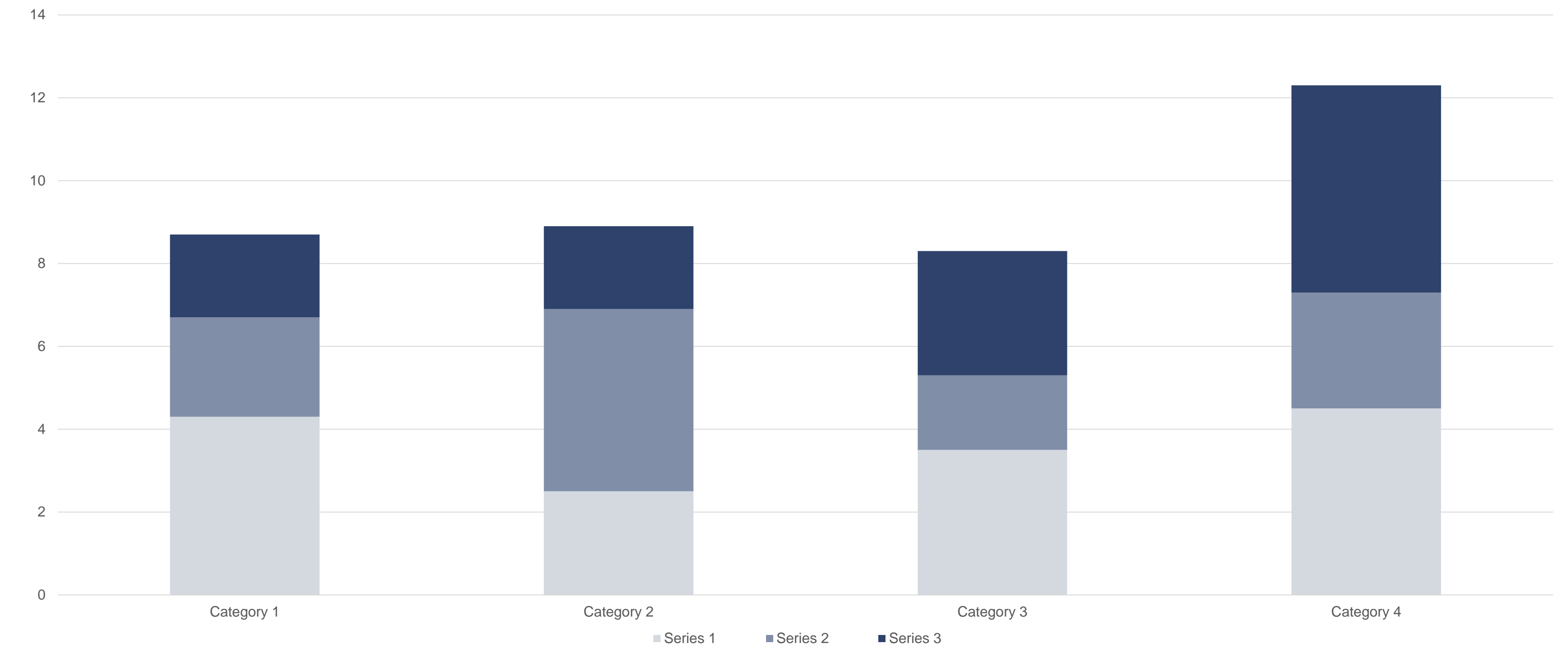
Graph, chart and table styles can be of the author's choice as long as they use the brand colors and font. Use an appropriately sized font for category and element titles that is large enough to ensure readability. Add color boxes behind charts if necessary for elements to 'pop'.



Font size too small



Good font size



Font size too small

Lorem Ipsum	Lorem Ipsum	Lorem Ipsum	Lorem Ipsum	Lorem Ipsum
Duis autem vel	Duis autem vel	Duis autem vel	Duis autem vel	Duis autem vel
Duis autem vel	Duis autem vel	Duis autem vel	Duis autem vel	Duis autem vel
Duis autem vel	Duis autem vel	Duis autem vel	Duis autem vel	Duis autem vel
Duis autem vel	Duis autem vel	Duis autem vel	Duis autem vel	Duis autem vel