ABSTRACT

The objective of this study is to show how the addition of a CHW to an interdisciplinary team can impact outcomes in patients with specialty conditions.

BACKGROUND/SIGNIFICANCE

Social Determinants of Health (SDOH) are the non-medical factors that influence health outcomes such as access, adherence, and clinical progression. Researchers estimate that these factors influence health outcomes by as much as 30-80%. Community Healthcare Workers (CHWs) serve as a bridge among communities and are ideally positioned to impact SDOH. A novel clinical program by Walmar/t.ss04 Specialty Pharmacy leverages a CHW to address barriers to medical and medication therapies.

OBJECTIVES

The objective of this study is to show how the addition of a CHW to an interdisciplinary team can impact outcomes in patients with specialty conditions.

METHODS

A retrospective analysis that was performed in a single-center specialty pharmacy over a 6-month period (November 2020 – April 2021). Eligible program participants included any patients actively filling any prescription with Walmar/t.ss04 Specialty Pharmacy who opted into the CHW service. Patients were screened by pharmacists performing medication counseling and registered nurses performing therapeutic assessments. During counseling and assessment sessions, pharmacists and nurses asked probing questions about patients’ social conditions including barriers to adherence. Patients also completed a PHQ-2 to screen for depression. If depression was detected, the CHW was alerted to make a telephonic outreach to the patient. After outreach, notes and results of the call were recorded. The interventions made by the CHW were categorized into 6 domains (listed below).

RESULTS

Of the 102 patients that were identified as eligible for intervention by a CHW, there were 75 (74%) patients that received resources or assistance by a CHW. The result of the outcomes were further classified by a CHW.

CONCLUSIONS

The addition of a CHW to an interdisciplinary team was beneficial in providing assistance and connecting patients to resources. Due to the nature of the role, the CHW was readily able to connect and identify barriers and act as a liaison between the patient and healthcare system. Future studies can be conducted to measure change in adherence before and after an intervention by the CHW to see if these SDOH domains are barriers to achieving optimal health outcomes.

REFERENCES

4. http://dx.doi.org/10.1136/bmjqs.2010.048363

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Authors of this poster have nothing to disclose.