

Patient Safety and Clinical Pharmacy Services Collaborative (PSPC)

The Patient Safety and Clinical Pharmacy Services Collaborative (PSPC) intends to improve the quality of health care across America by integrating comprehensive medication management into the care and management of high-risk, patients with complex medical problems that result in a high cost of care.

The PSPC brings together teams from community-based health care providers, including HRSA-supported health centers, Ryan White HIV/AIDS providers, poison control centers and rural health clinics for intensive learning sessions. These are followed by action periods in which the teams focus on small cohorts of patients whose needs are beyond the reach of the current, traditional delivery system, testing and sharing leading practices that have been found to significantly improve health outcomes and patient safety through the integration of clinical pharmacy services.

Now in its third year, the PSPC is spreading best practices, improving patient safety and health outcomes in a health home model, and building on the lessons learned and successes while expanding the work to a broader group of patients.

Funding

HRSA provided technical assistance to teams through various tools and resources, but does not fund the teams directly.

Participants

More than 120 teams representing more than 300 organizations in 43 states participate in the collaborative.

Team members represent community health centers, hospitals, schools of pharmacy, nursing and medicine, Ryan White HIV/AIDS program grantees, primary care associations, state health departments and more. In addition, more than 100 external organizations have partnered with PSPC to form a Leadership Coordinating Council to help advance the PSPC's aim. A public-private partnership was formally established with the creation of the PSPC Alliance, a non-profit organization committed to spreading and sustaining the PSPC effort.

Key Successes

- Fifty-four percent of patients identified as "out of control" or not optimally medically managed, became "under control" across a range of chronic conditions using standardized measures between 2009 and 2010.
- Adverse drug events and other events that cause patients harm, fell by an average of 49 percent for the high risk patient population between 2009 and 2010.
- PSPC received the 2010 Healthcare Transformation Award from Communities Joined in Action. The award recognizes a replicable and transferable idea, tool, project, or learning that has value in community safety net care.
- About 30 PSPC teams in 2010 received HRSA awards for outstanding achievements in managing patient health outcomes, integrating medical management into their service delivery model, and improving patient safety through detection and reduction of adverse drug events.
- PSPC received the 2009 Promising Practice Award of Excellence from the American Diabetes Association 3rd Annual Disparities Forum.

The PSPC has produced a product that has energized organizations to look at safety as a primary target in patient care; this has led to safer care in the US. -- PSPC 3.0 Faculty Co-Chair Kyle Peters, PharmD (Siouxland Community Health Center, IA)

We have decided to give out certificates to patients who reach their goal or have done something significant to improve their health. We gave out our first certificate last week and you would think that we gave the patient a million dollars. -- Fred Schmidt, RPh (Cherry Street Health Services, MI)

More information: <http://www.hrsa.gov/publichealth/clinical/patientsafety/index.html>