

North Memorial Medical Center  
Department of Pharmacy Initiative

# Transition of Care: Focus on MTM Referral

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# Goal of Transition of CARE

**Optimize medications on discharge  
to decrease readmission rates due  
to medication issues in patients at  
high risk for readmission**

# Interventions

- **Review discharge orders for any medication therapy problems**
  - ❖ Page/talk to provider to resolve
- **Document recommendations in an Interdisciplinary Note using note template, transition of care I-Vent, or pharmacy to pharmacy note**
  - ❖ Other templates, ideas, formats accepted
  - ❖ **Documentation is NOT the goal/focus**
- **If further optimization, adherence issues, and further education needed → talk to patient & place **MTM referral****

# MTM Referral Criteria

**NMMC INPATIENT REFERRAL TO MTM CRITERIA**

\* The below criteria is not meant to prevent an MTM consult from being placed on a patient. The purpose of the criteria are to help identify patients who would be good candidates for referral, **however if your patient does not fit into the criteria below, but you feel the patient would benefit, the patient should be referred to MTM.**

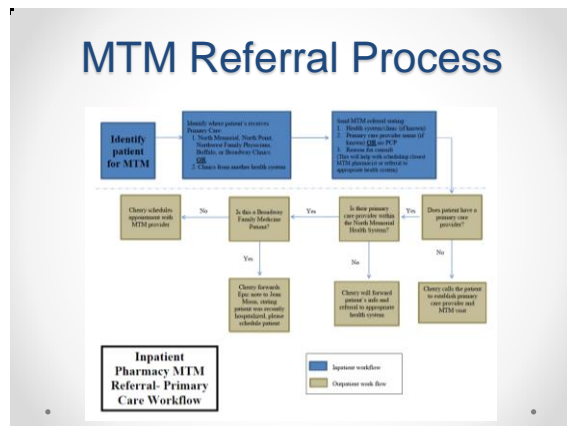
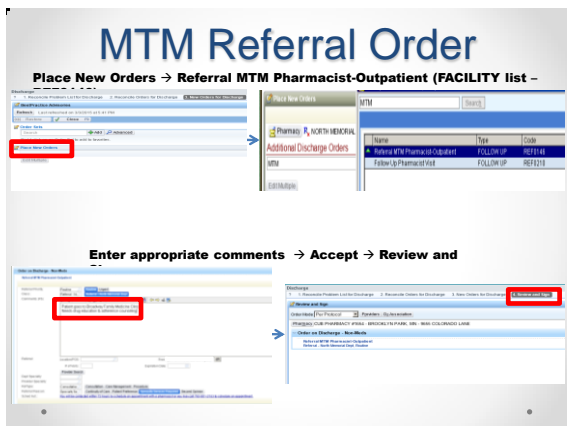
- New DM, DM with A1c >8%, or admitted for DKA
- Insulin new start
- New COPD or admitted for a COPD or Asthma exacerbation
  - Smoking cessation
- 10 or more chronic Rx medications
- Heart failure exacerbation or need for medication titration
- 3+ new chronic medications on discharge
- LACE ≥ 11 with a medication issue
- ≥5 supplements
- Adherence issues
  - Cannot afford medications (ex inhalers, NOACs)
  - Doesn't remember to take medications
  - Poor understanding of medications (ex HTN crisis due to not taking PO blood pressure meds)

# MTM Referral Criteria

- Criteria are **NOT** meant to be restrictive
  - If patient deemed appropriate for referral a referral may be made
- **Who can refer a patient?**
  - Pharmacist
  - Physician

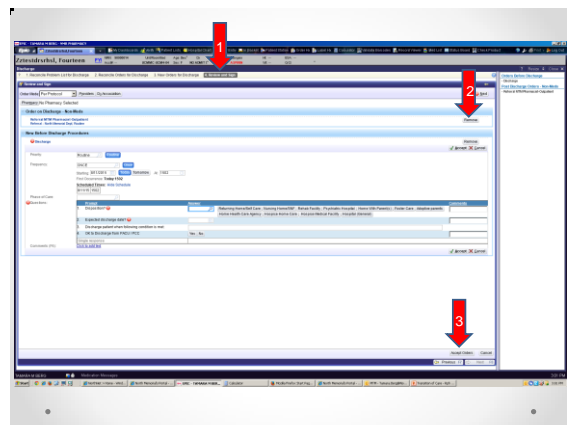
# MTM Referral Order

Provider Navigation → Discharge Orders → New Orders for Discharge



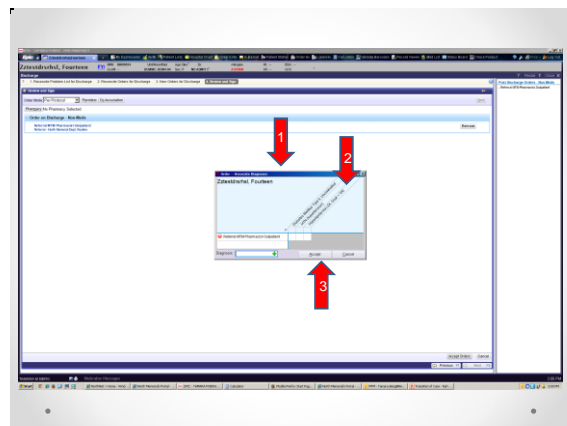
## MTM Referral Process

- When you go to the 4. Review and Sign tab you will see a “discharge” order appear below your MTM referral order
  - Click “remove” for this order as you are not giving the authority to discharge the patient
  - Accept orders
  - See next slide for details



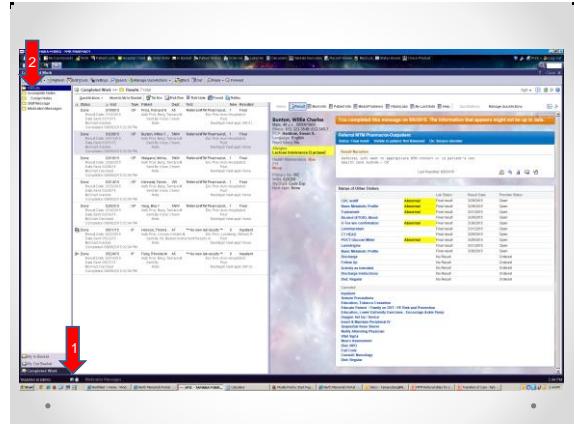
## MTM Referral Process

- Once you click “accept orders” you will see a pop up screen prompting you to choose an associated diagnosis for your order
  - If general referral desired and no associated diagnosis is known you may choose any diagnosis
  - You MUST choose a diagnosis to complete the order. It will NOT let you bypass this choice.
  - If referring for specific reason (i.e. diabetes/insulin management) choose related diagnosis (i.e. diabetes mellitus)
  - Accept



## Patient Follow-up

- You can check the outcome of your patient referral!
  - Epic Inbox
  - Results folder
    - Messages from Cherry what the outcome of your referral was



## Success Story

- Uncontrolled diabetic patient referred to MTM for assistance with insulin management.
- Seen by Mary Sauer, PharmD in clinic after hospital discharge
- Patient was visiting her husband in the hospital at NMMC ~ 1 month after her discharge and expressed gratitude to one of our pharmacists for referral. She reported learning so much and feeling more confident about diabetic management.
- A1c now at goal with insulin carbohydrate counting!

## What is next?

- As of 7/1/15 27 patients have been referred by pharmacists
- Data analysis yet to come