

PANEL ON HIGHLIGHTING INNOVATIONS IN PHARMACIST-DELIVERED CARE - The HRSA Patient Safety and Clinical Pharmacy Services Collaborative

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The Patient Safety and Clinical Pharmacy Services Collaborative (PSPC), sponsored by the U.S. Department of Health and Human Services' Health Resources and Services Administration (HRSA), is a national effort to improve the quality of health care across America by integrating patient-centered medication management into the care and management of high-risk, high-cost, medically complex patients delivered by an interdisciplinary care team. The PSPC uses the Institute for Healthcare Improvement's (IHI) Breakthrough Series Collaborative model, designed to spread leading health care practices that significantly improve health outcomes and patient safety. The interventions are drawn from successful organizations and are now referenced in the PSPC "Change Package," which includes more than 100 evidence-based best practices for redesigning local health delivery systems.

Now in its third year, the PSPC has expanded to 128 community-based teams, representing 43 states, Washington DC, and Puerto Rico. These teams have partnered with more than 300 organizations, including community health centers, schools of pharmacy and medicine, hospitals, HIV/AIDS clinics, community pharmacies, rural health clinics, health departments, and more. Teams' community partnerships are facilitating safer transitions of care for patients across the continuum. Community-based teams focus on small panels of their most complex, high-risk patients whose needs are frequently beyond the reach of their current delivery system. In 12 months under PSPC, 54 percent of the selected patients improved to medically under control across a range of chronic conditions; adverse drug events were reduced by 49 percent, and potential adverse drug events were reduced by 60 percent.

The PSPC has demonstrable impacts on integrating comprehensive medication management, improving health among patients across a range of chronic conditions, and reinforcing patient safety by reducing risk for avoidable medication errors and adverse drug events. PSPC community partnerships lead to the building and strengthening of patient-centered health homes, yielding tangible results in quality of care, patient safety, and the implementation of clinical pharmacy best practices on a national scale. The PSPC's fourth year, set to begin in fall 2011, will spread and expand into more communities nationwide, including the CMS QIO network. PSPC is delivering critical, comprehensive services to an increasing number of high-risk patients, as well as hardwiring a new model of safer, better care into the nation's health care delivery system.