

Optimizing Management and Outcomes of Oral Anticoagulation Therapy
Henry Ford Health System
2000 Acclaim Award Honoree

Henry Ford Health System designed, implemented, improved and expanded a program for anticoagulation management that incorporates anticoagulation clinics and a computerized patient monitoring and tracking system that is fully integrated with the patient's electronic medical record.

Goal

To improve the quality of management of patients on anticoagulation in a cost-effective manner that meets the diverse requirements of both patients and providers.

Intervention

Patient education, integrated electronic medical record with computerized patient tracking system.

Highlights

- Dosing algorithms shifted patient management responsibility to nurses and pharmacist with physician supervision.
- Computerized tracking informs nurses on a daily basis which patients are due for testing, what their results are and who fails to show.
- Modular patient education program, with culturally sensitive videos and printed materials for low-literacy patients.
- At the end of each patient encounter, the system generates a personalized patient instruction sheet with medication dosage and dosing schedule, date of next follow-up, and the anticoagulation clinic phone number.

Results

- Over 3,500 patients are actively managed by this program at nine sites within the system's five contiguous geographic regions.
- Seven of the nine clinics have over 50 percent of patient's values in target range.

Henry Ford Health System is an 800-member multispecialty group, practicing in an integrated delivery network that serves a market area population of approximately four million. Nearly 20 percent of patient visits are by persons 65 and over. Overall, the payer mix includes 36 percent managed care and 33 percent Medicare.