



EMPOWERING INDIVIDUALS THROUGH MEDICATION ADHERENCE AND INDEPENDENCE: HealthPort's Collaboration with Altruix

BACKGROUND

HealthPort is on a mission to provide caring, effective, and highly accessible healthcare to all the residents of the Eastern Shore who seek services. With a commitment to comprehensive care, the clinic offers a range of services including outpatient care, primary care, addiction treatment, telehealth, mobile and specialized services. This holistic approach empowers its clients by equipping them with the tools they need to actively manage their own recovery journey, fostering independence and improved mental well-being.

Recognizing the critical role of proper medication management in mental health care, HealthPort has forged a strategic partnership with Altruix. This collaboration aims to provide members with unparalleled support in terms of medication administration, packaging, and adherence. By aligning with Altruix, a trusted name in pharmacy, HealthPort underscores its dedication to ensuring that clients receive the highest quality care, including innovative solutions for optimizing medication adherence.

THE CHALLENGE

Medication management and administration, particularly for clients dealing with psychiatric issues, and multiple medications, is a significant challenge for any behavioral health clinic. Forgetfulness, confusion, and difficulty attending appointments are all factors in poor medication adherence.

Individuals who struggle with serious mental illnesses are more likely to be nonadherent¹ for a variety of reasons. Clinical symptoms such as paranoia, depression or fatigue, practical matters like cost and negative reactions to the medications themselves can all contribute to missed medications, which in turn cause poor outcomes. Clients who are unable to manage medications may experience difficulty living alone, working, or participating in social activities.

Missing medications or medication errors can lead to fluctuations in brain chemistry, mood instability, and even crisis situations, necessitating hospitalization. One study found that medication error rates—taking the wrong medication, or taking it at the wrong time, or an incorrect dose, for example—were as high as 25% without interventions.² For staff, having all available information on clients' medication-taking behavior is vital to ensure treatment is not escalated needlessly.



Altruix supports HealthPort's mission to empower individuals by equipping them with the tools they need to actively manage their own recovery journey, fostering independence and improved mental well-being.



Medication management is a significant challenge for people dealing with serious mental illnesses and their behavioral health providers.

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THE SOLUTION

Pharmacies play a crucial role as part of the care team in handling medication orders, changes, and dispensing, contributing to accurate medication management. Integration with Altruix has brought additional services and peace of mind to the members at HealthPort. With the team at Altruix, individual caregivers, and the resources of HealthPort, individuals have a triangle of support to get them through their treatment, recovery and whatever needs they have.

As an independent pharmacy, Altruix provides unique packaging options such as roll packs to reduce confusion and simplify the medication regimen. Roll packs are designed to offer complete doses of all a person's required medications within individual compartments in rolls that can last a week or month, depending on the regimen. Altruix also provides HealthPort clients access to Medherent, a device installed in individual rooms or homes to alert the individual to take their medication and then drop the medication after an individual or caregiver enters a unique PIN. This reduces the risk of missed doses or accidental overdoses, without overburdening the staff. Alongside pharmaceutical services, Altruix advocates for the unique needs of each individual. A collaborative approach involving team members from the Altruix pharmacy at HealthPort, the Annapolis Altruix pharmacy and the clinic's staff ensures clients receive holistic support in medication management.

RESULTS

Interviews with clinicians, clients, and pharmacists in the HealthPort/Altruix sphere provided insights into what is happening at HealthPort with the integration, and how it improves the lives of both the staff and clients. A snapshot of the results of this partnership between HealthPort and Altruix includes:

- **Enhanced Communication:** The different teams, including Altruix in Annapolis and the Altruix pharmacy at HealthPort, are able to communicate regularly and quickly, whether the situation is an emergency or not. The trust cultivated between the teams ensures streamlined medication management and quick problem-solving.
- **Improved Medication Adherence:** Clients who use Medherent show 90% or higher medication adherence rates and have 25% fewer emergency room visits. The improvements in adherence translate into 40% fewer dollars spent on hospital bills.³
- **Increased Independence:** Clients experience greater independence as they can manage their medication schedules without relying on frequent staff interventions. As the members build strong routines through Medherent or rollpacks, they are ready to move out on their own with the support of Altruix.
- **Reduced Errors:** With Altruix and Medherent the number of medication errors that happen per month are near zero.

CONCLUSION

The partnership between HealthPort and Altruix has resulted in tangible and practical improvements in the lives of clients. The incorporation of technology-driven solutions such as Medherent and other devices, user-friendly roll packs and other customizable packaging, along with a dedicated care team, empowers clients to take charge of their medication schedules. This newfound control over their treatment regimen has a ripple effect, positively influencing their overall mental well-being and fostering the stability necessary for productive and fulfilling lives.

Through seamless communication, a concerted effort among all parties involved is key to streamlining medication management. The tangible results include improved adherence, reduced transportation barriers, and the reassurance loved ones gain from technological tools like Medherent.

The success of the HealthPort and the impact that individualized holistic care have had showcase how practical solutions and committed, compassionate caregivers can effectively address medication-related challenges in mental health care.



Clients who use Medherent have

90% medication adherence

40% fewer dollars spent on hospital bills

25% fewer emergency room visits



"Someone is there to support you if you need more support than just yourself."

Vicki H.,
Client at HealthPort

"Both [Altruix] pharmacies are a big part of the care team. They ensure our clients receive the correct medication. With the Medherent device, our clients have all their medications ready for each dose, the milligram is listed out. Life-altering medication errors do not occur."

Jennifer C.,
Psychiatric Residential Supervisor,
HealthPort

1. DeFife J., Conklin C., Smith J., Poole J. (2010). Psychotherapy appointment no-shows: Rates and reasons. *Psychotherapy: Theory, Research, Practice, Training*, 47, 413-417.
2. MacDowell, P., & Davis, M. (2021, March). Medication administration errors. *Patient Safety Network*.
3. Better Outcomes, Lower Costs Remote Medication Monitoring with Medherent™. Altruix. (2023, October 10). <https://altruix.com/medherent-whitepaper/>