



Medication Adherence Workflow Modifications to Improve Care for Your Patients

Providers and practices who are actively engaged in the [Delaware Division of Public Health \(DPH\) Hypertension and Diabetes Control and Prevention program](#) have the benefit of scheduling a no-cost Workflow Assessment (WFA) with a local Quality Insights Practice Transformation Specialist (PTS). WFAs are completed annually and designed to initiate a future state of processes that will move the needle on clinical quality improvement activities.

The following list includes solutions aimed at achieving better patient outcomes in cooperation with the WFA. We encourage you to partner with your Quality Insights PTS to discuss scheduling a WFA and implementing at least ONE of the recommendations listed below. If you are not currently working with a PTS and would like assistance, please email [Robina Montague](#) or call **1.800.642.8686, Ext. 7814**.

Using the Quality Insights [Medication Adherence module](#) as a guide:

Protocol & Workflow Actions

	Review/create current office medication adherence protocol for hypertension, cholesterol, prediabetes and/or diabetes.
	Ensure all members of the care team are engaged in medication reconciliation that includes assessment for medication adherence at every visit. Verbally discuss any new changes in medications or regimens.
	Implement use of patient portal and/or text messaging for medication reminders and refills.
	Execute external prescription history search, patient prescription eligibility and patient-specific formulary check if available via EHR with patient's consent, and review medication adherence.

Practice & Clinical Solutions

	Review the Medication Adherence module . Educate patients on the importance of medication adherence and create a workflow in your office to document and address patient communication barriers.
	Provide medication adherence patient education on flash drives provided by Quality Insights.
	Recommend smartphone apps for patients to download and use to help them better manage medication adherence, blood pressure and diabetes. <ul style="list-style-type: none"> • Quality Insights' Free Apps to Help You Better Manage Your Medicines • Quality Insights' Keep Hypertension Under Control with these Smartphone Apps • Quality Insights' Free Apps to Help You Better Manage Your Diabetes
	Implement use of the Medication Adherence Estimator [®] and suggested patient conversations to enhance medication adherence. Review Quality Insights Medication Adherence learning module for more information.
	Utilize the Adherence Estimator with your patients OR have patients complete the paper survey and go over the results with them while they are still at the office after their appointment.
	Urge patients to make a medication adherence pledge. Print out the pledge form and aid patients in designing their own pledge reason(s).
	Engage patients with a medication reminder wallet size card. Print the card and give it to patients.
	Encourage patients to adhere to medications through improved communications practices. Download and distribute AHRQ's Be More Involved in Your Healthcare tip brochure.

