



SCHOOL OF PHARMACY

Quarterly November 2020 Summary of Activities for WV
BMS' RetroDUR Committee by the Marshall Coalition

Warning Letters to Patients and Providers

September

2 – Members

3 – Providers

5

October

7 – Members

10 - Providers

17

November

No data

LOCK-IN LETTERS

WEST VIRGINIA
Department of

Health

September
1- Member
1- Provider
2

5

October
0

November
No data

Clinical Intervention Letters

CLINICAL INTERVENTION	September	October
Rx of opioid and Benzodiazepine	66	32
Dx of GERD w/PPI Therapy >60 days	69	40
Dx of DM w/o ACE or ARB	40	
Dx of ASCVD w/o Statin	29	
Dx of CHF w/NSAIDS	23	12
Dx of H. Pylori w/PPI Therapy >14 days	5	3
Dx of HFrEF w/Diltiazem or Verapamil	1	1
Dx of CHF w/TZDs	1	1
TOTALS	234	89

1. "Chronic GERD dx with uncontrolled SPPI. EGD in near future."
2. "Medical Practice was closed March 30, 2020. Retired."
3. "Never a patient of mine, follows with my colleague Dr. *****"
4. "Will reduce hydrocodone."
5. "Patient is symptomatic with acid reflux and abdominal pain when off PPI."
6. "To discuss GERD at upcoming appointment."
7. "I saw this patient for a colleague in our practice."
8. "I have discussed this at length with the patient. She understands the risks versus benefits. She is reluctant to change D/T multiple co morbidities, her s/s are improved with the use of the meds. I will discuss with her again at next visit."
9. "This patient is deceased."
10. "Patient had dental extractions and got one narcotic from us and then developed dry socket and got one more prescription."
11. "Gastritis/GERD not responsive to H2 blockers alone. PPI controls symptoms. Symptoms return when weaned from PPI."
12. "NSAID has not been filled since 8/2020."
13. "She doesn't have any current NSAID medications prescribed on her record."
14. "Please add any suggestions that you may have which treat chronic arthritic pain without narcotic use that is covered by insurance."
15. "NSAID has not been filled since 8/2020"
16. "Chronic GERD, failed management."

September – October Provider Comments

SEPTEMBER CLINICAL INTERVENTION LETTER PROVIDER FEEDBACK

Month Received	Clinical Intervention	# of Letters sent per intervention	Useful	Made Changes	No Changes	No longer a patient	Never was a patient	Notice not Useful	Total Faxes Received
September 2020	Rx of opioid and Benzodiazepine	66	2		2			1	5
	Dx of GERD w/PPI Therapy >60 Days	69	1		1			1	3
	Dx of CHF w/NSAIDS	23	1			1			2
	Dx of H. Pylori s/PPI Therapy >14 day	5	1		2				2
	TOTALS	163	5		5	1		2	12

OCTOBER CLINICAL INTERVENTION LETTER PROVIDER FEEDBACK

Month Received	Clinical Intervention	# of Letters sent per intervention	Useful	Made Changes	No Changes	No longer a patient	Never was a patient	Notice not Useful	Total Faxes Received
October 2020	Rx of opioid and Benzodiazepine	32	5	1	3	1	3		11
	Dx of GERD w/PPI Therapy >60 days	40	1		6				4
	Dx of CHF w/NSAIDS	12	8	1	3				7
	Dx of H. Pylori w/PPI Therapy >14 days	3					1		1
	TOTALS	87	14	2	12	1	4		23

September – November 2020

Prescriber Calls	0
------------------	---

Patient Calls	<u>13</u>
---------------	-----------

TOTAL CALLS	13
-------------	----

DUR
HOTLINE
CALLS
RECEIVED

Returned
Letters
Incorrect
Provider
Addresses

Month Letter Returned	Nurse Prac/PA	MD/DO
SEPTEMBER	3	1
OCTOBER	<u>11</u>	<u>14</u>
TOTALS	14	15
	Returned Letters	29