

# Bedside Medication Delivery Program (Med-to-Bed) to Reduce Readmissions and Improve Outcomes

March 20, 2019



**Quality Improvement Organizations**

Sharing Knowledge. Improving Health Care.  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**Great Plains**



Quality Innovation Network

# Objectives

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- Understand what bedside medication delivery is and how it can impact outcomes and quality measures
- Discuss strategies used to implement bedside medication delivery services
- Review examples of success stories on how bedside medication delivery impacts patient care

# Medication Safety

- Medications contribute to 26% of hospital readmissions
- Estimates are as high as 50% of patients on chronic medications do not take them as prescribed
- Non-adherence accounts for up to 25% of hospitalizations

[https://www.japha.org/article/S1544-3191\(17\)30778-1/pdf](https://www.japha.org/article/S1544-3191(17)30778-1/pdf)

<https://www.uspharmacist.com/article/medication-adherence-the-elephant-in-the-room>

# An Opportunity

caretransitions

## Community pharmacy bedside medication delivery eases patients through transitions of care

AMY K. ERICKSON

It was a slow day at NewSpring Pharmacy in Nyabero, PharmD, the pharmacist, and one of the pharmacy technicians arranged a meeting to discuss with help recently discharged patients that evolved from the hospital-led to an innovative bedside model that only expands pharmacist roles and patient satisfaction.



Health Science

## 'Meds-to-beds' programs aim to prevent re-hospitalization



[https://www.pharmacytoday.org/article/S1042-0991\(16\)30508-4/pdf](https://www.pharmacytoday.org/article/S1042-0991(16)30508-4/pdf)  
<https://www.cardinalhealth.com/content/dam/corp/web/documents/brochure/Cardinal-Health-CaseStudy-Hackensack-Bedside.pdf>  
[https://www.washingtonpost.com/national/health-science/meds-to-beds-programs-aim-to-prevent-re-hospitalization/2017/09/01/83097d2a-6e1f-11e7-96ab-5f38140b38cc\\_story.html?utm\\_term=.4303ff4d42f9](https://www.washingtonpost.com/national/health-science/meds-to-beds-programs-aim-to-prevent-re-hospitalization/2017/09/01/83097d2a-6e1f-11e7-96ab-5f38140b38cc_story.html?utm_term=.4303ff4d42f9)

**Changing the Standard of Care**  
**Bedside Discharge Prescriptions**  
**Improves Patient Care**

# Today's Speaker

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**Oliver Frenzel, PharmD, RPh**

Pharmacist

Master of Public Health Student

Fargo, ND



# Answering the Why, Who, When, & How for Med-to-Bed Implementation

Oliver Frenzel, PharmD, RPh

# Why Implement Med-to-Bed?

- Improve patient safety outcomes
- Ensure patient has discharge medications and instructions
- Reduce readmissions to hospital
- Improve CMS Star Ratings

# Who benefits the most?

- Cardiac Unit
  - CHF
  - MI
  - CABG
  - Stent placement
- COPD/Pneumonia
- Surgical Floor
  - Same Day Surgery
  - Orthopedic Floor
- Maternity Unit



# Who will initiate the Med-to Bed Conversation?

- Admission nurse
- Discharge nurse
- Pharmacist
- Pharmacy technician
- Physician

# How to Implement Med-to-Bed

- Start small
- Deploy to only 1 floor and focus on 1 disease state
- Ask for input from providers/nurses/quality control departments
- Where is the best place?
- When is the best time?

# Communicate with the Care Team!

- Pharmacist should detail nurses and physicians on Med-to-Bed services
- What times of the day and what days of the week will it be offered?
- The value of nursing huddles!

# How to Address Co-Pays?

- Remote register (tablet) with credit card capabilities?
- Charge co-pays to pharmacy AR account?

# Be Committed!

- Nursing and Pharmacy need to have excellent communication and full commitment for a successful program!

# Benefits

- **Improved relationships with physicians and nurses**
  - Coordination of care!
- **Patient Safety**
  - Reviewing last dose of hospital meds and timing of next scheduled dose
    - IV antibiotic to oral antibiotic upon discharge
  - Clarifying formulary changes from hospital to home medications
    - Formulary MDI to at home MDI
  - Overcoming obstacles to medication fills
    - Cost
    - Travel/Wait time at community pharmacy
    - Non-covered medications – Solutions for therapy alternatives

# Summary

To ensure a successful program ask the *why, who, when,*  
& *how* prior to Med-to-Bed implementation

# Questions

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# Upcoming Event



**Wednesday**  
**March 27, 2019**  
**12:00 – 1:00 p.m. CT**

## Overcoming the Challenges to Treating Patients on Concomitant Opioid and Benzodiazepine Therapy

We know that patients who are co-prescribed opioid therapies and benzodiazepines, a class of sedatives, are at an increased risk of hospitalization and death due to drug interaction and drug overdose. Unfortunately, several challenges persist that contribute to patients remaining on concomitant therapy. During this WebEx we will evaluate alternative therapies for the treatment of pain and anxiety, examine opioid and benzodiazepine tapering strategies, and discuss engaging patients in difficult conversations to promote safe and effective care.

**Free CME!**

<https://greatplainsqin.org/blog/event/overcoming-the-challenges-to-treating-patients-on-concomitant-opioid-and-benzodiazepine-therapy/>

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