

University of Rochester Improves Medication Adherence with Insights from MedHx

Introduction

This case study of the University of Rochester is based on a December 2021 survey of MedHx customers by TechValidate, a third-party research service.



“During their med history interview, a COPD patient reported that she takes her Spiriva Respimat® inhaler regularly, however, the MedHxSM report displayed an adherence rate of 61%. The pharmacist followed up on it with the patient, and she admitted it was hard for her to use because of her arthritis. She found the Spiriva Handihaler® in the hospital much easier to use, so on discharge her order was changed and a note sent to her PCP notifying them of the need to continue the Handihaler.”

Siobhan deUrioste, PharmD, BCPS, Clinical Coordinator for the Surgical-Medicine Team, Pharmacy Department, University of Rochester Medical Center

Challenges

The business challenges that led University of Rochester to evaluate and ultimately select MedHx:

- Incomplete medication history data
- Patients not taking medications as directed

The primary sources of readmissions:

- Difficulty following home care and/or complications from home care

Use Case

Most effective methods or tools when helping their patients adhere to their treatment plans:

- EHR functionality
- Interviews with patients and family members
- Meds to beds program

Results

- Since integrating with MedHx, University of Rochester is saving over two hours a day previously spent gathering and confirming a patient's medication list.

University of Rochester achieved the following results with MedHx:

- Feels their patient records are 85% complete

Organization Profile

Organization:
University of Rochester

Industry:
Educational Institution

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