



# CLINICAL PHARMACIST IMPACT ON IMPROVING ACCESS TO CARE VIRTUALLY WITHIN A RURAL HEALTH CLINIC



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## INTRODUCTION

- Primary care face-to-face (F2F) visits have drastically reduced since the start of COVID-19.<sup>1</sup>
- Facility quality measures are at risk of being negatively impacted during the pandemic and quality of care may suffer.<sup>2</sup>
- As clinical pharmacists, we are highly accessible health care professionals and can provide F2F comprehensive medication management at a virtual level.

## OBJECTIVES

- Determine most effective recruitment method to provide F2F quality care by virtual modalities.
- Determine key patient populations that may benefit the most from virtual video appointments with PharmD.
- PharmD education and diffusion of best practice to other ambulatory care colleagues.

## METHODS

### STUDY PERIOD

- September 15, 2020 to March 15, 2021

### STUDY DESIGN

- Single centered non-randomized quality improvement project
- Outcomes analyzed using descriptive statistics

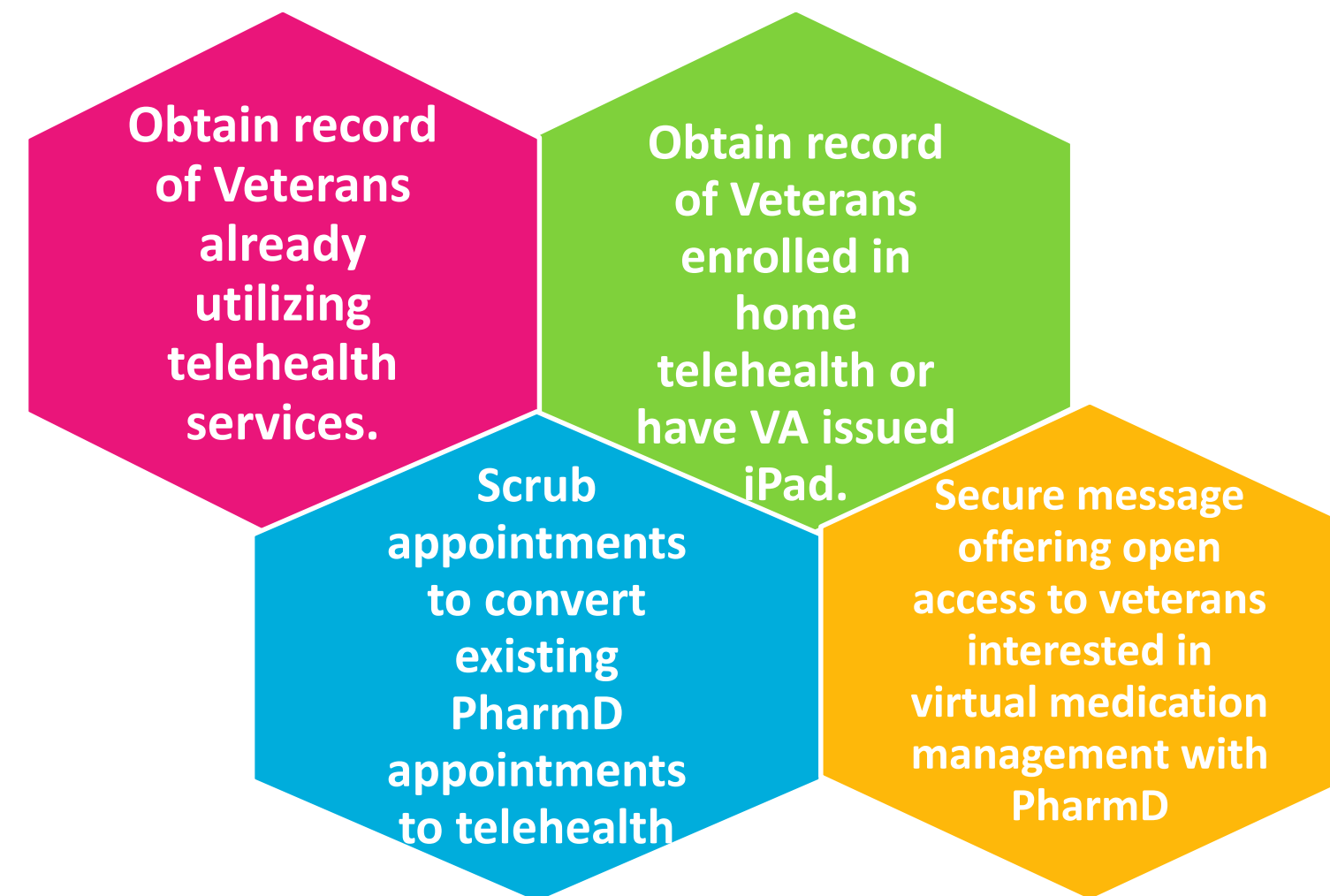
### INCLUSION CRITERIA:

- Cameron, Missouri VA clinic Veterans with chronic disease state management opportunities that have access to telehealth modalities/interested in obtaining access

### EXCLUSION CRITERIA:

- Lack access, refusal, medication management up to date

## RECRUITMENT METHODS



\*Electronic medical record note templates were updated to track virtual care capabilities and interests

## ENDPOINTS

### PRIMARY ENDPOINT

- Percentage increase of virtual video appointments at the Cameron VA clinic from baseline

### SECONDARY ENDPOINT

- Percentage increase of virtual video visit appointments at the Cameron VA clinic compared to other clinical pharmacists' clinics per quarter

### SUBGROUP ANALYSIS

- Primary disease states managed
- Number of PharmD consults to telehealth services
- Number of secure message interactions
- Quality measure impact
- PharmD recruitment strategies

## PRELIMINARY DATA

Cameron VA Clinic	FY20	FY21*	% Increase
# of Patients with video visits	1	26	2500%
# of video Encounters	1	48	4700%

Averages of PACT CPS Clinics **	FY20	FY21*	% Increase
# of Patients with video visit	6	9	50%
# of video Encounters	14	18	29%

\*Data extracted for FY21 from 9/30/20 to 2/19/21

\*\*Project contributor clinics excluded.

## FUTURE IMPACT

- Final results anticipated by Spring 2021
- The authors hypothesize improved access to quality care through virtual modalities which may be replicated and diffused to other primary care clinics at the Kansas City VA

## REFERENCES

1. Cutler D. How Will COVID-19 Affect the Health Care Economy? JAMA Health Forum. Published online April 9, 2020. doi:10.1001/jamahealthforum.2020.0419
2. Center for Medicare and Medicaid Services. Healthcare Effectiveness Data and Information Set (HEDIS). Special Needs Plans. <https://www.cms.gov/Medicare/Health-Plans/SpecialNeedsPlans/SNP-HEDIS>. Last modified January 5, 2021. Accessed January 5, 2021.

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## AUTHOR DISCLOSURE

The authors declare no conflict of interest