



Hennepin Health

Minneapolis Grain Exchange Building
400 South Fourth Street, Suite 201
Minneapolis, Minnesota 55415

Increasing Medication Adherence

Hennepin Healthcare (Hennepin County Medical Center – HCMC) implemented a pharmacist managed care quality improvement program for Hennepin Health members from May 2018 – September 2019. The purpose of this program was to positively reinforce medication adherence and discharge care plan compliance with the goal of reducing the number of medication related hospital inpatient admissions and readmissions. A secondary outcome would be reducing the number of Emergency Department visits.

Pharmacy residents provided inpatient bedside discharge counseling and medication delivery for the Hennepin Health members, 18 years of age and older, admitted to inpatient hospitals. Patients admitted to pediatrics, labor and delivery and psychiatric units were not included in this program. Also not included in this program were patients who were being discharged to a location where the patient would not be managing their own medications or patients in hospice or comfort care.

Ninety-two (92) patients received inpatient bedside discharge counseling and medication delivery from May 2018 – September 2019. Of the 92 patients, 19 were currently homeless and 41 had been homeless sometime within the last two years. Forty-six (46) of the 92 patients were African-American, 23 were Caucasian, non-Hispanic and 17 were Native American or Alaskan Native. Patients may have had more than 1 of medical conditions identified:

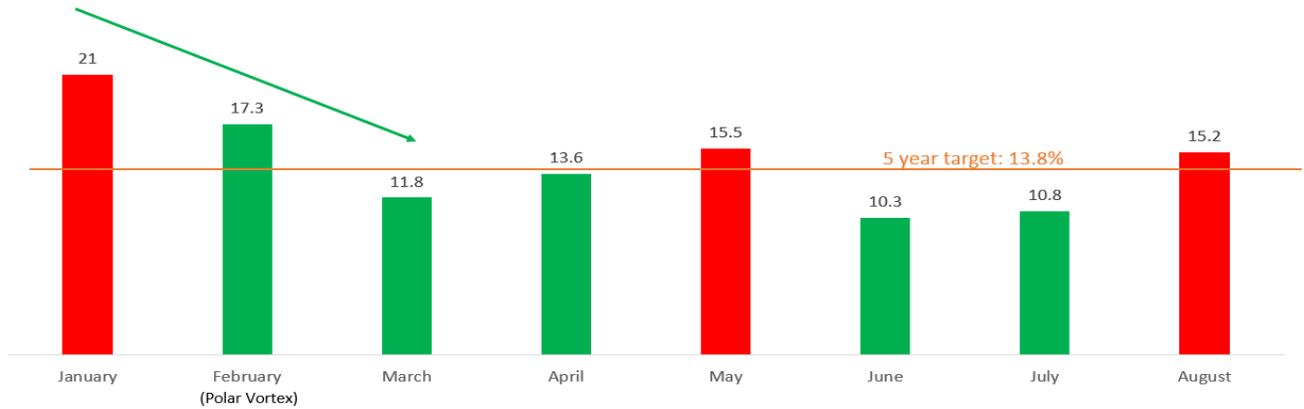
- High blood pressure – 54
- Diabetes – 31
- Heart Failure – 22
- Coronary heart disease - 18
- Chronic kidney disease - 12

Only 10 patients required having to be readmitted to the hospital within 30 days after discharge. No patients were seen in the Emergency Department or required the use of ambulance. within 30 days after discharge.

Hennepin Health ACO – 2019 30 day Readmission %

Excludes pediatrics, labor and delivery, psych

**Red denotes Pharmacy Transitions of Care Program OFF service*

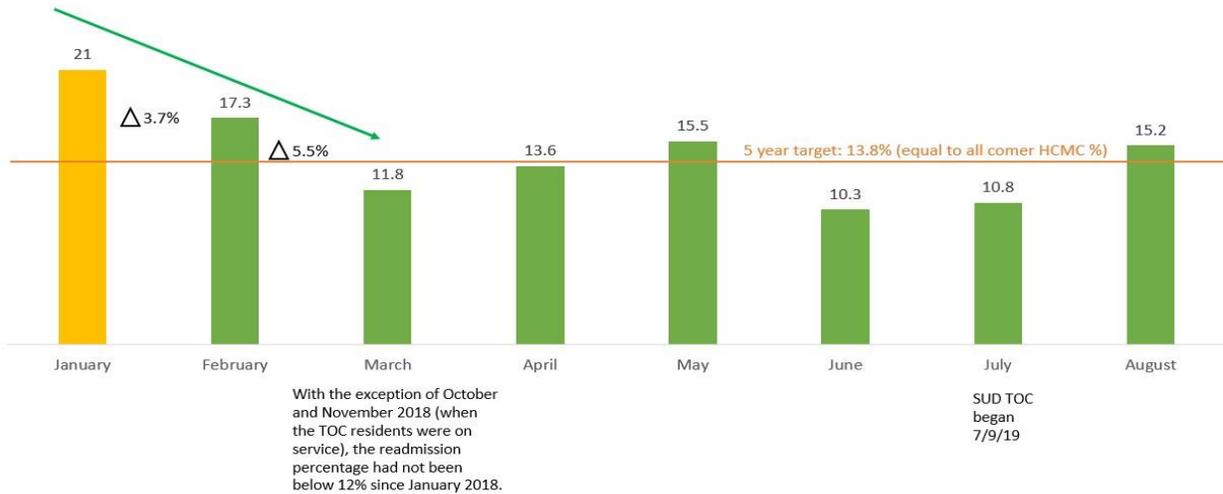


The pharmacy residents were only able to provide this service six months out of the year due to orientation and other duties. When the residents were not available, it was clear that readmissions increased. This program is continuing in 2020.

Hennepin Health ACO – 2019 30 day Readmission %

Excludes pediatrics, labor and delivery, psych

**Green denotes Homelessness Annual Plan Readmissions work in place*





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