

Strategies to Improve Treatment Adherence

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

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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

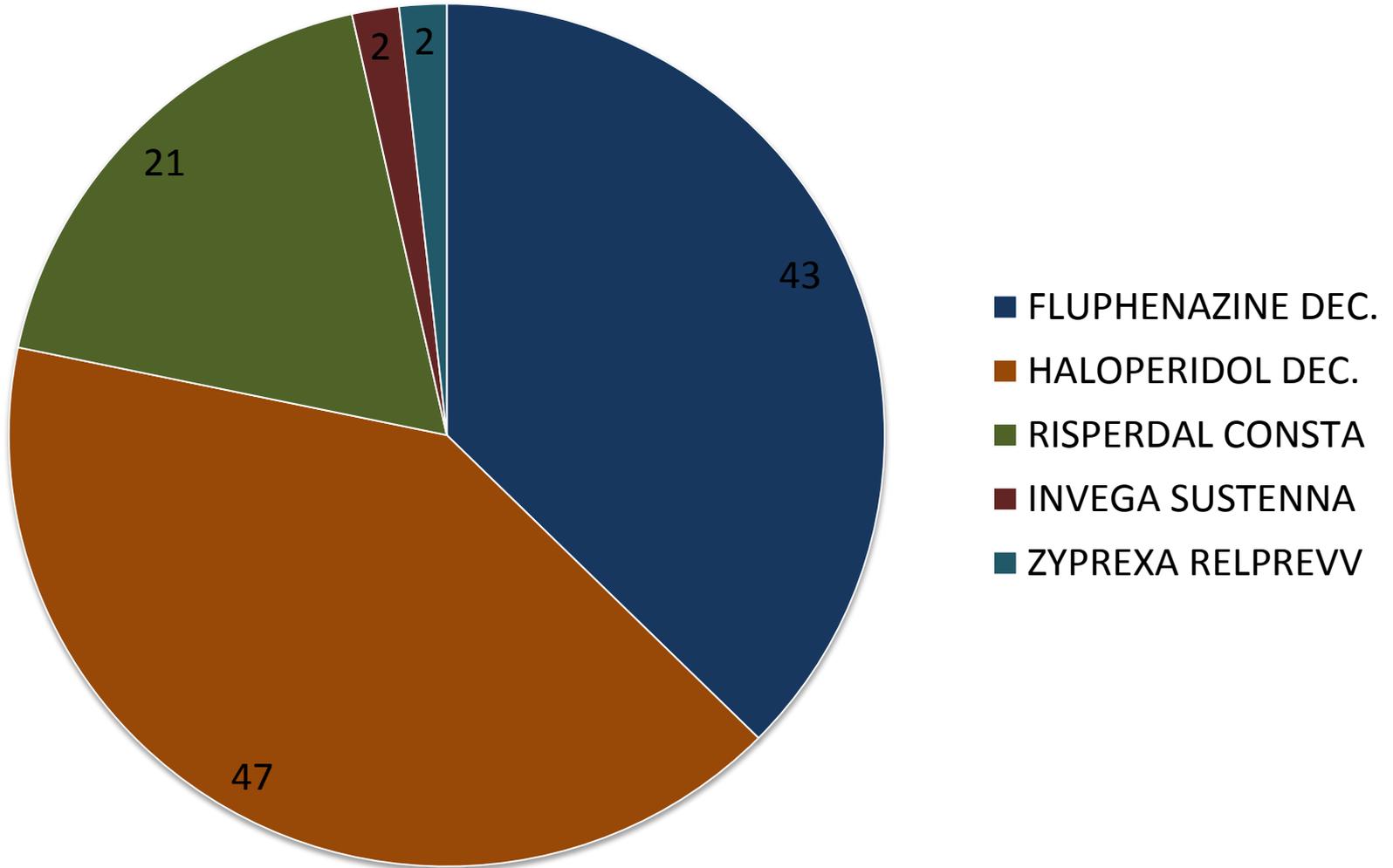
Advantages of LAI's:

- 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)



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:

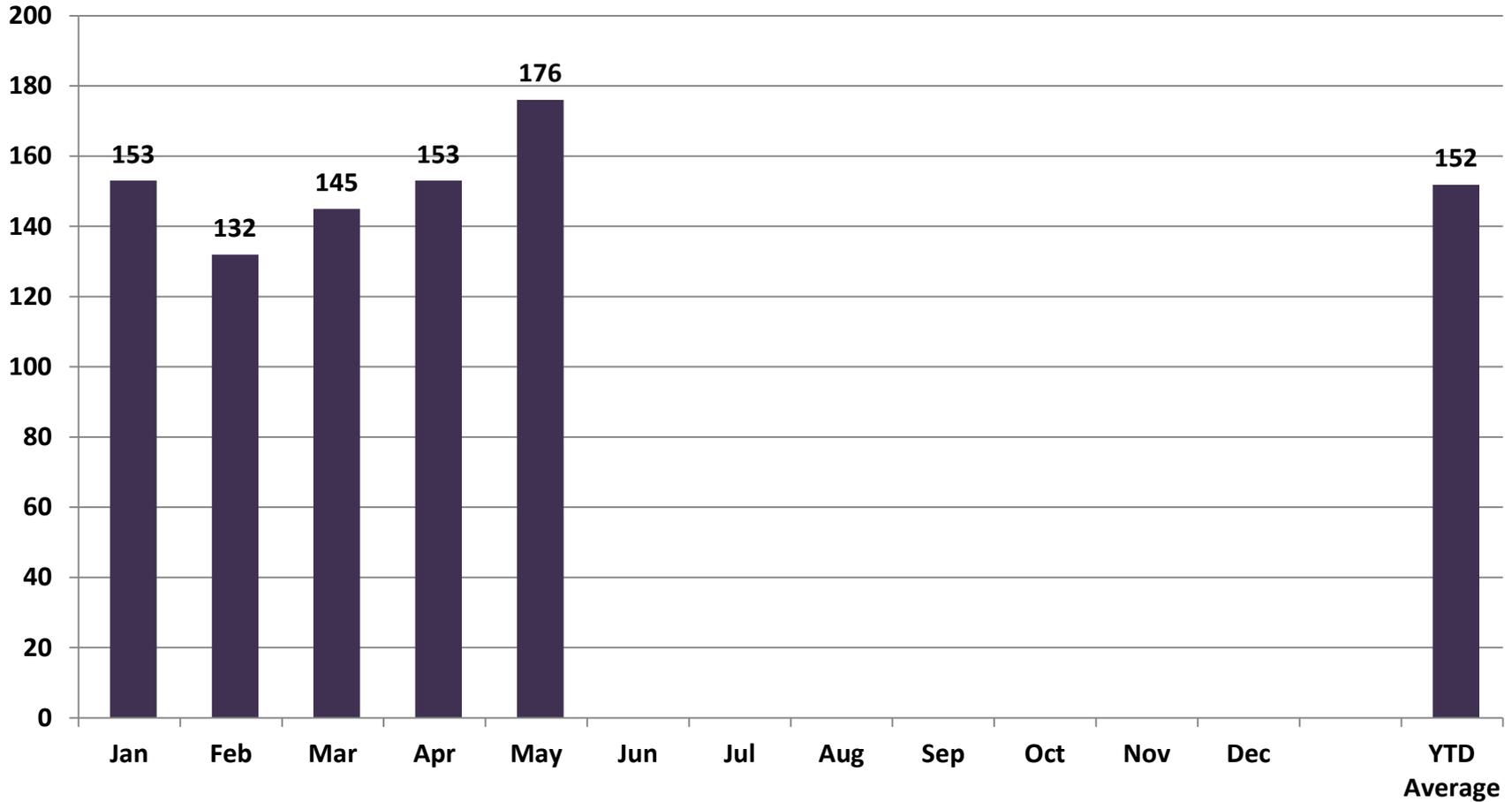
Ensure continued outpatient availability

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



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

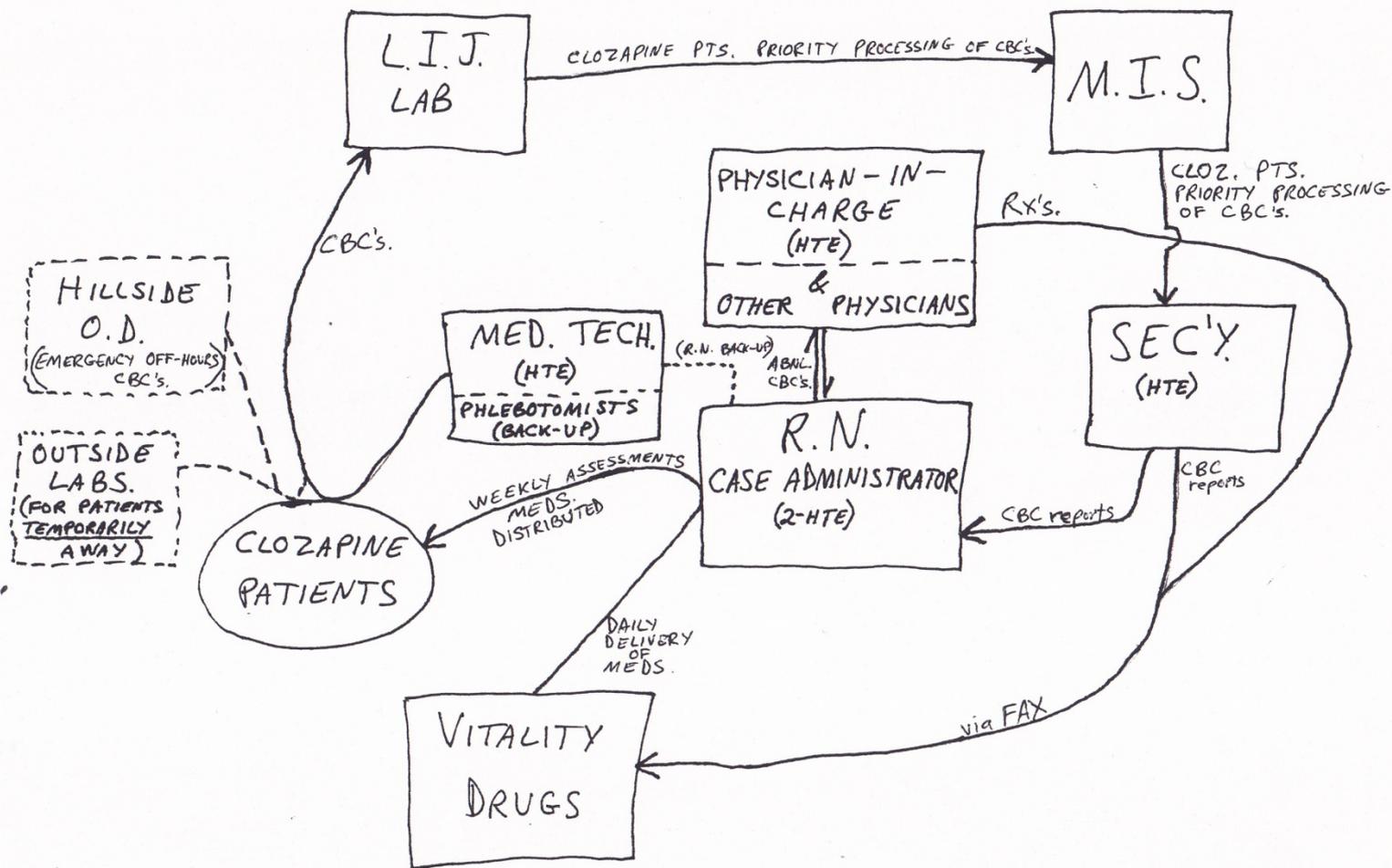
The ZHH Clozapine Treatment Center

- Initially ZHH utilized outside monitoring agency.
- **Clozapine Treatment Center:**
 - 1992: 45 patients / 2012: > 260 patients.
- Many patients referred from community

Our “One-Stop Shopping:”

designed for ease of use by patient as well as provider

CLOZAPINE TREATMENT CLINIC FLOWCHART



"One-Stop Shopping"

1992 State of the Art Presentation Graphics – Felt-tipped pen and paper!

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

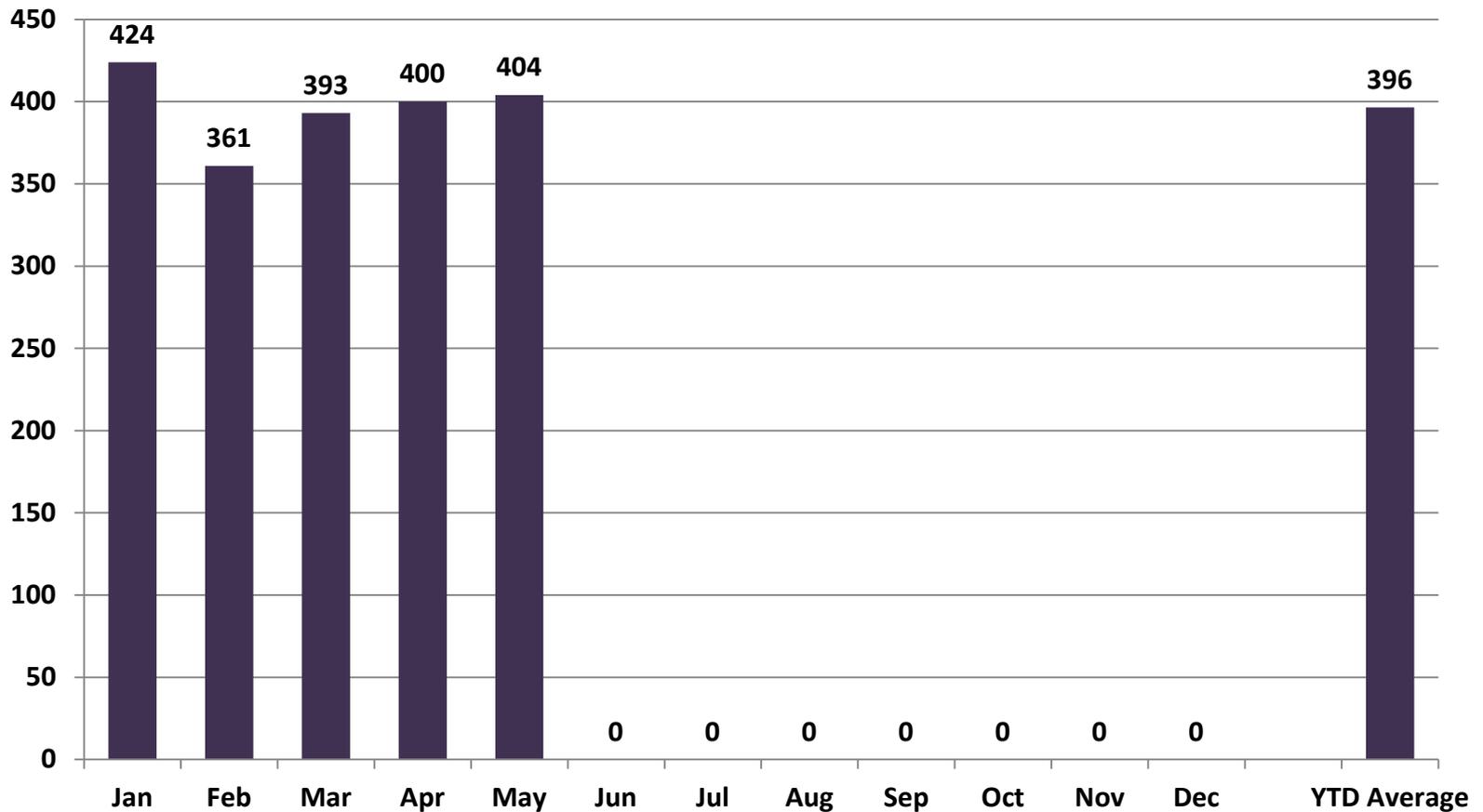
The ZHH Clozapine Treatment Center

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

Total= 261 patients

ZHH AOPD Treatment Adherent Strategies

Ongoing monitoring of procedures:

- to enhance adherence
- to enhance patient/provider experiences