



# Medication Adherence Workflow Modifications to Improve Care for Your Patients

Providers and practices who are actively engaged in the [Delaware Division of Public Health \(DPH\) Hypertension and Diabetes Control and Prevention program](#) have the benefit of scheduling a no-cost Workflow Assessment (WFA) with a local Quality Insights Practice Transformation Specialist (PTS). WFAs are completed annually and designed to initiate a future state of processes that will move the needle on clinical quality improvement activities.

The following list includes solutions aimed at achieving better patient outcomes in cooperation with the WFA. We encourage you to partner with your Quality Insights PTS to discuss scheduling a WFA and implementing at least ONE of the recommendations listed below. If you are not currently working with a PTS and would like assistance, email [Ashley Biscardi](#) or call **1-800-642-8686, Ext. 137**.

Using the [Quality Insights 2023 Medication Adherence Practice Module](#) as a guide:

## Protocol and Workflow Actions

	Review/create a <a href="#">Medication Adherence Office Protocol</a> for hypertension, cholesterol, prediabetes, and/or diabetes.
	Ensure all members of the care team are engaged in medication reconciliation that includes assessment for medication adherence at every visit. Verbally discuss any new changes in medications or regimens.
	Implement use of patient portal and/or text messaging for medication reminders and refills.
	Execute external prescription history search, patient prescription eligibility, and patient-specific formulary check if available via electronic health record (HER) with patient's consent, and review medication adherence.

## Practice and Clinical Solutions

	Partner with a Quality Insights pharmacist to provide no-cost medication therapy management for up to 150 Medicaid patients living with hypertension and/or diabetes. <a href="#">Download the program flyer here.</a>
	Partner to empower your patients with NO-COST one-on-one <a href="#">health coaching from Quality Insights</a> for up to 150 Medicaid patients living with diabetes and/or hypertension. One-on-one health coaching services will arm patients with the knowledge, skills, tools, and confidence they need to become active participants in their care so that they can reach their self-identified health goals and improve health outcomes.
	Recommend smartphone apps for patients to download and use to help them better manage medication adherence, blood pressure, and diabetes. <ul style="list-style-type: none"> <li>• <a href="#">Free Apps to Help You Better Manage Your Medications</a></li> <li>• <a href="#">Keep Hypertension Under Control with these Smartphone Apps</a></li> <li>• <a href="#">Free Apps to Help You Better Manage Your Diabetes</a></li> </ul>
	Implement use of the <a href="#">Medication Adherence Estimator</a> <sup>®</sup> ( <a href="#">paper form</a> also available) and suggested patient conversations to enhance medication adherence. Review Quality Insights <a href="#">Medication Adherence Practice Module</a> for more information.
	Urge patients to make a medication adherence pledge. Print out the <a href="#">pledge form</a> and aid patients in designing their own pledge reason(s).
	Engage patients with a medication reminder wallet-size card. Print the <a href="#">card</a> and give it to patients.
	Encourage patients to adhere to medications through improved communications practices. Download and distribute AHRQ's <a href="#">Be More Involved in Your Healthcare</a> tip brochure.



**DELAWARE HEALTH AND SOCIAL SERVICES**  
Division of Public Health



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