

**Utilization of Clinical Pharmacists in a PCMH and ACO Environment to
Improve Health Outcomes:
Impact of the Patient Safety and Clinical Pharmacy Services Collaborative
(PSPC) Model**


**Communities Organizing Integrated
Delivery Systems With Clinical
Pharmacy Services**

**For Patients With Chronic Conditions
Whose Health Status and Safety Are
*Persistently Not Under Control***

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Objectives

- Describe a model in which clinical pharmacists can be added to the provider team to improve health outcomes.
- Review various ways clinical pharmacists can improve work flow for primary care providers.
- Discuss recent national data that highlights the impact of clinical pharmacists achieved in patients disproportionately affected by diabetes.

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- El Rio Community Health Center is the largest FQHC in southern Arizona. It serves over 76,000 patients with more than 10,000 patients disproportionately affected by diabetes. Our organization has adopted a model of adding a clinical pharmacist to the provider care team to provide comprehensive and intensive diabetes management to improve patient outcomes. In addition to direct patient care activities, the clinical pharmacists have been an integral player in the CHC obtaining status as a patient centered medical home. The clinical pharmacists also now conduct the annual wellness visits for our Medicare patients. Through these various initiatives, the clinical pharmacists have been able to demonstrate improved health outcomes for the patients they serve and the CHC has been able to provide better support for the primary care providers by making more clinical pharmacists available at the various satellite locations within the organization.

Value Proposition

- The nation's communities have **high medication risk patient populations that are in crisis**. Community partners offer their high risk patients an **innovation in service delivery design** that can bring health status and safety under control. They offer a business case innovation where health plans can manage a **reduction in health care costs** by shifting patients from high cost uncoordinated care to lower cost coordinated care.

Thank You

