



## Patient Safety & Clinical Pharmacy Services Collaborative (PSPC)

### *PSPC Aim:*

*“Committed to saving and enhancing thousands of lives a year by achieving optimal health outcomes and eliminating adverse drug events through increased clinical pharmacy services for the patients we serve.”*

**WHAT?** The Patient Safety & Clinical Pharmacy Services Collaborative (PSPC) is a new breakthrough effort to improve the quality of health care across America by integrating evidence-based clinical pharmacy services into the care and management of patients with chronic diseases. The Collaborative is a program of the Health Resources and Services Administration (HRSA), Department of Health and Human Services.

The Collaborative is an *action learning system* designed to rapidly improve patient outcomes and patient safety. Using this method adopted from the Institute for Healthcare Improvement, evidence-based practices are spread to teams of HRSA-funded providers and their community-based safety-net partners who serve large numbers of patients with multiple chronic conditions such as diabetes, obesity, and hypertension.

**WHO?** Driving the work of the PSPC are the 68 participating teams representing 210 organizations of community-based health care providers who are actively learning leading practices. Team members represent 57 community health centers, poison control centers, hospitals, schools/colleges of pharmacy, Ryan White HIV/AIDS program grantees, primary care associations, state health departments and rural health clinics.

The Leadership Coordinating Council of the PSPC partners with HRSA and community-based teams to advance the goals of the Collaborative. The LCC is comprised of national leaders from professional organizations spanning multiple disciplines and key stakeholders who assist with publicizing the Collaborative and encouraging additional organizations to become involved. LCC members include representatives from agencies across the Department, such as FDA, CDC, NIH, AHRQ, AoA, IHS, and CMS who bring invaluable support to the effort.

**HOW?** PSPC uses a fast paced, iterative improvement method designed to support the teams in testing and spreading leading practices found to significantly improve health outcomes and patient safety through the integration of clinical pharmacy services, improving these practices, and disseminating them widely through the collaborative learning system. Through an intensive series of Learning Sessions and Action Periods, PSPC teams learn the leading practices from expert national faculty and from each other as teams progress. During the Action Periods, which occur between each Learning Session, PSPC teams test, refine, adapt, and implement changes. A national dashboard will help teams track monthly progress on multiple improvement measures, which include health outcome measures, clinical pharmacy services, and adverse drug events.

**WHY?** For patients with multiple chronic disease conditions taking multiple prescriptions, the lack of coordinated care across healthcare providers – primary care physicians, specialists, pharmacies, and emergency departments – has created an opportunity to make significant improvements in the safety and quality of care delivered. One result caused by this dynamic is that adverse drug events continue to be a leading cause of death and injury in the United States even though well-documented methods are available that could prevent their occurrence.

**WHEN?** The PSPC is in its first year and has convened two Learning Sessions – in August and December 2008 – during which teams learned how to make rapid improvements and shared information on successful practices, e.g., what changes are working and why. Learning Session 3 will be held May 6-7, 2009, during which teams will continue refining improvement strategies. Learning Session 4 will be held in the Fall 2009. All sessions are held in Washington, D.C..

**THE FUTURE:** Learning Session 4 will be the final conference for the first wave of PSPC teams and also will serve as Learning Session 1 for a second wave in which additional teams will enroll to continue the rapid spread of the leading practices found to most effectively improve patient safety and health outcomes. Please visit the website for updates on how teams can enroll and participate in this exciting second wave of work.

**INFO:** [www.hrsa.gov/patientsafety](http://www.hrsa.gov/patientsafety)