

Impact of Clinical Pharmacists on VLS and Office Visit Show Rate in High Risk HIV+ Patients



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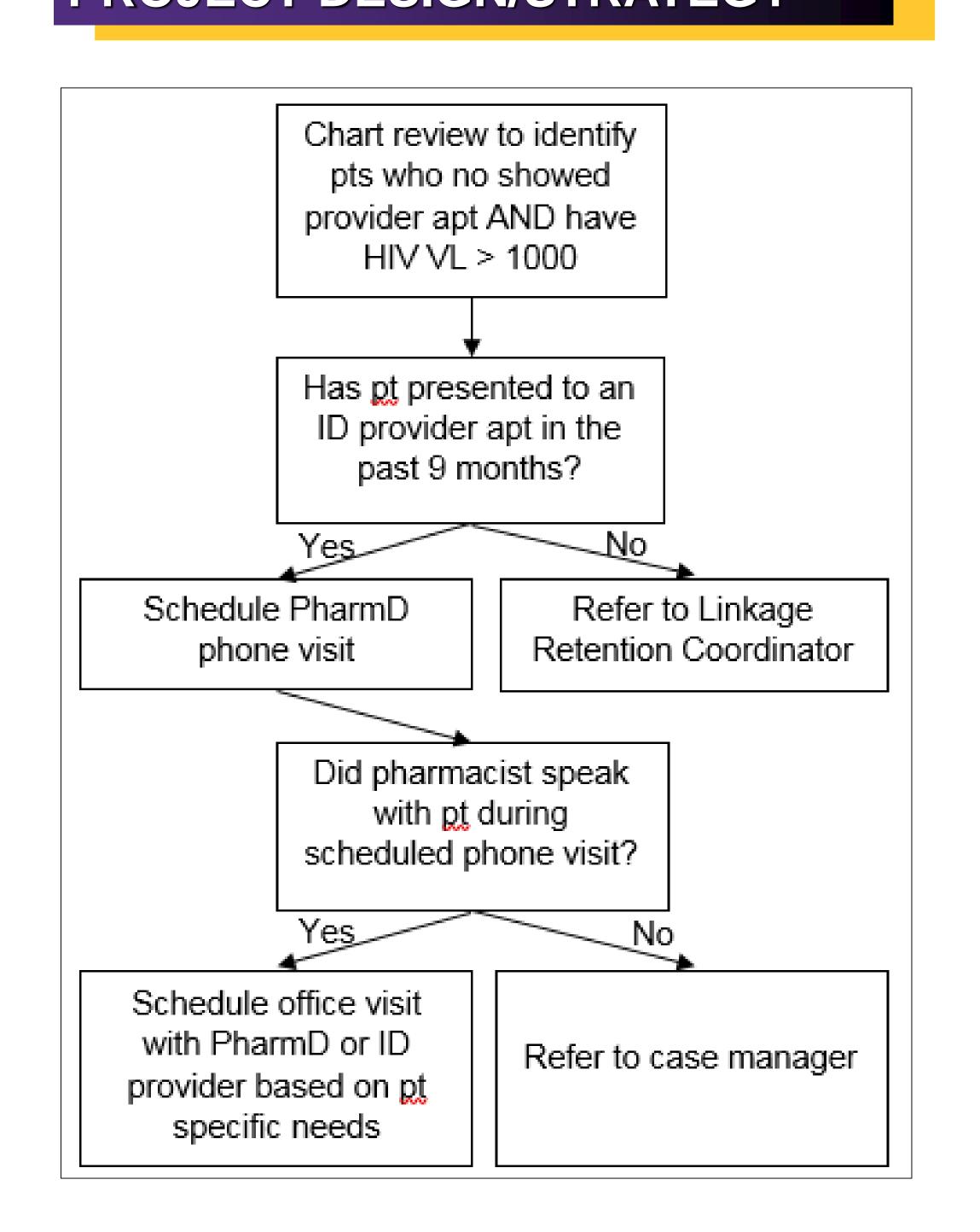
BACKGROUND

- The ultimate goal of HIV treatment is to achieve viral load suppression (VLS)
- ECU ID clinic VLS rate is currently 85% with a 30% no show rate to provider appointments
- Previous research has shown patients who frequently no show are less likely to achieve VLS

PROJECT AIM

 To improve office visit show rate and VLS in HIV positive patients with unsuppressed viral load and a recent no show to an ID provider appointment.

PROJECT DESIGN/STRATEGY



CHANGES MADE (PDSA CYCLES)

Plan

Identify patients
who no show an ID
provider appointment
and have HIV VL >
1000 copies/mL
who may benefit from
pharmacy services

Do

Schedule reviewed daily to identify patients who met criteria; Pharmacist phone visit scheduled within 1 week

Addition of pharmacy technician to the treatment adherence team; further research into how to improve show rate

Act

Study

Patients who completed a PharmD visit were more likely to achieve VLS and attend an ID provider apt.

LESSONS LEARNED

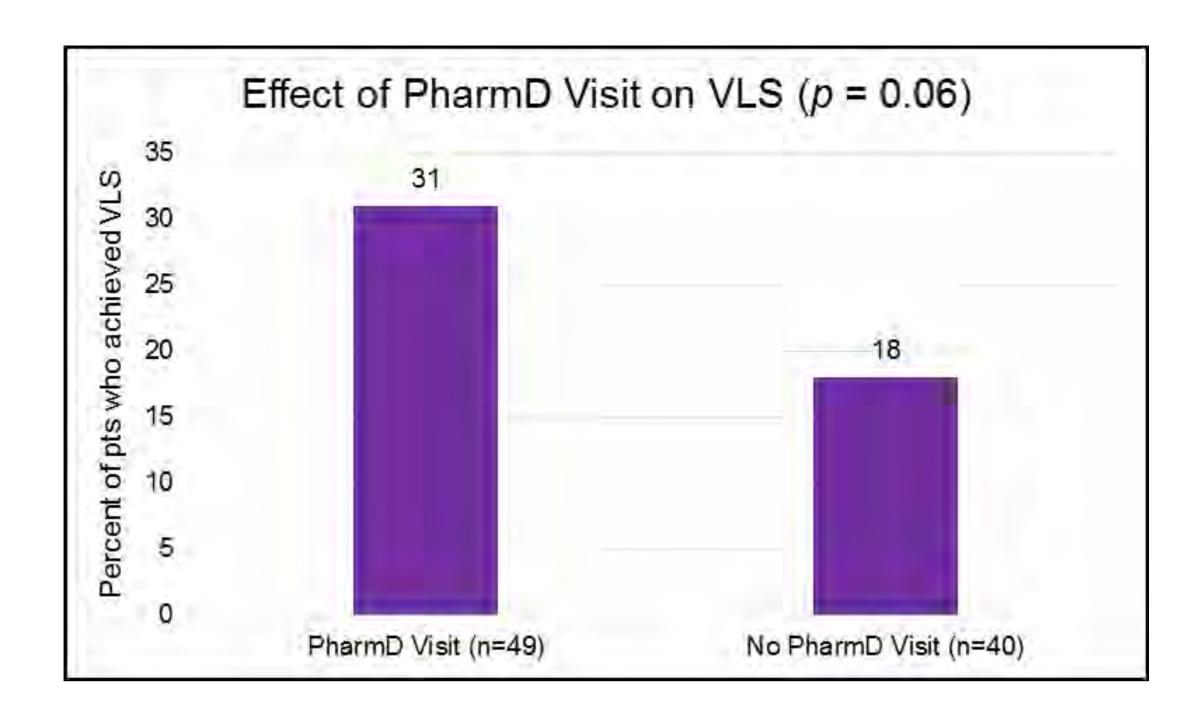
- HIV VLS in high risk pts is more likely to be achieved in patients who complete a pharmD visit
- PharmD phone visits improved show rate to provider appts
- Only 36% of patients completed the initial pharmacist phone visit and the overall show rate to pharmacist visits was 44%

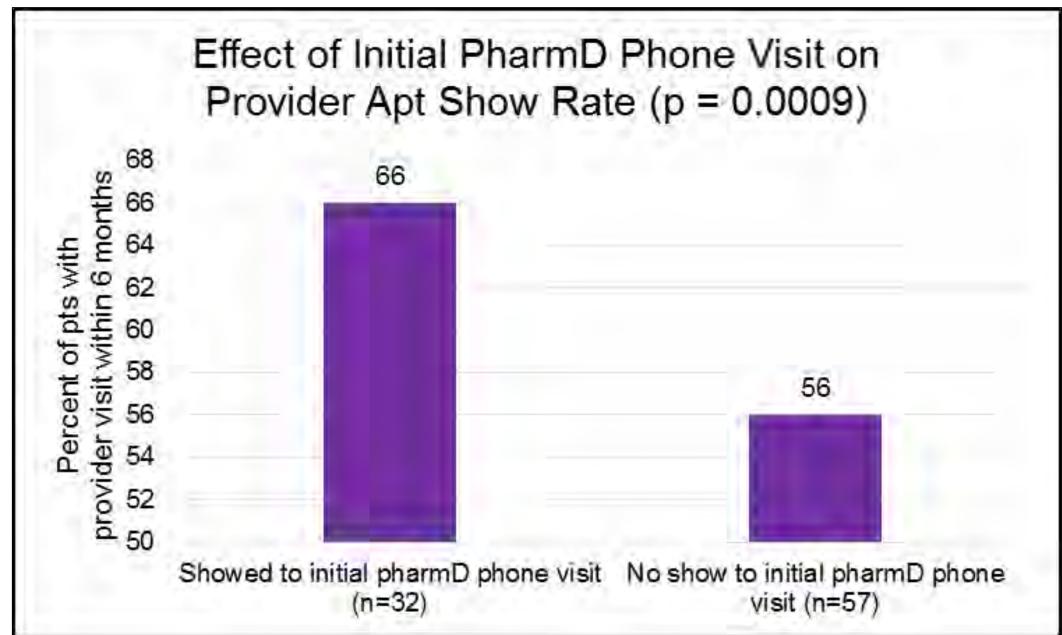
NEXT STEPS

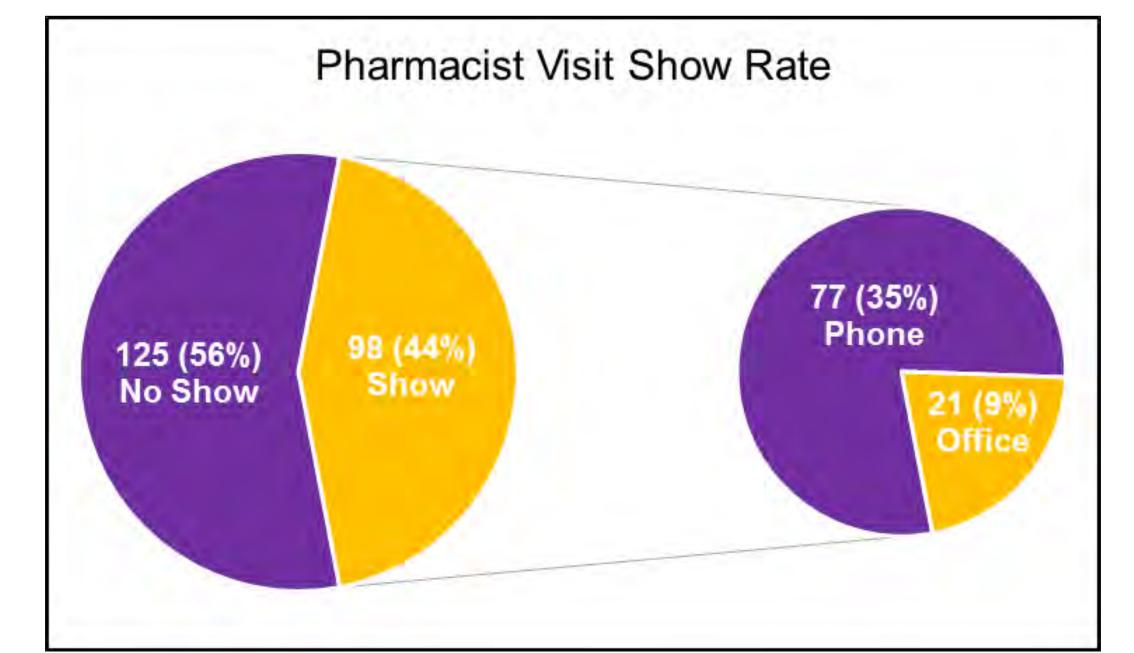
- Addition of a pharmacy technician to the treatment adherence team to proactively identify high risk patients to be referred to clinical pharmacists and assist with difficult to reach patients
- Further research into reasons appointments are missed and potential ways to improve show rate to both provider and pharmD visits

RESULTS/OUTCOMES

- 89 patients met criteria for enrollment
- Patients were mostly African American (89%) males (64%) with average age of 40







- No difference in VLS rate of patients who attended a pharmD phone visit compared to a pharmD office visit (p = 0.06)
- 20 (22%) patients achieved VLS at 3 months and 8 (16%) at 6 months

ACKNOWLEDGEMENTS

Infectious Disease Clinic Medical Case Managers

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