Increase referrals to MedAccess at the SMHC Pharmacy

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**Project:** Increase referrals to MedAccess at the SMHC Pharmacy  
**Last Updated:** October 3, 2018

**Team Members:** Kim B., Jed L., Jay G., Carol L., Karen D., Andrea T., Sue O., Teri K., Kristen and Danielle S.

### Problem/Impact Statement:
The MedAccess Program is losing referrals at point of sale in the SMHC Pharmacy.

### Scope:
Patients who are currently serviced by the SMHC Pharmacy that are uninsured or under insured and meet the % Federal Poverty Level for prescription assistance.

### Goal/Objective:
Referrals to MedAccess from the SMHC Pharmacy will increase from 2.7% to 3.2% or from 21 to 26 referrals per month (20%) by January 15, 2019.

### Baseline Metrics/Current State:
- MMC was used as a benchmark to understand the percentage of MedAccess prescriptions processed. Their current percentage is 0.37%.
- SMHC Pharmacy currently receives 21 referrals per month which is equivalent to 2.7%.
- One of the findings is that SMHC is processing more referrals based on the data we have.

### Root Cause Analysis:
- Interviews were conducted on May 11, 2018 and a fish bone diagram was developed:

![Fish Bone Diagram](image)

- Interview conducted October 2, 2018 with SMHC Pharmacy staff and process map was started:

![Process Map](image)

### Countermeasures

**Just Do Its:**
- Master medication list of programs available shared with staff.
- Epic Pool implemented for direct referrals as of 5/9/18.

**Ongoing efforts:**
- Brochures & pamphlets delivered to SMHC pharmacy on 4/15/18 and monthly call to restock on the 15th of each month scheduled.
- All pharmacy staff provided the master list of MedAccess medication assistance programs on 4/15/18.
- MMC was used as a baseline to benchmark the % of MedAccess prescriptions between the SMHC pharmacy and MMC pharmacy.
- 10/2/18 meeting scheduled with Jay G. (new pharmacist at SMHC) to discuss process map and potential changes to process.

### Outcomes
August numbers are 14 referrals or 1.83%.

![SMHC MedAccess Rx Referrals](image)

### Next Steps
- Process map for SMHC Pharmacy in development to increase referrals to the MedAccess Program for medication assistance and coverage options to all eligible patients.
- Master referral form created for use at point of sale at SMHC Pharmacy.
- Monthly check-ins with pharmacy staff to ensure process is followed and resources are available.
**Cause & Effect (Fishbone) Diagram**

**Process/Project Name:** Increase SMHC Pharmacy Referrals to MedAccess

**Date:** 11-May-18

**Prepared By:** Kim Beaudoin

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**People**
- Staff unsure of the MA program
- Training/protocol for new staff
- All staff that work at point of sale do not know about MedAccess program

**Material**
- Lack of resource materials/brochures

**Method**
- Questions about the referral process
- List of companies that offer prescription assistance

**Loss of referrals at point of sale in the SMHC pharmacy**
Rx received at SMHC Pharmacy

Patient information found in Epic

Rx is run through system and insurance determined

MedAccess brochure inserted in medication bag for referral to program

NO

Patient has insurance

YES

Patient arrives at pharmacy to pick up medication

Pharmacy tech discusses affordability options with patient at pick up

Medication is affordable

NO


NO

Medication is affordable

YES

Medication distributed to patient.

YES