

**CHCANYS NYS-HCCN Workshop:
“Activating Clinical Care and Support Staff to Promote
Patients’ Health Outcomes through Medication Adherence”**

Resources

1. Agency for Healthcare Research and Quality (AHRQ) Website – suite of tools, guides, and sample processes for improving medication adherence
<https://www.ahrq.gov/professionals/quality-patient-safety/patient-family-engagement/pfprimarycare/interventions/medmanage.html>
2. AHRQ Million Hearts Innovations – see the link to the first article on innovations in medication adherence
<https://innovations.ahrq.gov/taxonomy-terms/hypertension>
3. World Health Organization (WHO) Report on Medication Adherence – covers findings and interventions for 9 chronic conditions including HTN and Diabetes (see Section II for conclusions and Section III for condition specific recommendations)
http://www.who.int/chp/knowledge/publications/adherence_report/en/
4. New York City Department of Health and Mental Hygiene (NYC DOHMH) – Medication Adherence Action Kit
<https://www1.nyc.gov/site/doh/providers/resources/public-health-action-kits-medication-adherence.page>
5. National Institute of Diabetes and Digestive and Kidney Diseases Medication Adherence: Resources for Health Care Teams
<https://www.niddk.nih.gov/health-information/communication-programs/ndep/health-professionals/promoting-medication-adherence-diabetes/medication-adherence-resources-health-care-teams>
6. MacColl Center for Healthcare Innovation, “Primary Care Team Guide” – provides a wealth of information on how to best “share the care” and ensure that all staff are working to the top of their potential and skillsets, which includes support of patients’ medication management; resources are

especially applicable to the needs of community health centers -
<http://www.improvingprimarycare.org/work/medication-management>

7. AMA Steps Forward – Medication Adherence Learning Module
<https://www.stepsforward.org/modules/medication-adherence>
8. Center for Excellence in Primary Care at UCSF – resources focus on transformation in primary care and successful use of support staff in the care team. See related videos on good medication management and reconciliation practices
<http://cepc.ucsf.edu/medication-reconciliation-video>
9. Annals of Internal Medicine, 2012 Dec 4;157(11):785-95. “Interventions to improve adherence to self-administered medications for chronic diseases in the United States: a systematic review.”
<https://www.ncbi.nlm.nih.gov/pubmed/22964778>