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10-3-2018

Increase referrals to MedAccess at the SMHC Pharmacy

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Recommended Citation

Jones, Sarah and Beaudoin, Kim, "Increase referrals to MedAccess at the SMHC Pharmacy" (2018).
Southern Maine Health Care. 4.
<https://knowledgeconnection.mainehealth.org/smhc/4>

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Project: Increase referrals to MedAccess at the SMHC Pharmacy

Last Updated: October 3, 2018



Executive Sponsor: Sarah Jones

Facilitator: Kim Beaudoin



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

Plan

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:

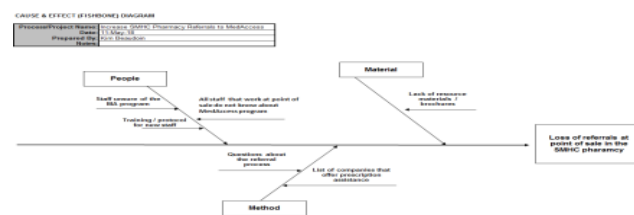
Referrals to MedAccess from the SMHC Pharmacy will increase from 2.7% to 3.2% or from 21 to 26 referrals per month (20%) by January 15, 2019.

Baseline Metrics/Current State:

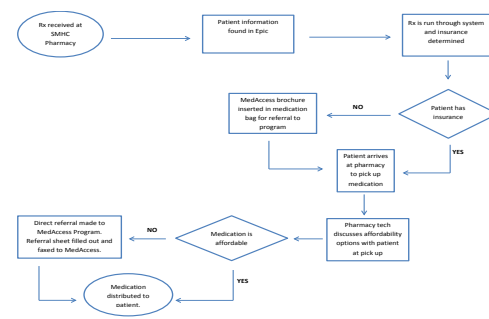
- MMC was used as a benchmark to understand the percentage of MedAccess prescriptions processed. Their current percentage is 0.37%.
- SMHC Pharmacy currently receives 21 referrals per month which is equivalent to 2.7%.
- One of the findings is that SMHC is processing more referrals based on the data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

Root Cause Analysis:

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



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



Do

Countermeasures

Just Do Its:

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

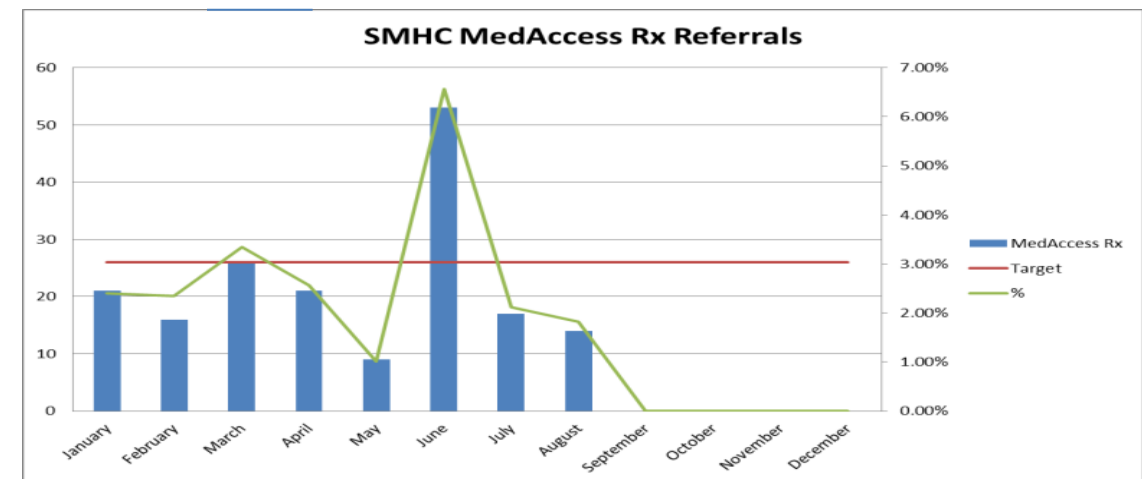
Ongoing efforts:

- 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.

Study

Outcomes

August numbers are 14 referrals or 1.83%.



Act

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
Notes:	

