

## Program Discharge:

### A Guide from the Medication Optimization Technology Toolkit

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#### Description

Medication adherence and monitoring program services are usually terminated when a patient demonstrates optimal medication use behaviors and/ or meets the goals of the program. Organizations can take a number of proactive and/or standardized steps when terminating services or dis-enrolling patients from the program.

#### Audience

- Program planners
- Technology managers or vendors
- Health services providers

#### Helpful Tips

- Build program discharge processes into the overall program plan, including the process for retrieving and refurbishing multi-use technologies (e.g., automated medication dispensing machines) that have been installed in a patient's home.
- Define the conditions under which discharge will occur.

#### **1** Develop a Termination of Services Policy

*What are the circumstances under which services may be terminated and patients disenrolled from the program?*

#### **2** Elaborate on Procedures for Disenrollment

*What are the recommended procedures for staff to ensure the coordination and continuity of patient care?*

## 1 Develop a Termination of Services Policy

To optimize the value of the program and use of resources, it is critical to establish a policy that clearly states the reasons for why services will be terminated and under what circumstances patients will be dis-enrolled from the program.

A policy regarding the termination of services and disenrollment of patients from the program lays out the various reasons that may lead to such a situation. These may reflect a number of factors, e.g., the patient has met the goals of the program; the patient has become ineligible to participate in the program due to a failure to comply with the program's protocols; or the patient has been transferred out of the program because of a change in condition status or requires a level of more intensive care.

## 2 Elaborate on Procedures for Disenrollment

A plan for terminating services should be a part of every patient's care plan. For patients who have become ineligible or require a more intensive level of care that cannot be met by the program, the procedures need to ensure that patients and caregivers are notified in advance of the termination. It is also important that a report summarizing care recommendations and discharge details is prepared and communicated to primary care and/ or appropriate subspecialists to ensure the coordination and continuity of patient care.

Policies and procedures for program termination are also an important part of the overall program plan.