

Quality Improvement Story Board

Emergency Medication Assistance Program

Team Members: Amanda Beck-Myers, Lisa Heck, Rhonda Johnson, Clint Ibele, Anthony L. (consumer), Paul Trickett

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PLAN

Getting Started

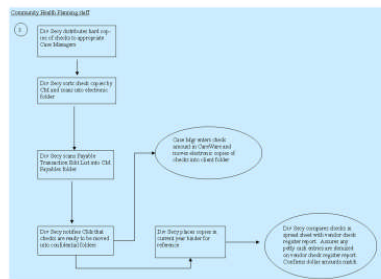
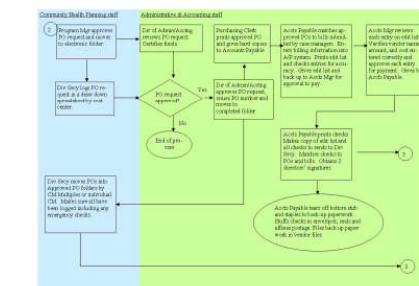
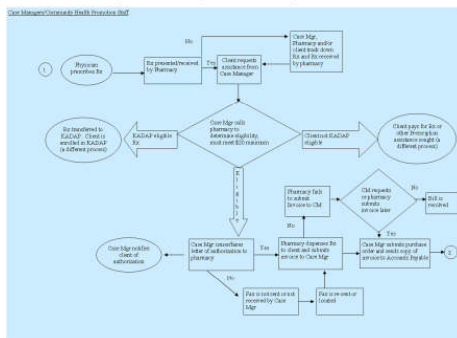
It is important for clients with HIV to have undetectable or low viral loads which can lead to improvements of their overall health. The Health Department's HIV Care Coordinator program has set a performance objective that 90% of our clients will report stable or improved health as demonstrated by undetectable viral loads by June 30, 2013. Because the Care Coordinator Program assists individuals with the acquisition of medications, we have identified issues with the internal process that may create barriers to timely access of medications.

AIM Statement

By September 30, reduce the number of steps, amount of paperwork, and time currently required for requesting permission, authorizing, and paying for medical prescriptions for clients enrolled in the HIV Care Coordinator Program.

Examine the Current Approach

Data collected included staff time in hours per month dedicated to the authorization process prior to the pilot project implementation; the type of paperwork needed for authorizations; the number of unduplicated clients served in a year's time; salary costs per staff member; the number of steps involved in the authorization process and the dollar amount spent at Kroger and CVS pharmacies in FY 2012.



MD Prescriptions	MD Prescriptions	MD Prescriptions
1. [Red box]	2. [Green box]	3. [Blue box]
4. [Red box]	5. [Green box]	6. [Blue box]
7. [Red box]	8. [Green box]	9. [Blue box]
10. [Red box]	11. [Green box]	12. [Blue box]

Identify Potential Solutions

- Implement an open purchase order to be issued on an annual basis for major pharmacies served
- Institute limited check runs and send payments to pharmacies on a monthly basis
- Develop a standing authorization letter for case managers' use for recurring prescription refills for major pharmacies served
- Design and issue Rx prescription assistance "process" cards for clients to use when picking up their medications from the pharmacies served

Improvement Theory

If we streamline the process for receiving medications, we predict our clients will be better served and they will be able to achieve the goal of improved overall health.

DO

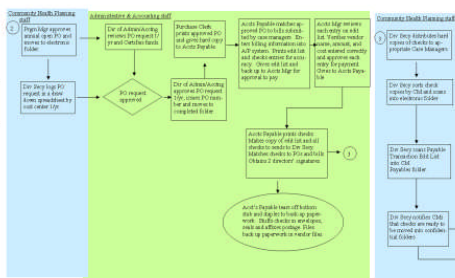
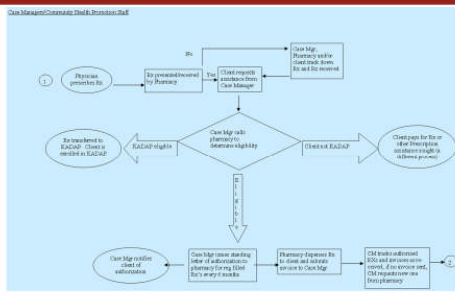
The pilot project was initiated in mid-September after contacting a few key pharmacists to ascertain the feasibility of billing once a month. A new annual open purchase order for Kroger and CVS pharmacies was submitted and approved, thus eliminating the step for case managers of having to submit a new purchase order for every pre-authorized prescription for each client. Case Managers began tracking expenses as a way to show the amount drawn down from the annual purchase order amount, and Accounting began submitting monthly checks with the first check run in early October. It is estimated that the amount of paperwork, time, and steps will be reduced by at least 50%.

CHECK

Results of the Pilot

The most important of the improvement solutions has been the implementation of the open purchase order. Invoices will be sent to Accounting who will hold and pay them on a monthly basis. This solution, with the tracking system, will give us a more accurate and timely record of expenses for this area of financial assistance and better assist our program in managing our funds and planning for future budget needs.

A complete analysis of the results of the pilot project will not be known until after we have completed one full month of the new billing and purchase order process at the end of October. Data will need to be collected so a determination may be made as to the effectiveness of the new process. The flow charts that follow in this section illustrate projected savings in time, paperwork, and improved effectiveness in assuring our clients receive their medications in a timely manner.



Unexpected Observations/Lessons Learned

One unexpected benefit of the new strategy of issuing checks once a month to Kroger may be the ability to have a consolidated bill which would result in one invoice for all prescriptions filled the month prior and remitting one payment to a lock box address. This will further reduce the amount of time and paperwork necessitated by the old process. Further, clients would be able to fill their prescriptions while on vacation or away from home at any Kroger pharmacy, thus reducing a potential barrier to immediate access of needed medications.

ACT

Future Plans

Once the pilot project is completed and analyzed, we will know the outcome of our improvement solutions. It is anticipated we will also be able to finalize the standing authorization letter and provide clients with an Rx Assistance card as shown below. It is also projected that the meeting with Kroger pharmacy will further simplify the acquisition and payment methods, as well as serve as a model to propose to the other major pharmacy we use on a regular basis.

