Embedded Ambulatory Care Pharmacists: A Novel Approach to Patient Care

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BACKGROUND

In response to fast evolving healthcare landscapes, innovative strategies in primary care setting have been emerging. The increasing patient population, unmet needs, and the pressure for cost-effectiveness have created a need for novel approaches. Our study explores an innovative model of primary care by embedding pharmacists as a part of the integrated care team. The goal is to improve patient outcomes, decrease costs, and enhance team and patient satisfaction.

METHODS

In June 2021, a pharmacist was embedded to support the primary care setting. Provider/Staff Chart Review Comprehensive Provider/Staff Improvement Quality Education Surveys were made available to 134 Family Medicine and Women’s Health Internal Medicine physicians, advanced practice providers (APP), and nurses. There was a 44% response rate to the survey.

RESULTS: STAFF SATISFACTION

Physicians APP Nursing

<table>
<thead>
<tr>
<th>Question</th>
<th>Physician</th>
<th>APP</th>
<th>Nursing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Embedding pharmacy services improve patient care and other activities that I find professionally fulfilling.</td>
<td>Agree</td>
<td>92%</td>
<td>83%</td>
</tr>
<tr>
<td>Integration of a clinical pharmacist in the MCA’s primary care practice.</td>
<td>Agree</td>
<td>92%</td>
<td>92%</td>
</tr>
<tr>
<td>Our study provides valuable insights for healthcare administrators trying to optimize their healthcare environment.</td>
<td>Agree</td>
<td>75%</td>
<td>75%</td>
</tr>
<tr>
<td>Our study provides valuable insights for healthcare administrators trying to optimize value-based care metrics.</td>
<td>Agree</td>
<td>77%</td>
<td>75%</td>
</tr>
<tr>
<td>Our study provides valuable insights for healthcare administrators trying to optimize the utilization of a pharmacist includes number of services by task.</td>
<td>Agree</td>
<td>75%</td>
<td>75%</td>
</tr>
</tbody>
</table>

RESULTS: UTILIZATION

CONCLUSIONS

This research supports the finding that integration of pharmacists into primary care can help to improve healthcare outcomes and value-based care metrics.

DISCUSSION

The composite utilization of a pharmacist includes number of services by task, and calculated savings which incorporate the number of bedside consultations which provide clinical consultations and refill requests. This research supports the finding that the integration of pharmacists into primary care at MCA helped to improve healthcare outcomes and value-based care metrics.

REFERENCES


