Agenda

Kaiser Permanente Anticoagulation Clinic Overview

Anticoagulation Clinic Rotation

Student Involvement & Patient Interaction

Challenges

CE Question
Kaiser Permanente Anticoagulation Clinic

- Pharmacist & assistant run **telephone clinic**
- ~8,100 patients on service
- ~119,500 INRs assessed/year
- 4,100-4,600 phone calls/month
- Services provided:
  - Monitor INR results & dose warfarin
  - Resource for questions relating to disease state
  - Consultation & screening for Target Specific Oral Anticoagulants (Pradaxa, Xarelto, Eliquios)
  - Patient Education (Warfarin & Patient Self Testing classes)
  - Lovenox bridge prep
  - Hospital discharge follow-up
  - Delinquent follow-up
Anticoagulation Clinic Rotation

6 Week Rotation Model & Goal

- **Weeks 1 – 2**
  - Treasure hunt & familiarity w/ electronic medical records
  - Independent student projects
  - Disease state presentations to each other

- **Weeks 3 – 6**
  - Work with other pharmacists
    - Exposure to various workload management styles
  - Presentations to the staff
  - Quizzes/exams

**GOAL:** To feel confident in the Anticoagulation disease state and be able to function like an Anticoagulation Pharmacist
Student Involvement & Patient Interaction

First Week

- Didactic review, reviewing charts and shadowing pharmacist
- “Treasure Hunt” – electronic medical record
- Disease state presentations
  - A-Fib/A-Flutter
  - DVT/PE
  - Heart Valves
  - Hypercoaguable states
- Lovenox bridges
- Phones
  - Begin with drug-drug interactions
Student Involvement & Patient Interaction

Student Anticoag Workflow/Monitoring

- Review patient chart
- Complete “Telephone Encounter” form
- Formal presentation to preceptor
- Alternate plans discussed with preceptor
- Call patient
- Enter documentation in chart – SOAP note
- Preceptor reviews notes & signs off
- Rinse & repeat!
Challenges

- Balancing work load and teaching!
  - Independent student projects help
- Managing up to 2 students & resident on rotation
- Adjust teaching style to student’s learning patterns
- Support from colleagues to take on students
  - Students are an asset. They help get us through our workload.

Reward:

- Students are confident in managing Anticoagulation patients
- Investing our time into our future pharmacists
Questions
CE Question:

Describe a challenge in the Kaiser Permanente San Diego Anticoagulation clinic rotation.