Background

- The need for home infusion care is growing, and home infusion providers recognize the importance of helping patients with both clinical and non-clinical challenges to drive positive outcomes.
- Patients and their families often feel overwhelmed, anxious, and fearful due to chronic diseases, and initiation of home infusion often exacerbates these sentiments.
- The Patient Advocacy Team has been able to establish high standards of care for patients that are hesitant about receiving necessary medical treatment at home.
- The Patient Advocacy Team is committed to providing quality clinical and non-clinical support related to a patient’s treatment.

Study Purpose

- The primary purpose of this study is to evaluate the effectiveness of the Patient Advocacy Team in guiding patients who are not ready or are unwilling to move forward with a home infusion treatment plan.

Methods

- Retrospective observational analysis includes new referrals and existing patient data from a company-wide EMR system.
- Patients were referred to the Patient Advocacy Team to intervene and resolve the challenges that are preventing therapy initiation or continuity of prescribed intravenous (IV) therapy.
- The Patient Advocacy Team consists of clinical and non-clinical staff who provide comprehensive support to patients, caregivers, referral sources, and others involved in a patient’s care.
- This research activity meets IRB exemption criteria.

Table 1: Inclusion/Exclusion Criteria

<table>
<thead>
<tr>
<th>Inclusion Criteria</th>
<th>Exclusion Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients ≥1 chronic health condition declining prescribed therapy.</td>
<td>Patients with acute conditions requiring a short IV course (≤7 days) and/or patients whose medical therapy had been canceled by the physician.</td>
</tr>
</tbody>
</table>

Table 2: Challenges/Barriers and Outcomes

<table>
<thead>
<tr>
<th>Challenges/Barriers</th>
<th>Resolved</th>
<th>Not Resolved</th>
<th>Pending</th>
<th>Patient Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Infusion/OPIC</td>
<td>8 (5.8%)</td>
<td>16 (11.9%)</td>
<td>5 (3.4%)</td>
<td>29 (20.1%)</td>
</tr>
<tr>
<td>Financial Challenge</td>
<td>13 (9.7%)</td>
<td>14 (10.4%)</td>
<td>0 (0%)</td>
<td>27 (18.7%)</td>
</tr>
<tr>
<td>Hesitation/Knowledge Deficit</td>
<td>26 (19.4%)</td>
<td>27 (20.1%)</td>
<td>2 (1.4%)</td>
<td>55 (38.2%)</td>
</tr>
<tr>
<td>Insurance Challenge</td>
<td>4 (3.0%)</td>
<td>10 (7.5%)</td>
<td>1 (0.7%)</td>
<td>15 (10.4%)</td>
</tr>
<tr>
<td>Moving/Provider Change</td>
<td>4 (3.0%)</td>
<td>5 (3.7%)</td>
<td>1 (0.7%)</td>
<td>10 (6.9%)</td>
</tr>
<tr>
<td>Other</td>
<td>2 (1.5%)</td>
<td>3 (2.7%)</td>
<td>1 (0.7%)</td>
<td>8 (5.5%)</td>
</tr>
</tbody>
</table>

Total: 57 (42.5%)| 77 (57.4%) | 10 (6.9%) | 144

Please Note: 134 (91.1%) patients were included in the analysis (Results) for resolved and not resolved cases given that 10 (6.9%) patients are pending outcome.

Discussion

- Patients who declined necessary treatment for a diverse range of reasons have received proper guidance from the Patient Advocacy Team in order to make well-informed treatment decisions.
- The Patient Advocacy Team is successful in providing multidisciplinary support to physicians, intake, nursing, and pharmacy.

Conclusions

- Patients are educated and empowered through the Patient Advocacy Program, which combines clinical expertise and practical experience, improving comfort in navigating home infusion.
- Evaluation over a prolonged period could provide a more comprehensive analysis of advocacy effectiveness.
- The Patient Advocacy Program has the potential to expand in the organization.

References


Acknowledgments:

Tina Benkendorfer, PharmD (COO)
Fawad Piracha, PharmD, IgCP (CCO)

KabaFusion
Patient-Focused Infusion Therapy