“Meds to Beds”
March 18, 2015
St. Elizabeth Healthcare: Our Meds to Beds Experience

Brian Kuehne, RPh, Coordinator of Medical Village Pharmacy and Outpatient Pharmacy Services
20 Medical Village Drive
Edgewood, KY 41017
859-301-9039
St. Elizabeth Healthcare

- **About Us:**
  - Located in Edgewood, KY
  - 502 beds at Edgewood over 1200 beds over the 6 facilities.

- **A full-service hospital including:**
  - An open-heart surgery program
  - Diagnostic and therapeutic catheterization
  - Birthing center with a Level III nursery
  - Holistic health services
  - Sports medicine
  - Women’s wellness and breast center

  Heart and Vascular Institute
  Cancer center
  Behavioral health center
  Business health center
  Cardiac rehabilitation center
  Family practice residency program
St. Elizabeth Healthcare

- **About Us:**

  - Medical Village Pharmacy (Retail Pharmacy on campus at Edgewood): 4 Pharmacists (2 PRN), 2 Technicians

  - Inpatient Pharmacy: 40 Pharmacists, 38 Technicians
Organizational Recognition

Joint Commission Top Performer
- St. Elizabeth Edgewood, Florence, Ft. Thomas and Grant have all been recognized as Top Performers for 2013 in heart attack, heart failure, pneumonia, surgical care and stroke

Women’s Choice Award
- America’s 100 Best Hospital for Patient Experience
- Region’s Best Hospital
- One of America’s Best Hospitals for Emergency Care, Obstetrics, Heart Care and Cancer Care

US News & World Report
- St. Elizabeth Edgewood was ranked #2 in Kentucky and #5 in Cincinnati

Leapfrog Group
- “A” Ratings for Edgewood, Ft. Thomas and Florence in both the Spring and Fall assessments

Magnet Designation
- Magnet™ designation by the ANCC — 2006, 2010

Additional Quality Awards, such as:
- Midas Plus Platinum Quality Awards Program
- Care Checks Quality Award
- PRC Excellence in Healthcare award for Customer Service
A Few of Our Service Area Recognitions

Cardiovascular Services
- St. Elizabeth Cardiac Surgery program ranks “3 out of 3 stars” in the STS Database
- Women’s Choice Award, ABH for Heart Care
- Blue Cross Blue Distinction Center designation

Orthopaedics
- Premium Total Joint Replacement Center designation by UnitedHealthcare
- Blue Cross Blue Distinction Center designation for knee and hip replacement

Radiology
- ACR Accredited Lung Cancer Screening Center

Revenue
- Healthcare Financial Management Association (HFMA) 2014 MAP Award for High Performance in Revenue Cycle — one of 16 awarded nationally

Skilled Nursing
- Florence and Ft. Thomas Skilled Nursing received 5-star rating from CMS

Women’s Services
- 3-year NAPBC Accreditation for Breast Centers
- Achieved Baby-Friendly recertification
- March of Dimes 39 weeks initiative recognition
- Women’s Choice Award, ABH for Obstetrics

Med-Surg
- 5-Star Excellence Award for Inpatient Med-Surg Overall Quality of Care given by the Professional Research Consultants, Inc.

Wound Care Centers
- Ft. Thomas and Covington awarded Center of Distinction and Center of Excellence awards
- Healogics Northeast Center of the Year award

Weight Management/Bariatrics
- Blue Cross Blue Distinction Center designation
- Optum — Bariatric Center of Excellence for B.S.

Healthgrades recognition for:
- Cardiovascular Services, Critical Care, Pulmonary Care Excellence, Orthopaedics
• BACKGROUND:
• Why did we start a Meds to Beds Program?
  ▪ Customer Service
  ▪ Cardiologist’s Concerns
  ▪ CMS Goals (readmission)
• Our pharmacy management team looked at the feasibility of initiating a program to get the medication to the patient in a timely manner prior to their discharge.
• **BACKGROUND (continued)**

• **Our main focus was with the NOAC (Novel Oral Anticoagulant) medications**
  - Brilinta ®(ticagrelor)
  - Effient ®(prasugrel)
  - Eliquis® (apixaban)
  - Pradaxa ® (dabigatran)
  - Xarelto ® (rivaroxaban)

• **Cardiology staff (Physicians and Nurse Practitioners)**
• OUR JOURNEY: THE PRE-WORK

• How we got administrative support for the program.
  - Readmission
  - Return on Investment research
  - Limited research
  - Readmission rates
  - Daily workload.
Patient is admitted to hospital and given Anticoagulant Medications

Advocate will run report every morning and afternoon to see what patients in house are currently taking Anticoagulant Medications

Advocate screens report
1. Only patients that are new to the med (verify from "Home Med List" in Epic).
2. Only patients with Cardiac diagnosis (verify from "Encounters" tab in Epic).

Advocate completes the MVP Patient Info form for each patient that qualifies, including SS#, allergies, & Rx Insurance Info

Advocate takes form to patient room
1. Obtain the patient's Permission/Signature to participate in program
2. Obtain Prescription Insurance Information

Advocate will contact the APRN to notify of the script left in the nurse's station. APRN can sign the script or call in the prescription to MVP at 859-301-9031

Advocate will leave a hard copy script in an envelope in the nurse's station w/ physician/APRN name on it, instructing them to sign. A note will be attached to the script explaining the program and necessary actions.

Advocate will cover high level drug info with patient.

Patient is discharged from Hospital with filled script
# REGISTRATION FORM

## Medical Village Pharmacy

### PATIENT INFORMATION

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>MRN</td>
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<tr>
<td>CSN</td>
<td></td>
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<tr>
<td>ADMISSION DATE</td>
<td></td>
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<tr>
<td>DISCHARGE DATE</td>
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<tr>
<td>TODAY'S DATE</td>
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<tr>
<td>FLOOR / ROOM NUMBER</td>
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<tr>
<td>Last Name</td>
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<tr>
<td>First Name</td>
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<td>Middle Initial</td>
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<td>Gender</td>
<td>M/F</td>
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<tr>
<td>Date of Birth</td>
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<td>Home Phone Number</td>
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<td>Cell Phone Number</td>
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<tr>
<td>Social Security Number</td>
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<td>Address</td>
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<td>City</td>
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<td>State</td>
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<tr>
<td>Zip Code</td>
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</tbody>
</table>

### INSURANCE INFORMATION

**PLEASE PROVIDE YOUR PRESCRIPTION INSURANCE CARD INFORMATION.**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Bin Number</td>
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<tr>
<td>Identification Number</td>
<td></td>
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<tr>
<td>Group Number</td>
<td></td>
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<tr>
<td>Processor Control Number (PCN)</td>
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</tbody>
</table>

### RELATION TO CARDHOLDER:

- Cardholder
- Spouse
- Dependent

Please indicate which discount card you will be using: Brilinta®, Effient®, Eliquis®, Pradaxa®, Xarelto® or Other.

<table>
<thead>
<tr>
<th>Prescription Drug</th>
<th>Bin Number</th>
<th>Identification Number</th>
<th>Group Number</th>
<th>PCN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brilinta® 30 Day Supply Free</td>
<td>004682</td>
<td>EC57065201 or EC57065202 if Medicare/Medicaid</td>
<td>CN</td>
<td></td>
</tr>
<tr>
<td>Effient® 30 Day Supply Free</td>
<td>015251</td>
<td>EFNT1</td>
<td>PRD2000</td>
<td></td>
</tr>
<tr>
<td>Eliquis® 30 Day Supply Free</td>
<td>610524</td>
<td>40025823</td>
<td>1016</td>
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<tr>
<td>Pradaxa® 30 Day Supply Free  (Medicare/ Medicaid) OR $10 (Commercial Insurance)</td>
<td>610024</td>
<td>50776993</td>
<td>Loyalty</td>
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<tr>
<td>Xarelto® 30 Day Supply Free</td>
<td>610020</td>
<td>99992170</td>
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<tr>
<td>Other</td>
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The above information is true to the best of my knowledge. I authorize my insurance benefits be paid directly to the pharmacy. I understand that I am financially responsible for any balance. I also authorize St. Elizabeth Medical Village Pharmacy or Insurance company to release any information required to process my claims.

**Patient or Guardian Signature**

**Date**
St. Elizabeth Healthcare

- PROGRAM DESIGN (Continued)
  - Additional Programs
  - Clinical Pharmacist
• PROGRAM DESIGN (Continued)

  ▪ TCU (Transitional Care Units) and Cardiac Cath Lab
  ▪ Initial fills
  ▪ Staff required
  ▪ After Hours
  ▪ Timing
EXHIBIT B

Eliquis 5mg Tablet

Take ONE tablet by mouth TWICE daily   #60
NDC #:00003-0894-21

CAUTION: Federal law prohibits transfer of this drug to any person other than the patient for whom it was prescribed.

Medical Village Pharmacy
20 Medical Village Drive
Edgewood, KY 41017
BS6998441   (859) 301-9025

FOR PHARMACY USE (attach to hard copy)

RX # 500003
Dr: __________________ RPh: __________________
Name: __________________

Eliquis 5mg Tablet

Take ONE tablet by mouth TWICE daily   #60
Pick Up X ____________________________

Signature: __________________________
St. Elizabeth Healthcare

St. Elizabeth Meds to Beds April 2014 to February 2015

Number of Prescriptions

St. Elizabeth Healthcare
St. Elizabeth Healthcare Meds to Beds April 2014 to February 2015

- Brilinta: 59
- Effient: 145
- Eliquis: 84
- Pradaxa: 7
- Xarelto: 121
• PROGRESS TO DATE (continued):
• Barriers Encountered
  ▪ Window of Opportunity
  ▪ Provider Contact
St. Elizabeth Healthcare

• FUTURE PLANS:
  ▪ Adding Products
  ▪ Expansion
  ▪ Concierge service
St. Elizabeth Healthcare

- LESSONS LEARNED:
  - Timing is everything
Questions?

What is stopping you?