

CONVERTING PRESCRIPTIONS TO 90-DAY SUPPLY INCREASES PHARMACY TECHNICIAN EFFICIENCY

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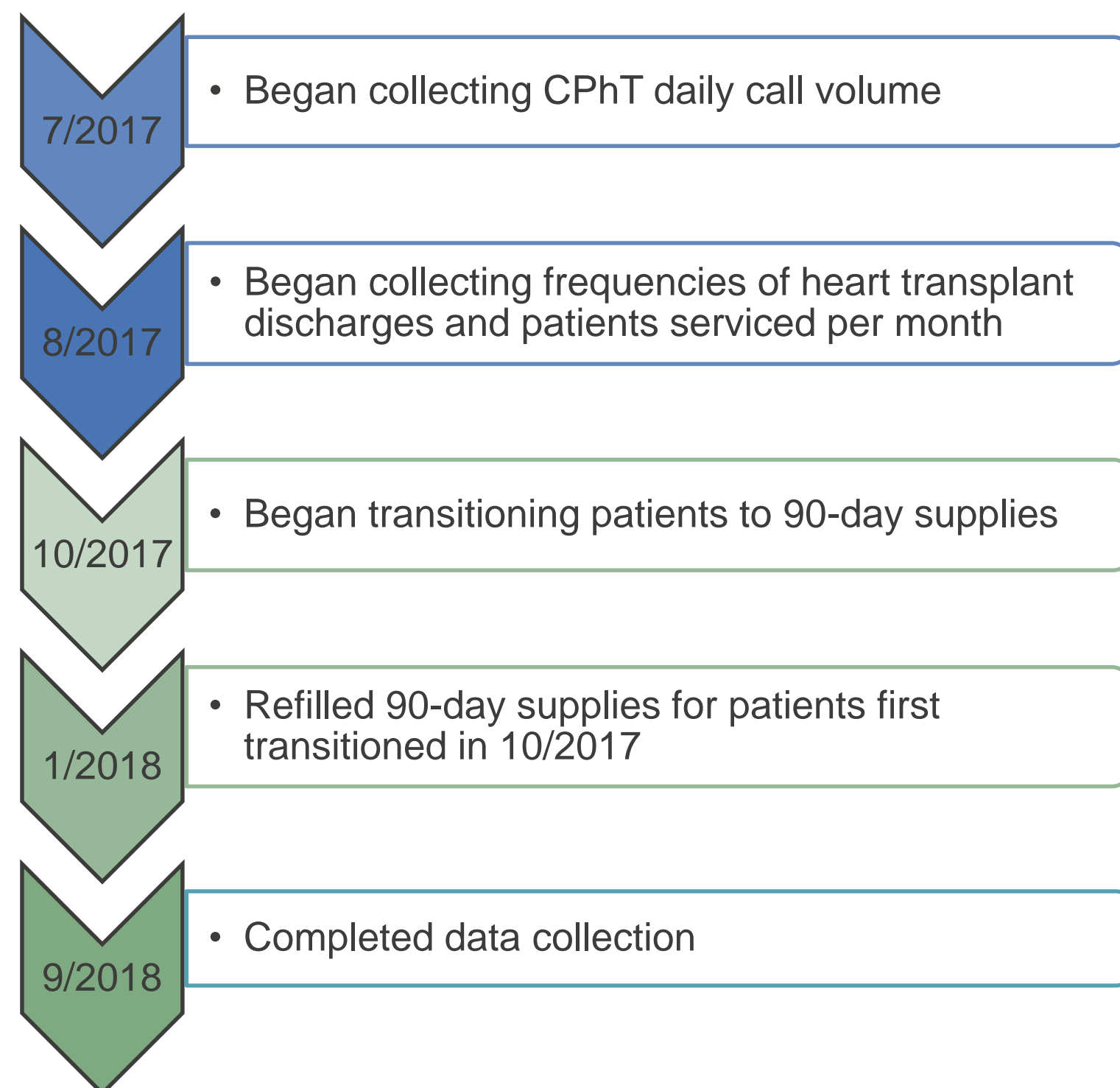
BACKGROUND

- Pharmacy technicians (CPhTs) facilitate medication adherence for patients post-heart transplant by conducting refill telephone calls to schedule medication shipments.¹
- Standard prescribing of post-transplant medications was 30-day supply, necessitating monthly refill calls.
- To alleviate call burden and increase efficiency, we implemented a quality improvement (QI) project to convert prescriptions to 90-day supplies.

OBJECTIVE

To assess the impact of converting transplant medication refills to 90-days on technician call volume and number of patients serviced.

FIGURE 1. PROJECT TIMELINE



METHODS

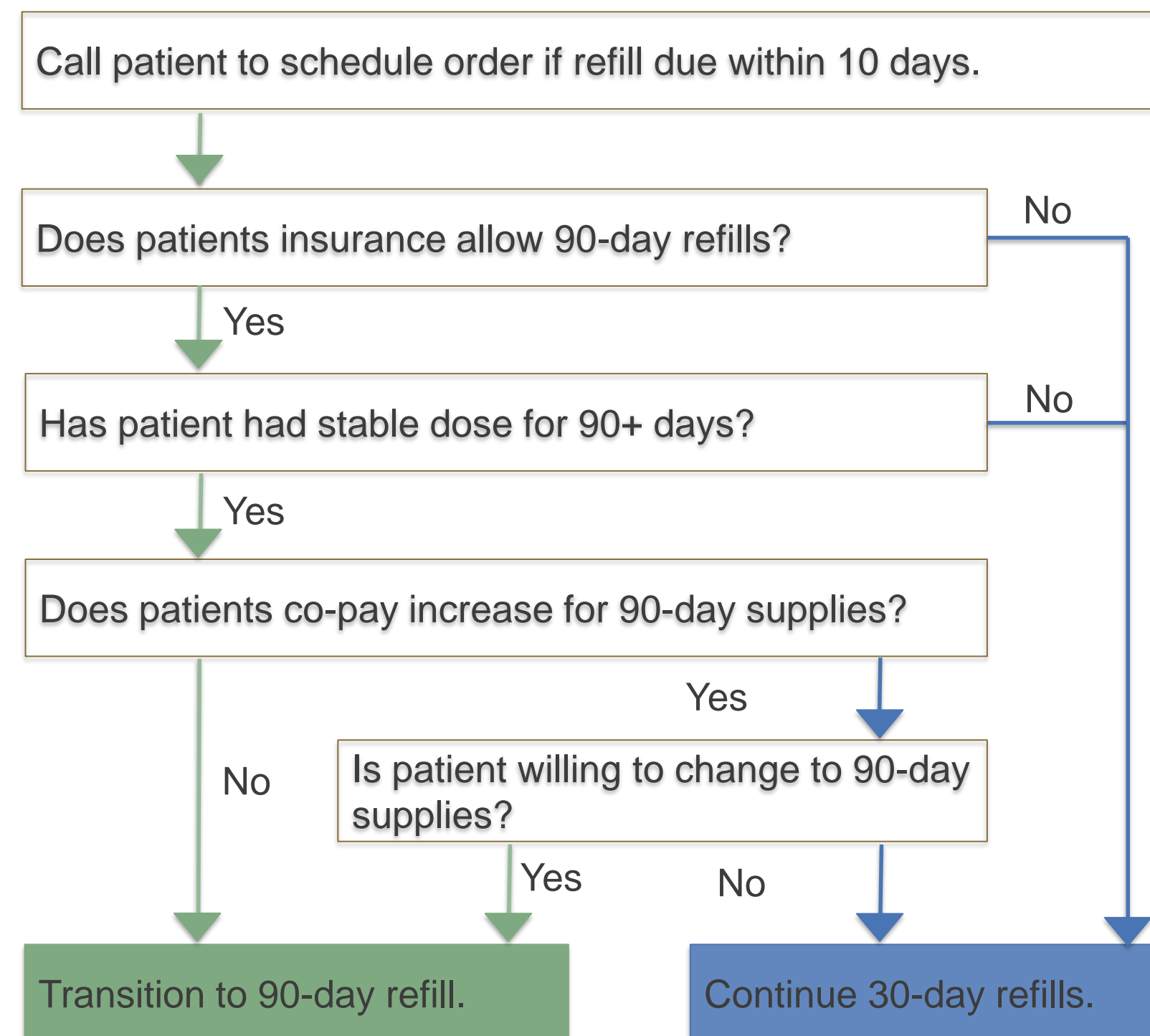
Design The QI project timeline is shown in Figure 1. Beginning in Oct 2017, the CPhT implemented a new call process shown in Figure 2.

Participants All Heart Transplant patients using the Transplant Pharmacy for medication management.

Measures Frequencies of:

- Daily phone calls made by CPhT
- Patients serviced by pharmacy each month
- Heart transplants performed at health system per month

FIGURE 2. SUPPLY TRANSITION CALL FLOWCHART



RESULTS

FIGURE 3. AVERAGE DAILY CALLS

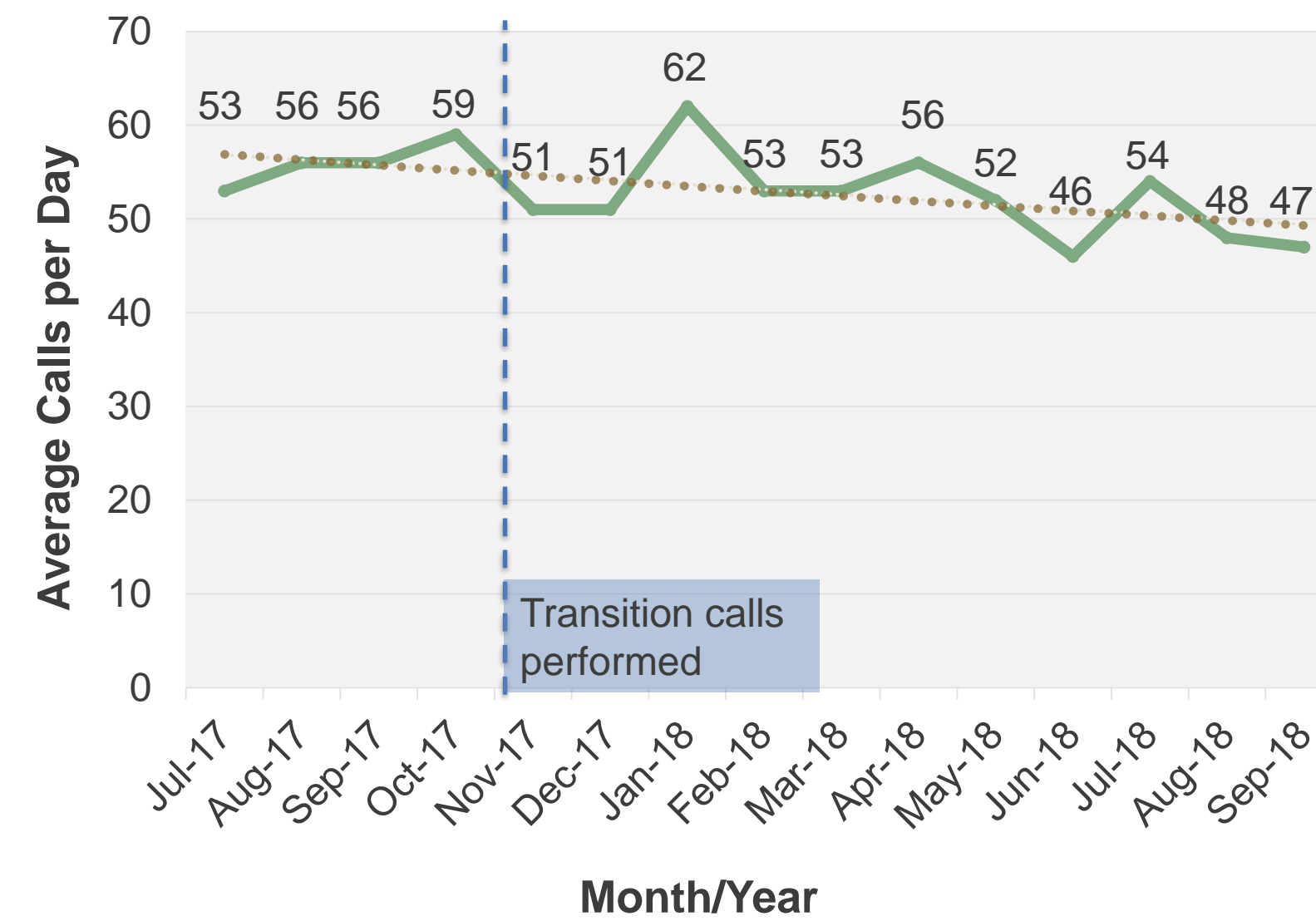


FIGURE 4. NUMBER OF PATIENTS SERVICED PER MONTH

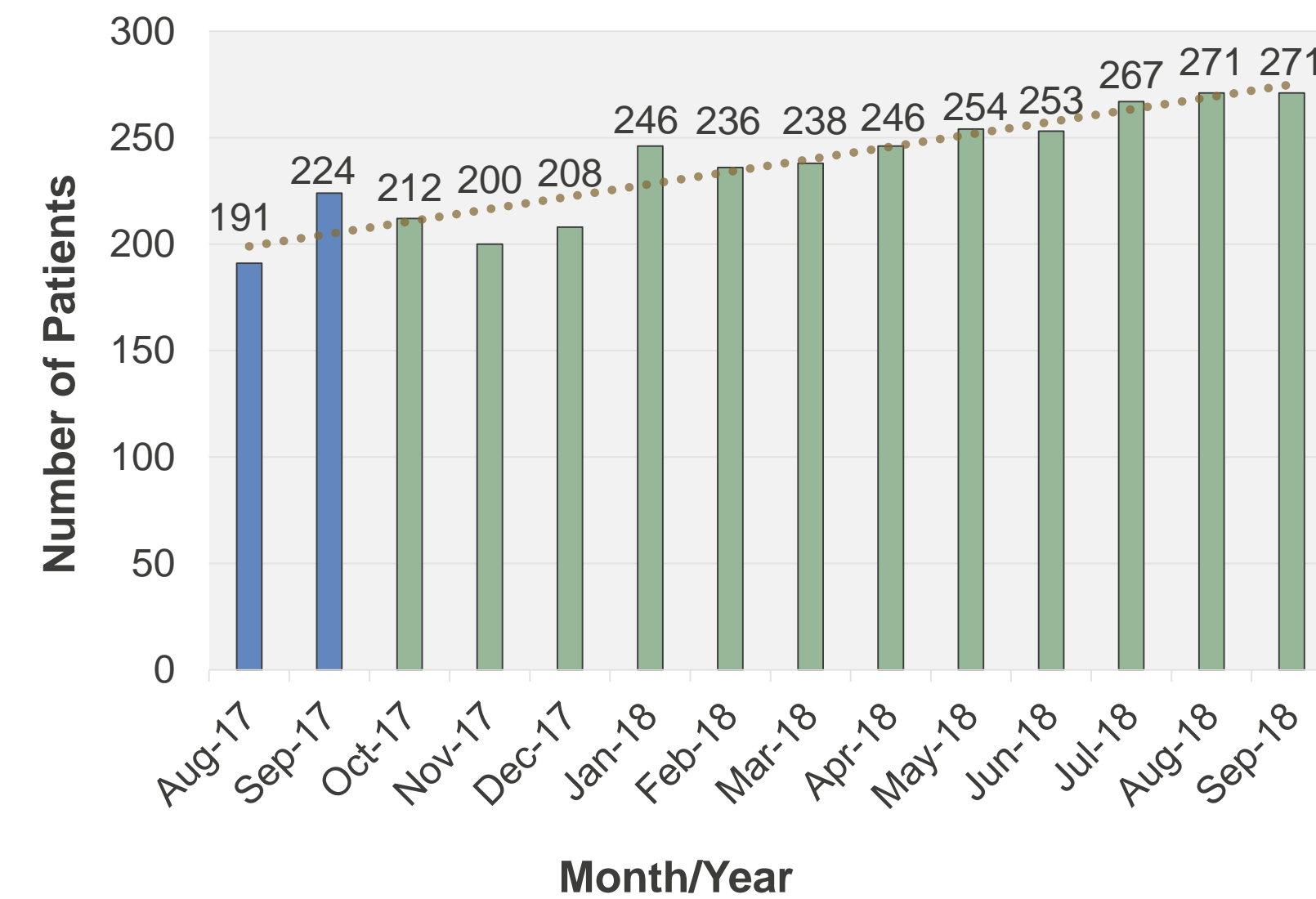
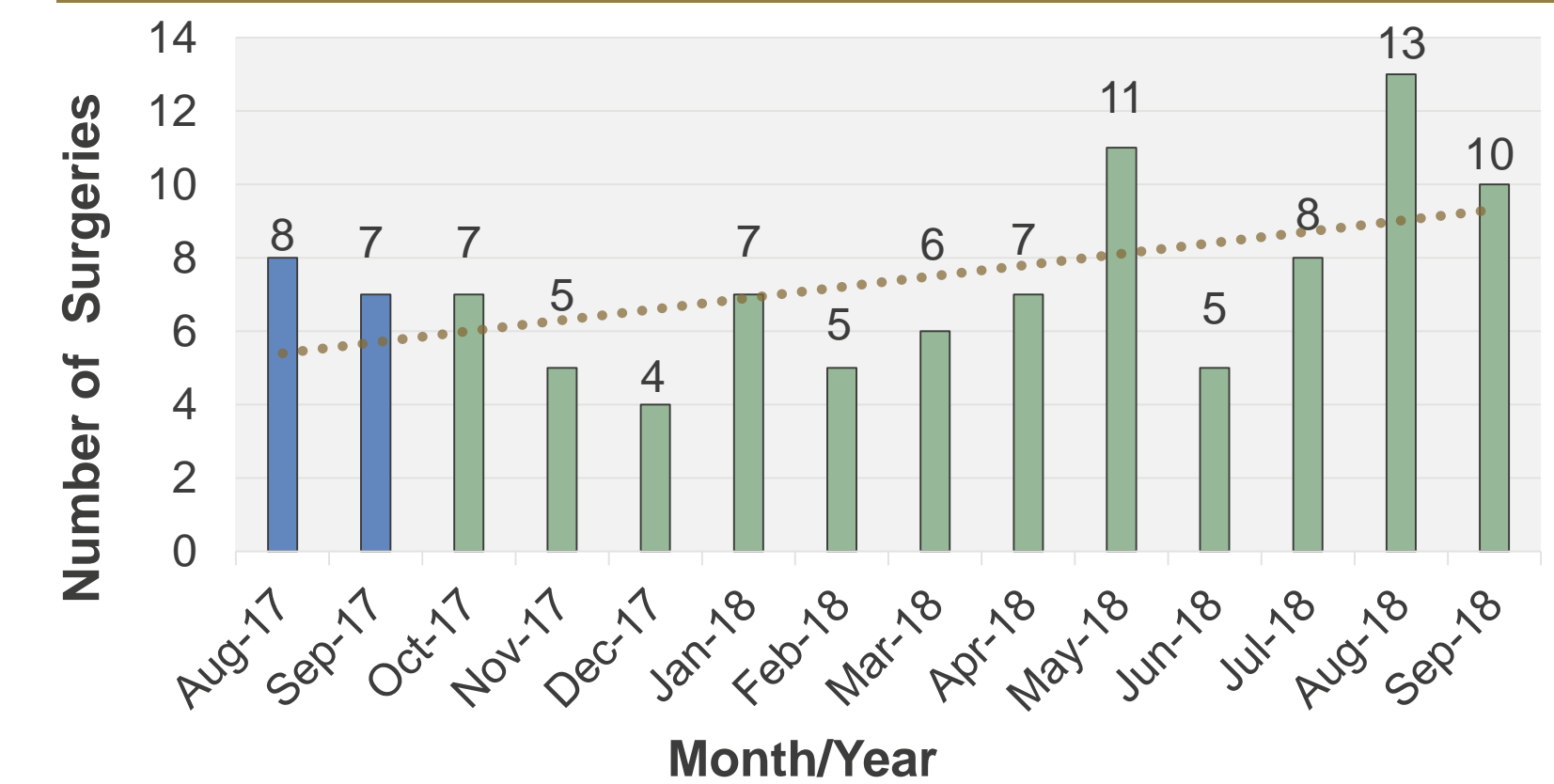


FIGURE 5. HEART TRANSPLANTS PERFORMED



- Of the 250 patients contacted during the QI project, 165 (66%) transitioned to 90-day supplies.
- The remaining 85 patients were ineligible to transition or unwilling to transition because of high co-pay.
- Average daily calls decreased by 22% (60 to 47)
- Number of patients serviced per month increased by 21% (224 to 271)

CONCLUSION

Converting medications from 30 to 90-days' supply increased technician efficiency, allowing the CPhT to service more patients with fewer daily phone calls. The QI results led to hiring more Transplant Pharmacy technicians. Future work is planned to expand this project to other technicians and organs.

REFERENCES

1. Alloway RR1, Dupuis R, Gabardi S et al. Evolution of the Role of the Transplant Pharmacist on the Multidisciplinary Transplant Team. American Journal of Transplantation: Am J Transplant. 2011 Aug;11(8):1576-83. doi: 10.1111/j.1600-6143.2011.03601.x.

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