Strategies to Improve Treatment Adherence

North Shore-Long Island Jewish Health System
The Zucker Hillside Hospital
Adult Outpatient Psychiatry Department

Stephen H. Geisler, M.D.
Associate Director, AOPD
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The Zucker Hillside Hospital (ZHH)  
Adult Outpatient Department (AOPD)

• Total: approximately 2,800 patients

• Two Specialty Tracks:  
  – The Injectable Medication Center: 115 patients  
  – The Clozapine Treatment Center: 260 patients
Long-Acting Injectables (LAI’s)

- Used at ZHH since the 1970’s; used in early research studies to ensure medication adherence

Advantages of LAI’s:
- easier for patients taking medication
- ensure that medication was administered
- ensure the dosage of medication administered
Timeline of (LAI’s)

• Fluphenazine Decanoate: since 1970’s
• Haloperidol Decanoate: since 1980’s
• Risperdal Consta: approved in 2007
• Invega Sustenna: approved in 2009
• Zyprexa Relprevv: approved in 2009
Number of Patients on Each Injectable (Total= 115)

- FLUPHENAZINE DEC. 43
- HALOPERIDOL DEC. 2
- RISPERDAL CONSTA 21
- INVEGA SUSTENNA 47
- ZYPREXA RELPREVV 2

Total: 115
Injectable Medication Center

• originally used a “walk-in” basis
  thought to be “patient-friendly” and to improve adherence

• then, as numbers increased:
  tracked week the injectable medication (IM) was due
  prescriber notified of no show’s

• eventually numbers became too unwieldy
Injectable Medication Center

End of 2011 started *scheduling system*
example: 2:15 PM: Doe, Jane 718-555-1234

**Adherence Strategies Utilized:**
- *Specific date and time of appointment*
- “Reminder call” the day before
- *Patient leaves with next appointment date and time*
- *For no-show, call is made to reschedule*
Injectable Medication Center

For Atypicals: Two-part approval process:

1) Health insurance review:
   Ensure continued outpatient availability
Injectable Medication Center

2) Clinical approval by Director/Associate Director:
   • Diagnostic appropriateness
   • History of (H/O) Medication Adherence Difficulty
   • Expectation of eventual Injectable Medication Monotherapy

For Zyprexa Relprevv: require a significant other to accompany and stay with patient until reassessment by Registered Nurse (RN)
Number of Injections per Month

January: 153
February: 132
March: 145
April: 153
May: 176
June: 152

YTD Average: 152
The ZHH Clozapine Treatment Center

Clozapine = the **gold standard** for treatment-refractory Schizophrenia

Because of risk of agranulocytosis, white blood cells (WBC) and neutrophils labs are required:

- < 6 months: weekly
- 6-12 months: every 2 weeks
- > 12 months: every 4 weeks

Results reported to National Registry – needed for pharmacy to dispense medication
The ZHH Clozapine Treatment Center

In Schizophrenia:

• Roughly 70-80% of patients respond to regular Antipsychotics (AP’s)

• Of the 20-30%: with Clozapine, a third to half will respond in up to 6 months

Zucker Hillside Hospital: long history with Clozapine:

• Site of original study by Dr. John Kane
• Clozapine approved by Food and Drug Administration (FDA) in 1989
The ZHH Clozapine Treatment Center

• Initially ZHH utilized outside monitoring agency.
• Clozapine Treatment Center:
• Many patients referred from community

Our “One-Stop Shopping:”
  designed for ease of use by patient as well as provider
“One-Stop Shopping”
The ZHH Clozapine Treatment Center

• Primary provider, Medical Doctor (MD)/Doctor of Osteopathic Medicine (DO)/Nurse Practitioner)

• Lab work done STAT (urgent) on site – reviewed by NP and communicated to primary provider

• Clozapine NP Medication Management Session:
  – Focus on patient report, Mental Status Exam (MSE), vital signs, assessment of adherence and tolerance; direct communication with prescriber as necessary
  – Pharmacy package of Clozapine dispensed to patient
The ZHH Clozapine Treatment Center

**Adherence Strategies Utilized:**

- Specific date and time of appointments:
  - example: 2:00 PM: Doe, John 718-555-1234

- “Reminder call” made the day before

- Patient leaves with next appointment date and time

- For a no-show, call is made to reschedule
The ZHH Clozapine Treatment Center

Adherence Strategies Utilized (continued):

• Prepackaged medication directly dispensed

• Patient checks dosage, et cetera – reinforces medication knowledge

• Frequent monitoring of clinical status

• Frequency of NP visits adjusted for:
  - Frequency of labwork required
  - New or unstable patients
  - Patients with adherence issues
The ZHH Clozapine Treatment Center

Number of NP Clozapine Medication Management Sessions per Month

The ZHH Clozapine Treatment Center

Approximate frequency of NP Sessions:

• 47 (18%) are seen 1 time / week
• 91 (35%) are seen 1 time / 2 weeks
• 123 (47%) are seen 1 time / 4 weeks

Total = 261 patients
ZHH AOPD Treatment Adherent Strategies

Ongoing monitoring of procedures:

• to enhance adherence
• to enhance patient/provider experiences