

Objective

To improve medication adherence for chronic conditions through accurate medication reconciliation and medication refills for family practice patients.

Background

The Family Practice Clinic Director identified a need for improved workflows around medication reconciliation and medication refills for patients with chronic conditions.

Cardiovascular disease is the leading cause of death in the United States, causing over 680,000 deaths in 2024. Elevated blood cholesterol is major risk factor for cardiovascular disease and statin therapy has been associated with a reduce risk of cardiovascular disease. Medication adherence is an important aspect of managing chronic diseases.

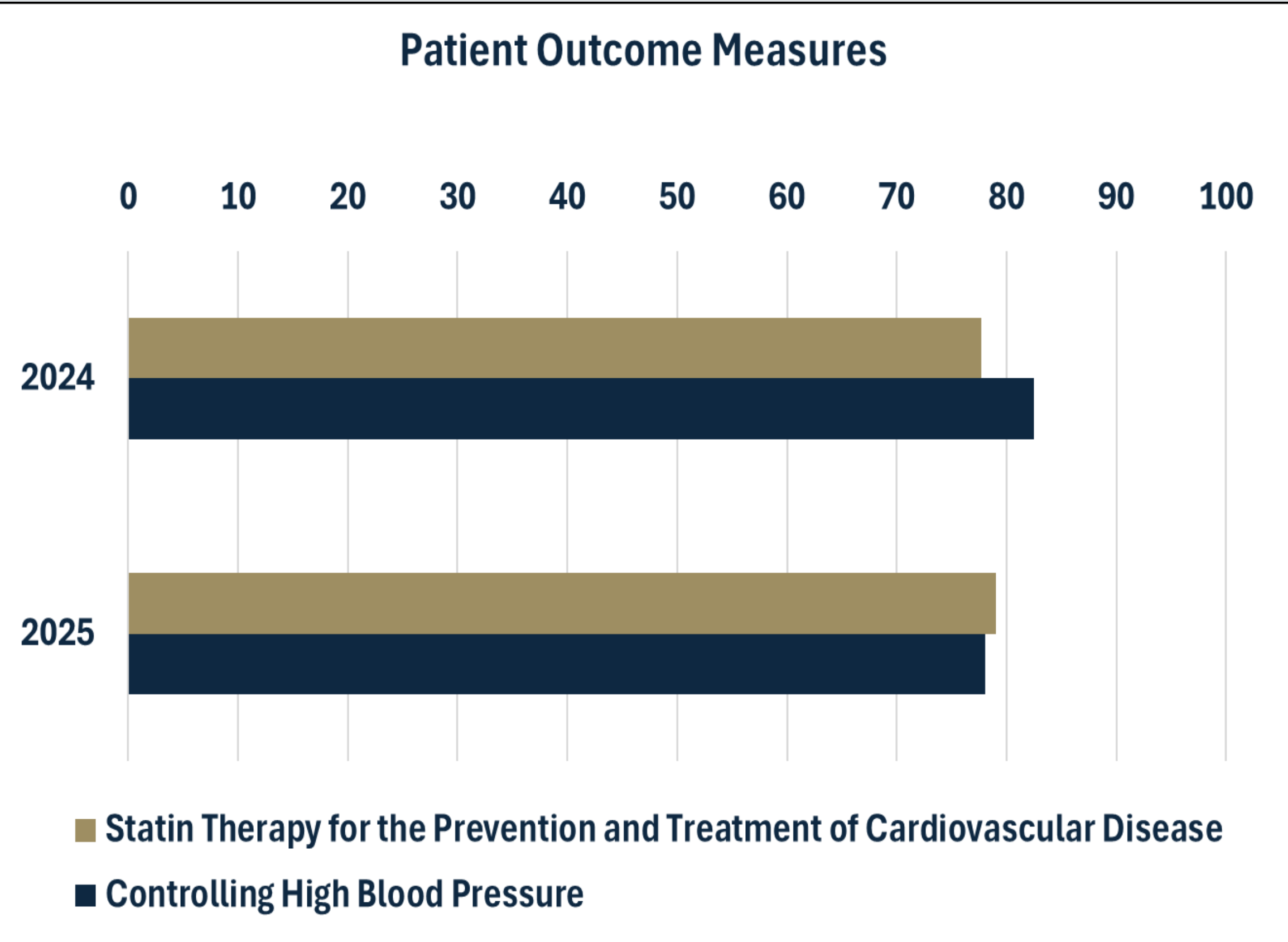
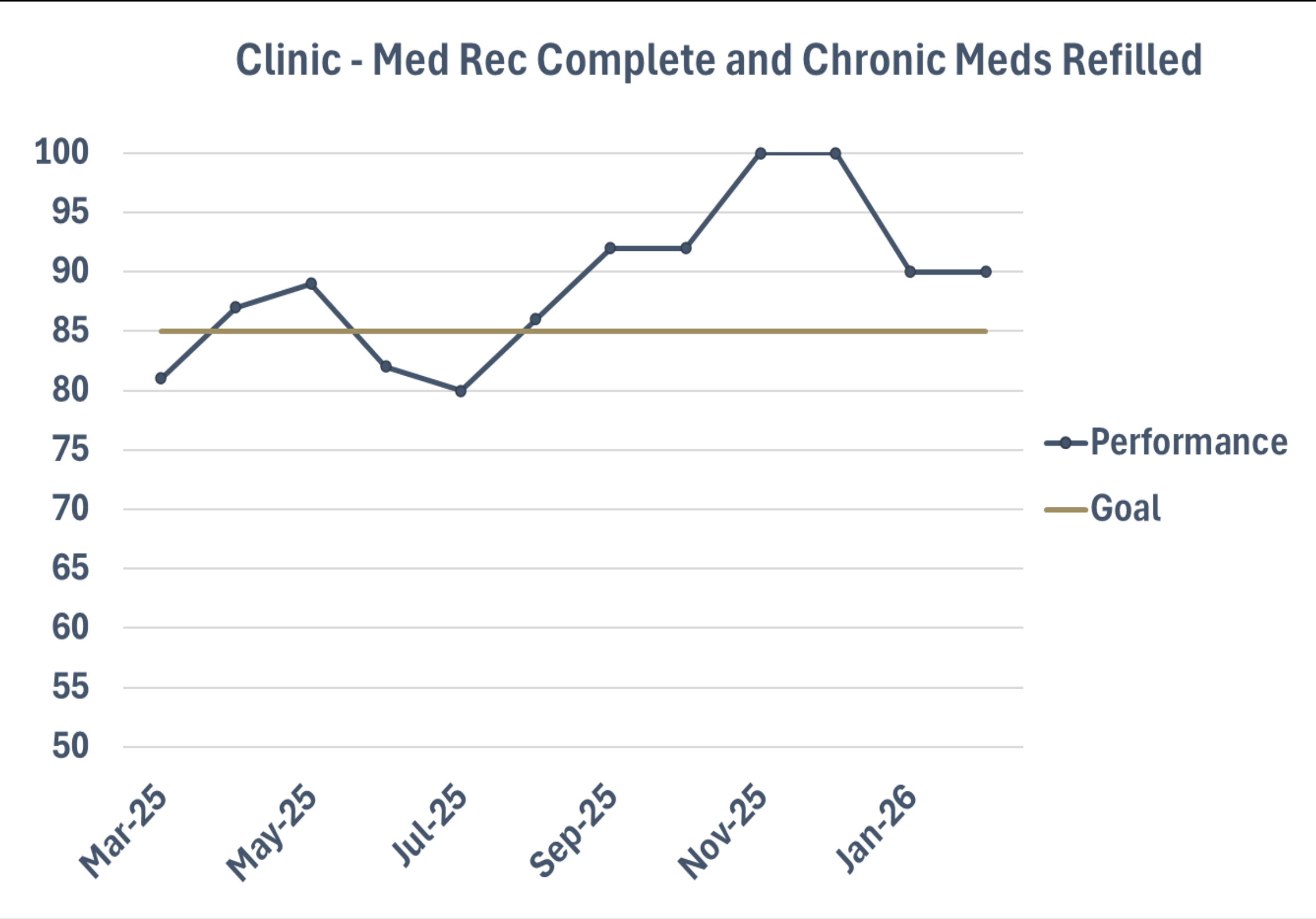
By streamlining medication reconciliation and refill processes for patients being seen in the clinic for chronic disease management we anticipated improved medication adherence which would impact patient outcomes. We also anticipated that patient experience and staff experience would improve due to reduced calls between patient, clinic staff, and pharmacy staff.

- Actions Taken**
- ❖ Family Practice Director educated nursing staff on medication reconciliation workflow in Cerner and provided individualized coaching for new staff.
 - ❖ Three charts per provider per week were audited for accurate medication reconciliation completed at their visit and chronic meds refilled until the patient’s next appointment.
 - ❖ The Family Practice Director began reporting quality data to the Quality Committee in April 2025.

Streamlining Medication Workflows to Support Chronic Disease Management

Knoxville Hospital & Clinics
Family Practice Clinic

Metrics



Analysis

The nursing staff were able to quickly adopt new workflows to complete the medication reconciliation and medication refills for patients. There was a slight decrease in performance in June and July 2025, however audits have been above the 85% goal since August 2025. Staff gaps contributed to a decrease in performance in January and February 2026.

To evaluate the impact on patient outcomes, the Statin Therapy for the Prevention and Treatment of Cardiovascular Disease and Controlling High Blood Pressure quality measure were evaluated. From 2024 to 2025 the Statin Therapy measure increased slightly from 77.7% to 79.0% and the Blood Pressure measure decrease slightly from 82.4% to 78.0%. Anecdotally, patients are experiencing less barriers to adhering to medications for chronic conditions due to refills being completed until their next appointment.

Next Steps

The Family Practice Clinic Director will continue to audit charts for complete and accurate medication reconciliation and medication refills for patients being seen for chronic conditions. We will continue to evaluate the effectiveness of these workflows on patient outcome measures in 2026.

