Developing Ask My Pharmacist – A digital platform for communicating with our patients, and Drug Information Center

Post discharge calls within 72 hours of discharge from Acute Care Hospitals

Creating Ask My Pharmacist – A digital platform for communicating with our patients, and Drug Information Center

Executive leadership

Creation of Integrated Pharmacy Services

Stabilization of Central Fill team

Reallocation of FTE resources

Centralization of the following services: prescription processing for all 15 pharmacies, refill clinic for 11 locations, and Medication Therapy Management

Pharmacy team engagement

Objective

• Improve access to acute and chronic care medications to patients using centralization model, while adhering to COVID-19 pandemic infection exposure risk mitigation strategies.

Background

• 4th largest community teaching healthcare system in the country.
• Serving the indigent population of Harris County, Texas.
• 2 Acute care hospitals:  
  • Ben Taub General - Level I Trauma Center.
  • LBJ General - Level III Trauma Center.
• 15 Pharmacies
• 1 Central Fill
• Correctional Health ≥ 10K Inmates.
• 1.9M prescriptions dispensed in 2021
• Vision: World Class Pharmacy recognized for excellence

Value Proposition

• Employee engagement ↑ 10%.
• Gained FTE efficiencies used in adding a Call Center, Refill Clinic, and MTM.
• Built capacity for future growth.
• HCAHPS ↑ from low 60s to high 80s.
• Prescription turnaround time ↓ from promised time of 3 – 5 business days to less than 3 calendar days.
• Home delivery service improved access and medication availability.
• Improved medication adherence.

Planning and Implementation

Practice Model Differentiation

Decentralized Model

Centralized Model

Results

For more information, please contact sunny.ogbonnaya@harrishealth.org