

Brigham and Women's Hospital Anticoagulation Management Service



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BWH AMS Model

- Multidisciplinary team
- Primarily telephone contact
- Cardiology and Orthopedic patients
- Outpatient service with limited inpatient responsibilities
- Patients with BWH PCP or Cardiologist may be referred from inpatient or outpatient setting
- Limited face-to-face visits

BWH AMS Activity

- Currently 2215 active patients
- 50 to 80 Orthopedic patients (approx. 1000 patients per year)
- 60 new referrals per month (non-Orthopedic)
- Oct 2007 - Oct 2008: greater than 56,000 INR results
- Approximately 60 % in range

Patient Population

%	Primary Diagnosis
49	Atrial Fibrillation/Atrial Flutter
23	Venous Thromboembolism
9	Valve Replacement
3	Cerebral Vascular Accident
3	Orthopedic Surgery
2	Abnormal Coagulation Profile
1	Transient Ischemic Attack
10	Other

Multidisciplinary Team

- Medical Directors
 - Hematology/Oncology
 - Cardiology
- Physician Assistants
- Pharmacists
- Nurse Practitioners
- Administrative Assistants

BWH AMS Staff

Clinician:

- Physician Assistants (1.6 FTE)
- Pharmacists (2 FTE)
- Nurse Practitioner (1 FTE)
- Per-diem (2 nurses, 1 pharmacist)

Support:

- Administrative Assistants (1.8 FTE)
- Pharmacy students (1 co-op, 1 sixth-year rotation)

BWH AMS Clinician Role

- New patient education
- Management of outpatients on warfarin
- Teaching and “bridging” of patients on injectable anticoagulants
- Dosing of warfarin for inpatient Orthopedic patients following hip/knee surgery
- Serving as an educational resource for hospital staff

BWH AMS Support Staff Role

- Triage incoming telephone calls
- Accept and record laboratory results
- Generate daily patient lists and weekly census reports
- Relay laboratory results and dosing information
- Responsible for renewing standing orders, booking and confirming outpatient appointments, and making reminder calls

BWH AMS Reimbursement

- Nearly 100% subsidized by hospital
- Currently bill only for occasional face-to-face visits with PA or NP (99211 and 99213)

BWH AMS Differences

- All clinicians care for all patients, we do not have a primary clinician for each patient
- Contact with patients regarding results and delinquent blood tests via telephone or email
- Retrieve laboratory results manually, not currently interfaced with outside laboratories
- Track patients using CoagClinic by Standing Stone, Inc.

