

SAFET  *ransitions*
caring for you and your family

Pharmacy 
at **SAFEWAY** 

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**Collaborating with Community Pharmacies
to Reduce Readmissions**

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Safeway Pharmacy



- 1109 pharmacies in 21 States
- Leader in travel health, immunization and specialty at retail services
- Right environment with the right approach to care

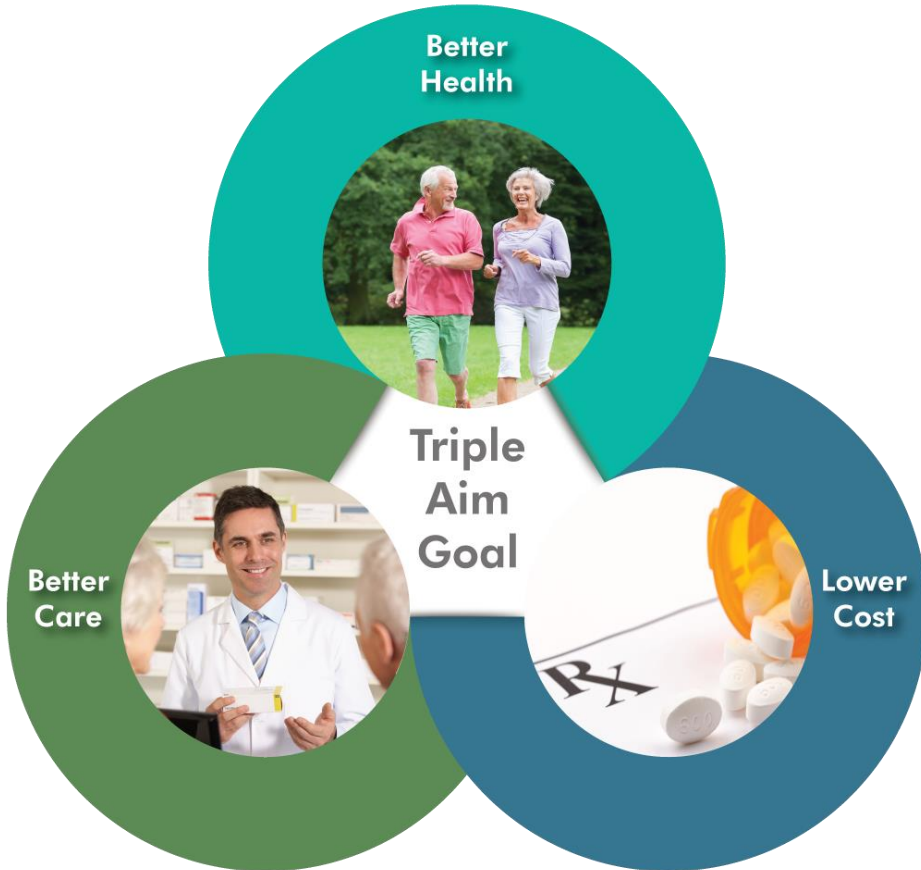
- Community
 - Pharmacists are the medication experts
- Hospital admission
 - Collaboration and coordination to effectively transition patients
- Post-discharge
 - Promote adherence and wellness



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Pharmacists



Medication Experts



- Prescription medication and counseling
- Medication Therapy Management (MTM)
- Medication regimen adherence coaching
- Medication Synchronization



- OTC medication, products and services
- Self-care triage, education and counseling
- Smoking Cessation



- Routine immunizations
- Travel health



- Specialty Pharmacy medication, administration and care coordination
- Benefits investigation, copay assistance



- Transitions of Care – medication record
- Medication reconciliation

Collaboration and Coordination

- Inpatient and outpatient liaisons
 - Interprofessional approach (nurse, pharmacist, technician)
 - Must integrate within current discharge process
- Pre-discharge coordination – interventions to prevent discharge complexity
 - Single point of contact at *SAFETransitions* team
 - Communicate patient information, preliminary discharge medication list, and diagnosis (provides context)
 - Affordability – benefits investigation, prior-authorization, formulary alternatives
 - Medication reconciliation – assess for omissions, duplications, remove discontinued meds from outpatient pharmacy record
 - Resolve discrepancies with inpatient liaison
- Final discharge prescription order provided to *SAFETransitions* for processing
- Medications delivered to bedside, patient's home, or ready for pick-up at patients preferred pharmacy



Adherence and Wellness

- Provide accurate med list to patient
 - Paper med list delivered with medications
 - Electronic med list with blue button portability
- Adherence Programs
 - Medication synchronization
 - Facilitates pharmacist medication review and consultation
 - Phone - Safeway Good Start
 - Mail - Safeway Patient Support
 - Point of Care - Health Resources
- Smoking cessation program post discharge
- Administer needed immunizations
- Nutrition guidance to navigate the grocery store to make “better for you” choices – Simple Nutrition
- Advice on OTC, supplements, and therapeutic nutrition





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- Key success factors
 - Remove complexities for hospital staff
 - Integrate value of community pharmacy
 - Pharmacist as medication experts
 - Community pharmacy engaged in the discharge planning process
 - Ensuring post-discharge adherence and wellness
 - Keep solution patient-centered

Interested in learning more or partnering?

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