

PSYCHIATRIC PHARMACISTS: **TRANSITIONS OF CARE** REDUCING HOSPITAL READMISSIONS



“The coordination of complex transitions of care that Dr. Bauer provides prevents unneeded rehospitalization or emergency room visits.”

- *Rebecca A. Mabe, MSW, LCSW*

Associate Chief, Mental Health Services

“Dr. Bauer provides an invaluable service to our hospital to ensure best patient care. I know the care I provide is better in tandem with the transitions of care team.”

- *Alissa Firmage, APRN, NP-C*

Homeless Patient Aligned Care Team (HPACT)

Improving Care, Reducing Cost

Helping patients stay out of the hospital after an admission is the most valuable part of Dr. Rachel Bauer’s job. As a Board Certified Psychiatric Pharmacist at the George E. Wahlen Veterans Affairs (VA) Medical Center in Salt Lake City, Utah, patients appreciate her help, and administrators value the financial benefit that her unique position adds to the team.

“It’s like the opposite of the emergency department. I take care of them on their way out of the hospital,” she states.

Ensuring Patient Well-Being

When a Veteran is admitted to a community hospital for a psychiatric disorder, often in a rural area where there is no VA hospital, **Dr. Bauer’s job begins immediately.** She is alerted that a Veteran has been admitted and begins the process of coordinating access to outpatient medications. She screens for various medication-related concerns and availability.

She **coordinates care** between the inpatient psychiatrist, the discharge planner, and the patient’s primary care team at the VA. The inpatient team sends her all of the Veteran’s prescriptions to be filled prior to discharge. This process ensures that the patient has the supply of medications they need to avoid any interruptions in care as they head home.

Making a Difference



Coordinates care with **14+ mental health facilities** in Utah and surrounding states



Works with outpatient addiction services, primary care, mental health, and crisis teams



139 issues resolved In 1 month
(May 2018)

"Working with Dr. Bauer takes the guesswork out of what tends to be difficult transitions of care for people with mental illnesses. She knows her patients well, is thorough, and is a fierce advocate for their ongoing success."

- Camille Giles, BSN, RN

Case Manager, Salt Lake Regional Medical Center



Getting to the Root of the Problem

A 45-year-old Veteran was admitted to a rural community hospital for suicidal thinking. Upon reviewing his medical record, Dr. Bauer noted that he was being treated for intractable migraine headaches, which was contributing to his suicidal thinking. He lost his job because of excessive sick days due to headaches. After speaking with the patient, Dr. Bauer was able to refer him to a VA headache specialist and expedite receipt of a non-formulary medication which reduced his headaches. The patient credits Dr. Bauer for helping him get to the root of his problems.

College of Psychiatric
& Neurologic Pharmacists



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