Integration of Comprehensive Medication Management Through Implementation Science

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Agenda

• Comprehensive Medication Management at AltaMed Health Services
• The “Business Case” for Innovation and Implementation Science
• The Gehr Family Center for Implementation Science
The USC / AltaMed CMMI Program: Improving Healthcare Quality and Safety While Reducing Costs Through Clinical Pharmacy Service Integration
WHY DO THIS?

Clinical Pharmacy
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• Doctors don’t like to follow protocols …
• Pharmacists manage drug therapy better through collaborative practice agreements!
OVERCOMING ANXIETY

• Can pharmacists do this?
• Will they communicate?
• Why did I go to medical school?
IMPACT

- Staff Satisfaction
- Patient Satisfaction
- Quality Goals
- Reduction in ER and Hospital Utilization
- Unexpected benefits:
  - patient assistance programs
  - help with medication errors
  - staff education
Clinical Pharmacy

MAJOR CHALLENGE

- Business Case
- Decision
- Buying
BUSINESS CASE

• Does clinic pharmacy save money?
• Is clinical pharmacy a high-value service?
• If yes, how do we pay for it?
OPTIONS

- Billing policy changes
- Pay for performance
- Health Home Demonstration
- More risk-bearing, capitated payment arrangements
Norbert Gehr
Our Team

David Goldstein, MD  Michael Hochman, MD, MPH  Rachel Lim
Mission

- Collaborate and partner with local health systems
- Help implement best practices
- Develop sustainable innovations
- Advance knowledge in care delivery
Principles

• The “Triple Aim”
  • Quality/Experience
  • Population Health
  • Efficiency

• Co-development with health systems
• Sustainable
• Scientifically important data
• Engages University and local communities
• Trainees can participate
Implementation Science

A) Quality improvement
B) Innovation
C) Implementation of “best practices”
D) The study of process improvement
E) Rigorous scientific learnings
F) All of the above
Projects in Development

• Getting hospitalized patients out of bed
• Hospital-to-home care transitions
• High utilizer programs
• Improving patient experience
• Scaling Comprehensive Medication Management
Gehr Innovation Awards

USC Gehr Family Center for Implementation Science
Keck Medicine of USC