



# Implementing an Integrative Falls Prevention Program for High-Risk Patients in Community Pharmacies

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# Community Pharmacy

What comes to mind when you think of a community pharmacist?





# Everyday activities may include:

- Dispensing prescription medications
- Counseling patients about their medications
- Liaising with doctors about prescriptions
- Recommending over-the-counter medications
- Compounding medications





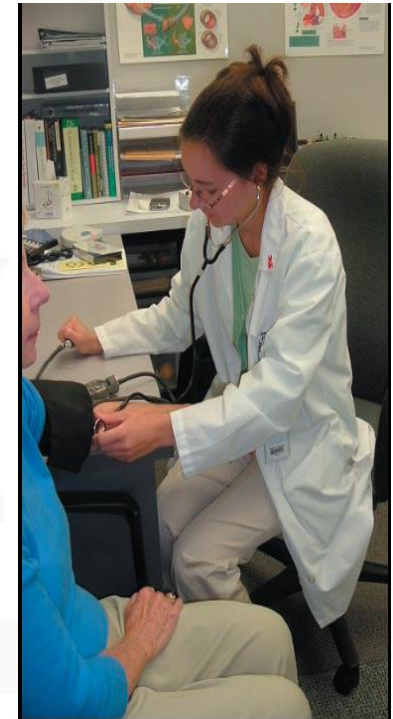
**But did you know.....**





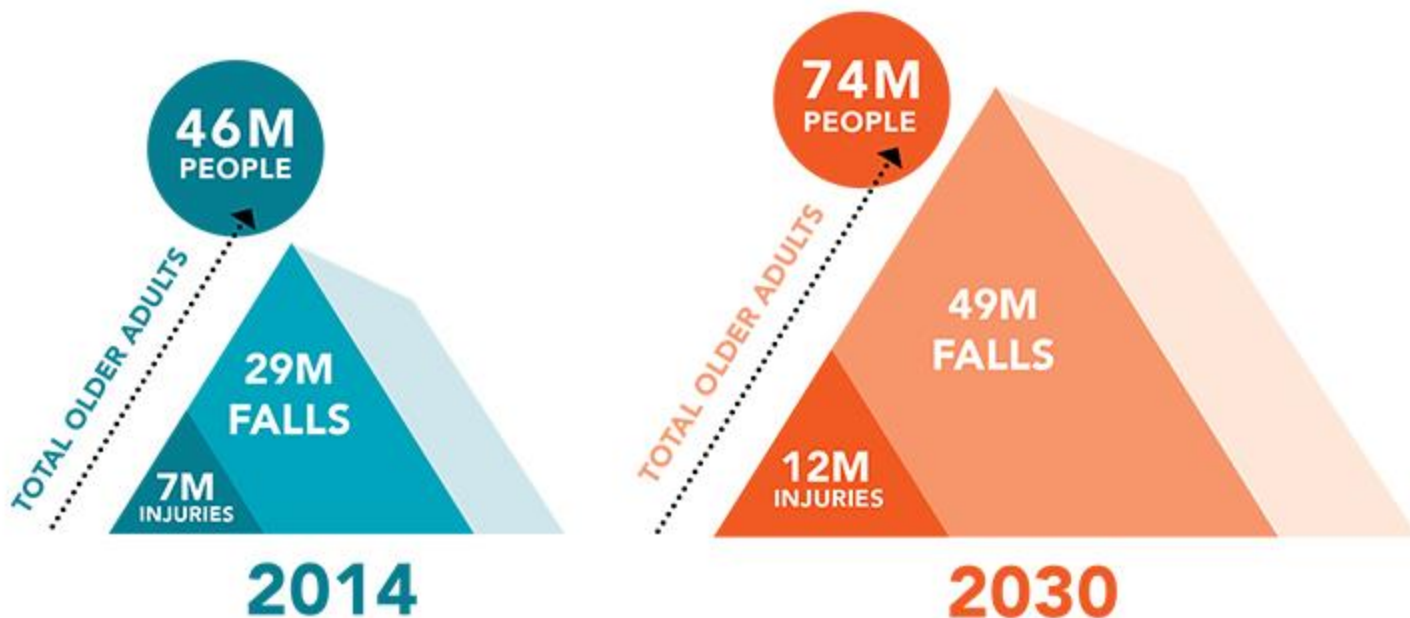
# The “New” Community Pharmacist

- Provides Disease State Management
  - Hypertension
  - Diabetes
  - Cholesterol
  - Asthma
- Provides Immunizations
- Optimizes Medications
- Performs consult services at ALFs
  - Chart reviews
  - In-services for staff
- Collaborates with prescribers
  - Annual wellness visits
  - MIPS & MACRA





## OLDER ADULT FALLS A Growing Burden





# Aims of the Project

- **AIM 1:** Implement a proactive fall prevention intervention program as part of the medication review process in Community Pharmacy Enhanced Services Network of North Carolina (CPESN-NC).
- **AIM 2:** Evaluate program impact on: (1) use of high-risk medications and (2) the rate of fall-related emergency department visits. Outcomes will be compared to CPESN-NC pharmacies that do not implement the intervention.



## Aims (continued)

- **AIM 3:** Identify characteristics of pharmacies and program implementation/delivery that moderate impact of the program on the primary and secondary outcome variables.
- **AIM 4:** Develop a toolkit to facilitate implementation of the program in community pharmacies across the nation.





# Overview of CPESN-NC



Provide services beyond the pharmacy benefit

- Strong relationships with members of the patient's local care team
- Enhanced patient-centered services that improve health of complex patients
- A pharmacy wide focus on patient outcomes



# The STEADI Toolkit

Stopping Elderly Accidents Deaths & Injuries

[www.cdc.gov/injury/STEADI](http://www.cdc.gov/injury/STEADI)

TRAIN TODAY!

STEADI: The Pharmacist's Role  
in Older Adult Fall Prevention

Earn 1 hour of CPE today!

[www.cdc.gov](http://www.cdc.gov)





# Pharmacy Training

## Onboarding

- Developed protocols, training materials and resources for community pharmacies
- Training binder
- Recorded webinar
- On-site visit

## Ongoing

- Phone communication
- Email communication
- Webinars

# OLDER ADULT FALLS

## A Preventable Problem

1.

SCREEN

2.

COMPREHENSIVE MEDICATION REVIEW

3.

CARE COORDINATION & FOLLOW-UP



# Step 1 – Screening

- Adults 65 or older
- Patients taking  $\geq 4$  medications
- Patients taking at least 1 high-risk medication

1. Have you fallen in the past year?
  - Number of falls?
  - Injuries from falls?
2. Do you feel unsteady when standing or walking?
3. Do you worry about falling?





# Screening Process

- Anyone can screen
  - Technicians, clerks, delivery drivers, or students
- Find process that works
  - Drop-off, pick-up, delivery, telephone
  - Reminders: bag tags, pharmacy management system
- Goal: 100% patients screened





# Screening Results

4719  
patients

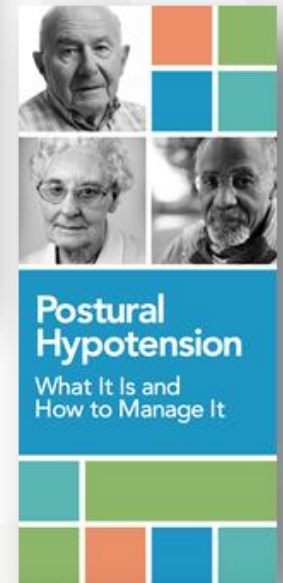
4008  
attempts

3430 total  
screened



# Step 2 – CMR

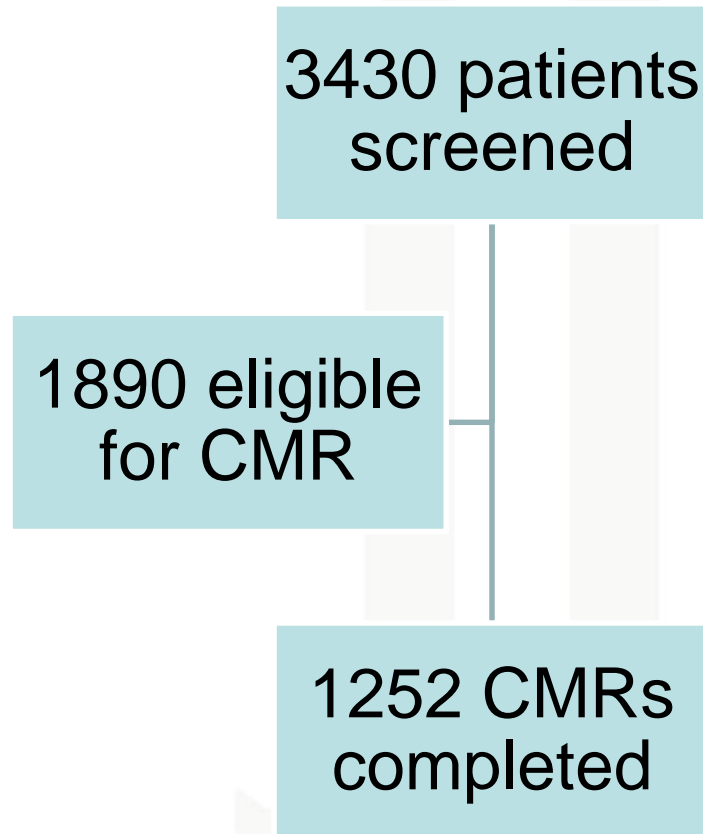
- Review and manage medications linked to falls
- Provide patient education brochures







# CMR Results





# Step 3 – Care Coordination & Follow-up

- **Communicate with prescribers**
  - **Recommend appropriate medication changes**
  - **Refer patient for gait, balance & strength assessment**
- **Notify patient of any medication changes, if needed**





# Follow-up: Preliminary Results

1252 CMRs  
completed



601 follow-  
ups received



# Lessons Learned

- Onboarding and training was important to program success
- Incorporating process into workflow was essential
- Sharing of patient information needs to be reciprocal for success
  - ICD 10 codes, patient care plans, etc...
- Prescriber practices developed formal collaborative partnerships with two of the pharmacies based on this experience

The background of the slide features a close-up of vibrant red maple leaves against a clear, light blue sky. The leaves are in various stages of fall, with some showing deep red and others a lighter, more orange-red hue. The lighting is bright, suggesting a sunny day.

**Leaves**  
are supposed  
to fall.  
**People** aren't.

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