

# SHARING SUCCESS

Patient health information is most effective in the right hands at the right time, and that means sharing with the right partners. Rochester General Health System (RGHS) recently granted GRIPA Care Management access to IDX scheduling information and within weeks, the shared information was making a difference for patients as two brief cases show.

GRIPA Care Management identified a patient needing additional attention. His cholesterol and blood pressure were high, making the chance for a heart attack or stroke more likely, and several standard tests for kidney function were missing. Using the IDX scheduling information, the care manager discovered the patient had no upcoming appointments with the doctor to address these serious health concerns. IDX also indicated the patient cancelled the previous appointment and never made another. The care manager notified the office staff and confirmed the IDX findings; the office staff called the patient that day and scheduled an appointment for him with his physician. The patient saw his physician, had his bloodwork done, and received another appointment a month later for further evaluation and follow up.



In another case of information sharing, RGHS notified GRIPA Care Management of a recent patient discharge from the emergency room. When the GRIPA Care manager spoke with the patient, a tragic story unfolded. The patient had ordered medication from a mail order pharmacy but ran out before her medicine could arrive. After four days without taking her blood pressure medicine, she began to have crushing pain in her chest, sending her to seek

relief in the emergency department. The care manager showed the patient how she could get medications through the hospital apothecary very easily, and suggested a less expensive medication. Since the IDX information indicated the patient had a follow up appointment scheduled that week, the care manager knew exactly when to send the suggestions to the doctor so it could be reviewed during the patient visit. As a result, the doctor reviewed and agreed with recommendation – saving the patient \$330 a year in copays.

GRIPA care management works hard to support GRIPA physicians as part of a team providing safe quality care and contributing to a virtual medical home. Sharing information is a success for patients and partners.

## GRIPA ANNOUNCEMENT

# Cori Wyman, Pharm.D., CDE is awarded the 2010 Clinical Practitioner of the Year Award

The New York State Chapter of the American College of Clinical Pharmacy (NYS ACCP) awarded Cori Wyman, Pharm.D., CDE its Clinical Practitioner of the Year Award for 2010. This award honors a clinical practitioner who promotes optimal pharmaceutical care to patients and/or health care systems; fosters development of innovative clinical pharmacy services; promotes, supports and evaluates research relevant to clinical pharmacy practice; and promotes advanced clinical pharmacy training to other practitioners.

Cori is a valued professional at the Greater Rochester Independent Practice Association (GRIPA) where she has worked since 2007. Cori directly supports the vision of the GRIPA Connect Clinical Integration program by interacting with GRIPA members as a Consulting Clinical Pharmacist as well as a Certified Diabetes Educator and by supporting the over 600 GRIPA Clinical Integration physicians.

GRIPA is honored to have two additional staff members who have received this same award in previous years. Jeanette

Altavela, Pharm.D., BCPS received the award in 1999, and Michael VanOrnum, RPh, RN, BCPS received the award in 2006.

GRIPA provides medical, business, and technology management services aimed at making better health care easier to deliver, less costly for patients, and more rewarding for all involved. The GRIPA Connect Clinical Integration program creates a connected community of physicians, hospitals, labs, imaging facilities, and pharmacies, sharing patient information through a secure web portal and differentiating itself by delivering higher quality care at reduced cost. The program also includes robust care management and adherence to Clinical Guidelines.

**About the New York State Chapter of the American College of Clinical Pharmacy:** The NYS ACCP is a professional and scientific society dedicated to optimizing patient drug therapy outcomes by promoting excellence and innovation in clinical pharmacy practice, research and education in New York State. For more information visit [www.nysaccp.org](http://www.nysaccp.org).

