



# MEDS-TO-BEDS

## Bedside prescription delivery program helps reduce hospital readmission rates and gets patients home faster.

The doctors, nurses, and staff at CHI Memorial do incredible work every day to improve the health of the people they serve, helping these patients get better and home to their families.

Enter the Meds-to-Beds program. Launched in March of 2021 at CHI Memorial Hospital Chattanooga, Meds-to-Beds is essentially a delivery service where new prescriptions are filled and delivered to a patient's bedside within an hour. The goal is to discharge patients faster, reduce readmission rates, and provide convenience – these patients can avoid a lengthy trip to the pharmacy on their way home.

“Most patients are very ecstatic,” says Wade Phillips, Pharm.D., the director of retail pharmacy for CHI Memorial. “They are really excited that they can have the prescriptions filled and in hand as they leave the hospital. It’s one less thing they have to worry about.”

The program is working too, and the proof is in the numbers. Phillips says recent studies have found that the Meds-to-Beds program reduces readmission rates by 50 percent.

Currently, the program is only available for certain patients: those with a primary diagnosis of sepsis, stent recipients, and stroke patients. These specific patients can choose to enroll in the program. It has been particularly effective for septic patients diagnosed with bacteria in the blood who need antibiotic treatment quickly.

“That can be a very serious condition which can lead to hypotension, confusion, and organ failure,” Phillips says. “They’re often times placed on oral antibiotics.

It’s really important they continue to take those when they’re discharged, so they don’t return to the hospital.”

The program currently assists patients being discharged Monday through Friday from 7 a.m. - 5 p.m., which are the hours of operation for the pharmacy. While they cannot deliver medication to patients going to skilled nursing facilities, Phillips says the numbers are showing significant progress for those they can assist. In 2021, 300 septic and stent patients enrolled in this program, and 125 received deliveries, for a total of 585 prescriptions. The 30-day readmission rate for sepsis patients was 3.3 percent, compared to 9.6 percent for those not enrolled.

For Phillips, who is helping to champion the effort, the dream is to have the Meds-to-Beds program be available to the entire hospital.

“I’m very proud of the program, and I’m proud of my staff because I cannot do it alone,” Phillips says. “I have a phenomenal pharmacy staff who has really gone above and beyond to meet the needs of this service. We take pride in helping the patients get better, and that’s our overall goal.”

### IT'S WORKING: 2021 READMISSION RATES DROPPING

**300** SEPTIC AND STENT PATIENTS ENROLLED  
IN MEDS-TO-BED PROGRAM

**125** RECEIVED  
DELIVERIES

**585** PRESCRIPTIONS  
FILLED

**30-DAY** READMISSION RATE OF SEPSIS PATIENTS:  
3.3% VS 9.6% FOR THOSE NOT ENROLLED