

**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

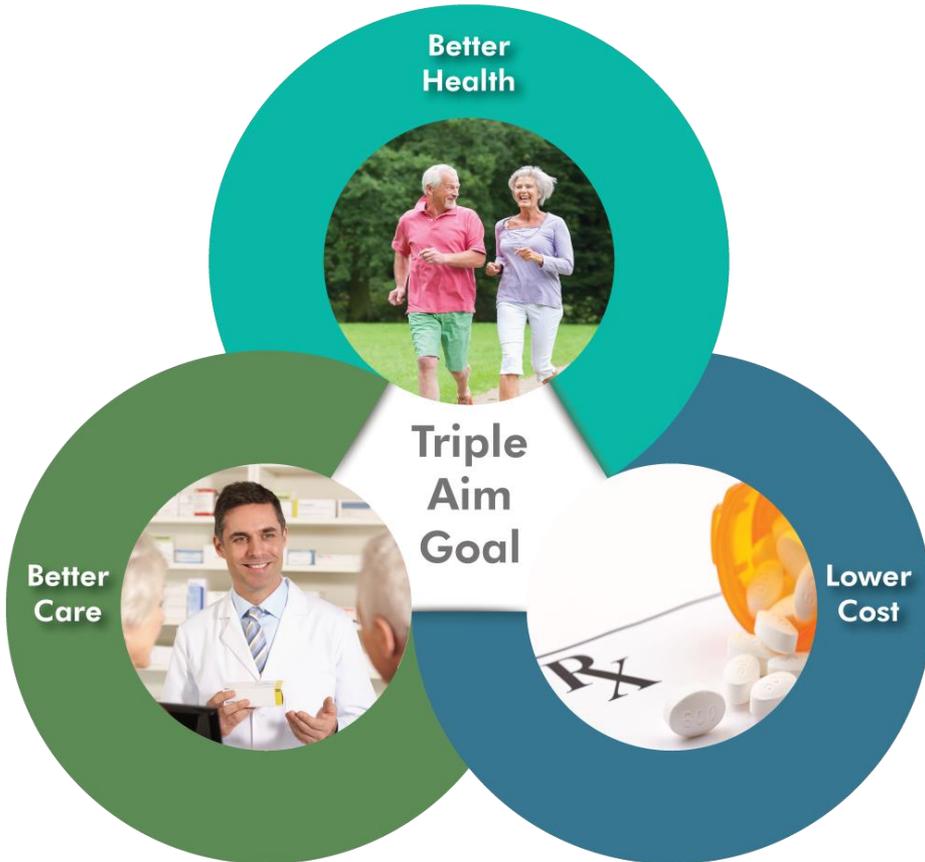
- Community
  - Pharmacists are the medication experts
- Hospital admission
  - Collaboration and coordination to effectively transition patients
- Post-discharge
  - Promote adherence and wellness



# SAFETransitions

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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



- 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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