



Pharmacy Services in an Outpatient Palliative Care Clinic: A Quality Improvement Project

Ryan Nottingham, PharmD; Gregg VandeKieft, MD, MA; Kevin Murphy, MD, MSW
Providence Health & Services, Southwest Region, Olympia, WA



Introduction

- Overarching goals in palliative care of improving symptoms and quality of life^{1,2}
- Pharmacy services play a key role in optimizing therapy regimens and reducing side effect, symptom, and pill burden^{3,4}
- Student pharmacist's experience in palliative medicine is limited due to pharmacy's emerging role

Objectives

- Integrate pharmacy services into new outpatient palliative care clinic and assess satisfaction of patients and staff
- Quantify pharmacy-driven patient interventions

Methods

- Pharmacy services requested at initiation of outpatient palliative care clinic
- Pharmacy team included a staff pharmacist and student pharmacist
- Patient and staff satisfaction measured by Likert scales
 - Patients completed after each clinic appointment with pharmacy team (4 month duration)
 - Palliative staff completed after four months of pharmacy services for pharmacy team and student pharmacist
- Student pharmacist totaled pharmacy team interventions after each patient visit
- This project was designated as a quality improvement project by the Institutional Review Board

References

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Disclosure

The authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.

Pre-Clinic

- Patient list posted
- Student pharmacist conducts medication reconciliation by telephone
- Team reviews patient chart for potential interventions

Clinic

- After nurse reports recent medical history, pharmacy team discusses patient case and potential interventions
- Conduct patient interview with LIP, finalize treatment recommendations

Post-Clinic

- Chart interventions accepted and other potential therapy options to be reviewed at patient follow-up
- Follow-up phone calls to patients with medication-related concerns

Patient	Age	Diagnosis	Intervention #	Intervention type
1	90	Critical Aortic Stenosis	1	Pill Burden
2	56	Head and Neck Cancer	2	Depression, Insomnia
3	59	Metastatic NSC Lung Cancer	1	Pain
4	71	Pancreatic Cancer	1	Nausea
5	60	Glioblastoma	0	
6	87	Adenocarcinoma of Colon	1	Constipation
7	54	Metastatic Ovarian Cancer	1	Depression
8	71	COPD, Chronic Opioid Use	2	Insomnia, Chest Congestion
9	55	Chronic Pancreatitis	1	Pill burden
10	56	Head and Neck Cancer	1	Nausea

Results

Average pharmacy-driven interventions

0.84/patient

**Patient satisfaction surveys
n=25, scored 1-5 with 5 being strongly agree**

Question	Average Score
Ability to Direct Therapy	4.67
Positive Interaction	4.64
Listening Ability	4.64
Productivity	4.6
Willingness to see Pharmacy again	4.32

**Staff student pharmacist satisfaction survey
n=5, 5 = strongly agree**

Question	Score
Unique experience	5
Work with future students	5
Future rotation	5
Benefitted team	4.8
Educational	4.6
Benefitted student	4.6
Benefitted patient	4.6

**Staff pharmacy services satisfaction survey
n=5, 5 = strongly agree**

Question	Score
Productiveness	5
Preparedness	5
Effectiveness	5
Bedside Manner	5
Patient Care	5
Medication Management	5
Influence in Care	5
Contributions	4.8

Discussion & Next Steps

- Medications play a central role in palliative care and the benefits of pharmacy involvement in this service are still being explored
- Positive response from both patients and healthcare providers shows unfilled need in this ambulatory service line
- Pharmacy services develop as outpatient palliative care clinic expands
- New rotation for student pharmacists and pharmacy residents introduced

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