

Improving the Health of South Dakotans through the Prevention and Management of Diabetes, Heart Disease, and Stroke

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EXECUTIVE SUMMARY

Year Four of the five-year project to improve the prevention and management of patients with diabetes and cardiovascular disease (CVD) was a year of continued implementation and evaluation. More programs were expanded and launched, quality improvement continued throughout the year, and evaluation of data collected throughout implementation began. The team also worked with students to develop five posters: one was presented at the American Public Health Association (APHA) annual conference, two at the American Pharmacist's Association (APhA) annual conference, one at the South Dakota State University (SDSU) Fall convocation, and one at the SDSU faculty showcase. Additionally, two manuscripts were completed and submitted to journals for publication, four more manuscripts are in development, one article on the project was published in the South Dakota Cardiovascular Collaborative newsletter, and three news articles covering the first three years of the project were published on the SDSU website.

During Year Four, the Patient, Practitioner, and Payer Workgroups' efforts began to overlap. In response, the team elected to recombine the workgroups into a single team to best utilize resources to accelerate implementation and evaluation efforts. By working together, the project team continued to strategize ways to facilitate communication and relationships between patients, practitioners, and payers, relationships which are imperative to the success of this project. For any healthcare team to function, strong communication channels between these groups are necessary so that the healthcare team can work together to provide optimal care. The team also added Dr. Christopher Robbins as a co-investigator, whose background and expertise in health outcomes research and data evaluation will be useful to the continuation of this project.

The recombined team continued efforts to increase patient knowledge and awareness of pharmacy services through the "Your Pharmacist Knows" campaign in order to fill the gap in patient knowledge that was identified in Year One. Efforts were also made at each collaborating site to increase patient enrollment, including the implementation of QR codes, as well as other strategies. The team also continued efforts to work with pharmacists and other practitioners to establish, advance, and expand services offered through training sessions, assistance with service refinement, and helping collaborating sites have the resources needed for initial and continued service provision. Elicitation interviews with practitioners from one collaborator were evaluated and a brief was presented identifying barriers to care including social determinants of health, among other factors. A qualitative 'Patient Stories Report Tool' was also developed to help pharmacists document and share high impact patient stories and clinical outcomes from services provided in a community pharmacy setting with the goal to share best-practices for implementation into patient care. Finally, work with local health plans continued in order to provide documentation needed to demonstrate the impact and value of these services, as well as to measure the sustainability of the project.