

## Systematic Anticoagulation Management in the Rural Health Setting

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Confluence Health is one of the largest, most comprehensive medical centres in the Pacific North-western United States covering an area of over 12,000 square miles. The organisation consists of 7 clinic locations caring for 2200 anticoagulation patients that are split into three groups; home visits; self-testing and APS.

With such a large area covered, and multiple locations serving the Confluence Health patients, it was important to ensure as much standardisation as possible across the service for consistency of care and continuum of care between the multiple locations.

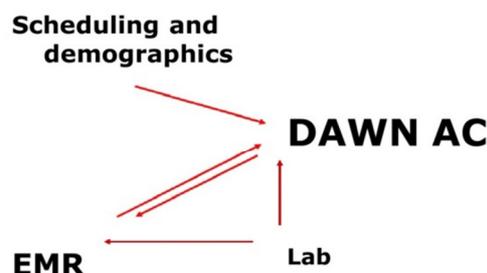
It was determined that there was a common scope of service across all locations and this included, face-to-face visits; patient self-testing; televideo appointments; home visits; extended care facility visits; POC INR testing; EMR patient access for lab results, RX renewal, scheduling and healthcare questions; and patient education for all anticoagulants.

A number of support services were also shared across locations including administration, staff coverage, pharmacy support, AC steering committee and clinical resources.

By standardising personnel requirements, training and certification and the anticoagulation workflow, a systematic approach was taken towards therapy management to ensure that regardless of location or staff, patients received the same consistently high level of care.

DAWN AC supported this systematic approach through its documentation and coded comments; the patient list views; and the reporting facility which enabled quality measures to be reviewed between clinic locations. Participation in the DAWN AC benchmarking scheme also enables Confluence Health to compare their anticoagulation service and its performance against other providers.

A systematic approach to anticoagulation therapy management across such a large territory also requires enhanced communication ensuring all health care professionals have access to up-to-date patient information as and when they need it. This was facilitated by a number of interfaces to other systems.



### **Electronic Medical Record (EMR) Interface**

This interface enabled all providers, both those in the local hospitals and those from rural clinics further afield, to access their anticoagulation patient information. All providers are able to see the most recent INR, anticoagulant dose, progress note and expected return appointment for anticoagulation visits.

### **Scheduling & Demographics Interface**

An admissions/discharge and demographic interface allowed the organisation to maintain current demographic and contact information in DAWN AC without having to update two systems. Also, appointments made in the EMR are sent to DAWN AC.

### **Laboratory Interface**

The laboratory interface from 4S DAWN enables the laboratory system used by Confluence Health to automatically send INR results to DAWN AC allowing immediate access to INRs. This increased patient safety by eliminating the potential for error in manual entry. It also alerts the organisation when INRs are performed by other providers so that the patient can be followed-up as needed.