Home Care Happenings
Parenteral, Enteral Resource Material Now Available
Total parenteral nutrition (TPN) and enteral tube feedings can be difficult therapies to initiate and monitor. To help alleviate some of the complexities of the therapy, we now have the following supplemental resource material available:
- Pocket cards with Medicare guidelines for making reimbursement determinations for TPN and enteral therapy easier
- Specific fax forms for TPN and enteral therapy to assist with completing the prescription more quickly
- Information sheets that explain how we provide TPN and enteral services uniquely with better outcomes
- TPN case study to demonstrate how our expert clinical staff managed the complexity of care for one patient over a five-year period

You may have already received some of these materials. If not, please talk to your account executive.

Phoenix Pediatric Airway Program Gets Walgreens Boost
When Walgreens Home Care learned that Phoenix Children’s Hospital was expanding its pediatric Tracheotomy and Airway Program, we decided to support this worthwhile community service. Walgreens Home Care donated grant money to help the hospital teach “trach CPR” to parents of children with airway illnesses. In contrast to traditional CPR, trach CPR requires special equipment and procedures. The grant will allow Phoenix Children’s Hospital to train at least 75 Arizona parents this specialized form of CPR. The training takes about five hours and is open to the public, with sessions offered in English and Spanish. The Tracheotomy and Airway Program is the only pediatric program of its kind in Arizona.
Walgreens Home Care Commits Time, Resources to Community

At Walgreens Home Care, our staff is not only dedicated to serving our patients but also the health of the community. Here’s a sample of the local and national involvement of some of our staff:

- Tim Buckley, director of respiratory services, is a long-time board member of the Illinois chapter of the American Lung Association and a distinguished member of the American Association for Respiratory Care’s home care division, where he has been nominated to a two-year term as chair-elect. He has also been elected to the American College of Chest Physicians’ Home Care Network Steering Committee.
- Zina Berry, regional pharmacy supervisor, has been appointed to the State Board of Pharmacy for Arizona for a five-year term.
- Donna Ford, director of nursing services, has been involved with the Continuing Care Coordinators of Southeastern Wisconsin for 20 years, during which time she has served as a board member and president.

As a company, Walgreens Home Care is a member of the American Association for Home Care, the Infusion Nurses Society, and the National Home Infusion Association. We also join forces with nonprofit organizations in supporting community education and health research initiatives. We work closely with the American Lung Association, for instance, in providing free spirometry tests in our retail stores. Most recently, we provided free lung screenings at the October AARP convention in Anaheim, Calif.

Letter from Our Vice President

Becoming Your Clinical Resource Provider

All of us at Walgreens Home Care are excited about our continued growth and expansion. We’re especially pleased that this growth has not come at the cost of patient care and service. Walgreens Home Care, after all, is not about being the largest home care company but rather the best provider of home care. We will not consider taking on a new area of business if it means compromising our patient care.

A few months back, we asked ourselves if we were doing all we could to be a valued resource for our referral sources. Pens, notepads, and the latest office gadgets are great (hey, we like them too), but clinical material that can make your job a little easier or make that Friday evening discharge go a bit more smoothly can be even better.

To that end, we are developing more clinical-based resource material that we hope will keep you informed while simplifying your work. (See front-page story on specific parenteral and enteral resource material now available.) Whether it’s a quick reference to Medicare guidelines or tools for facilitating the referral process, we want to be your resource for clinical information and support.

If you have an idea for a resource tool you think will be useful to you and your co-workers, please talk to your account executive. We wish you all the best for the New Year.

Tom Schencker
Vice President, Home Care Sales
Leading with Research
Should Adding Albumin to Parenteral Nutrient Solutions Be Considered an Unsafe Practice?


Introduction: The addition of albumin to total parenteral nutrition (TPN) solutions has been a topic of research and debate. The results of previous studies are conflicting from both a clinical and technical aspect. Lester and colleagues provide a literature review that focuses on the technical issues surrounding the addition of albumin to TPN solutions.

Background: Serum albumin is the primary protein found in blood. Products containing albumins are proteins derived from the blood plasma of healthy individuals and are used in the treatment of certain disease states.

Any compound to be added to TPN solutions must be evaluated for the following criteria:
1. Stable dosing regimen over 24 hours
2. Pharmacokinetics of the drug
3. Infusion rate of the TPN solution
4. Physical stability over 24 hours
5. Chemical stability over 24 hours

Albumin products meet the first three criteria; however, questions remain regarding the physical and chemical stability of albumin in TPN solutions.

Research: The physical stability of albumin has not been evaluated with many of the components of TPN solutions, including amino acids. Albumin cannot be used in TPN solutions that contain lipids, due to separation and “creaming” of the solution. Chemically, albumin in TPN solutions may result in glycosylation, which can affect platelets and protein binding, thereby impeding nutritional intake. Lester and colleagues also evaluated additional safety issues, including complications due to infection, the potential for decreased filter integrity, and aluminum contamination.

Conclusion: The potential risks of complications from physical and chemical instabilities, the potential for catheter-related bloodstream infections, and effects on platelets and protein binding outweigh the benefits of adding albumin to TPN solutions. Lester and colleagues concluded that the addition of albumin to TPN solutions cannot be recommended.
HC Spectrum Q&A
Q. Why has COPD become known as a “women’s disease”?
A. There are a number of reasons:
• The increase in smoking among women that began in the 1960s has resulted in higher rates of long-term lung damage, similar to the rates seen in men from the ’70s through the ’90s. In 2003, women were diagnosed with chronic bronchitis at a rate twice that of men (6.3 million to 2.8 million).¹ In addition, the prevalence of emphysema among women has increased 20 percent while the prevalence among men has decreased 19 percent.¹
• Physicians today are less gender-biased when it comes to attributing shortness of breath and other obstructed breathing symptoms to COPD in women.
• Researchers are discovering that hormonal, immunologic, and genetic differences between genders may make women more susceptible to COPD.

Q. Do preventive and treatment measures for COPD differ for women and men?
A. Fundamentally, no. Quitting smoking is absolutely essential for both genders. For anyone with a history of smoking, spirometry testing should be performed periodically before COPD symptoms appear. And testing for alpha-1-related emphysema should be performed to rule out this genetic trait. For treatment, several lung medications are available that help control COPD symptoms for both men and women. Getting flu and pneumonia vaccines are important measures for preventing COPD flare-ups.

Focus on ALS and Respiratory Therapy
Walgreens Home Care Helps ALS Clinic with Progressive Respiratory Care
Respiratory insufficiency affects nearly all people with amyotrophic lateral sclerosis (ALS). Studies indicate that proactively treating ALS patients with respiratory assist devices such as bilevel or noninvasive positive pressure ventilation improves their quality of life and may blunt the detrimental, progressive effects of the disease.

The Lois Insolia ALS Center at Northwestern Memorial Hospital in Chicago takes a proactive approach when it comes to respiratory care. Dr. Lisa Wolfe, pulmonologist and sleep specialist, came to the clinic three and a half years ago and works closely with the clinic’s neurologists. “Patients get not only proactive care but care that allows the specialists to work together and understand everyone’s point of view,” Wolfe said. “We’re all thinking of the big picture, not just our own specialty.”

Lois Insolia ALS Center staff members. Back row, left to right: Dr. Robert Sufit; Dr. Senda Aroud-Dris; Mike Hall, RN; Jennifer Armstrong, RN; and Claire Owen, director of patient services of the Les Turner ALS Foundation; front row: Maria Montgomery, CNA; and Lisa Gorsky, CRT, RCP, Walgreens Home Care.
To help support this level of respiratory care, the clinic chose Walgreens Home Care as its in-house respiratory care provider. Dr. Wolfe said Walgreens Home Care was chosen for its excellent respiratory care program and its ability to provide infusion and DME services as well. “ALS patients also have infusion needs or may need hospital beds and other medical equipment. Walgreens Home Care can provide all that,” she said. “By having a respiratory therapist in the clinic, she’s able, in real time, to download information and address patient issues. Therefore, we can be more proactive in our lung care.”

Jennifer Armstrong, the center’s clinical nurse coordinator, said Walgreens Home Care’s presence is also a big convenience for the clinic’s patients. “Patients are ecstatic. They can see their physician, get evaluated, and take all the equipment home with them in one visit,” she said. “And we appreciate the attention Walgreens Home Care gives the patients.”

Lisa Gorsky, Walgreens Home Care respiratory therapist, demonstrates proper use of bilevel equipment to patient Raymond Zobjeck. Gorsky has worked with patients of Chicago’s Lois Insolia ALS Center for two years.

We’re Listening
We take our customer correspondence seriously. We are especially pleased when the feedback shows what we are doing right. Here are some recent compliments.

Helping Vacationers in Need
Patricia Atherton and her husband, Albert, were on vacation in Missouri when Albert’s HELiOS® portable oxygen unit stopped working. The local oxygen company was unable to help them, so Patricia consulted a directory of travel oxygen providers, which led her to Walgreens Home Care. One of our technicians talked the Athertons through the steps needed to continue the oxygen supply until they were able to return home. When they arrived home, Walgreens Home Care had a new HELiOS unit and oxygen tanks available for Albert. Patricia called us to express her sincere thanks for helping her and her husband through a “panicky” time.

Multitasking Efficiency
Dr. Mary Meyer of the Los Alamos Medical Center in New Mexico wrote us to acknowledge the professionalism of Esther Monnet, documentation specialist at the Walgreens Home Care office there.

“While all of the Walgreens Home Care personnel at Los Alamos Medical Center are exceptional, I wish to commend Esther Monnet as outstanding. Esther is the perfect blend of knowledgeable, efficient, professional, and kind. I have had the opportunity to observe Esther in action these last few months as she strove to clarify the process for determining my oxygen needs. I have been amazed when I see her multitasking the needs of many patients by phone and in person, satisfying all with her ability to calmly listen and address questions, quickly and expertly…Thanks to Esther, Walgreens Home Care in Los Alamos offers a very commendable service!”
Our Latest News
Walgreens, AARP Form Educational Alliance
Walgreens and AARP have joined forces in an effort to educate Americans 50 and older about health, wellness, and medication. Walgreens and AARP will work together to help ensure that older adults have the information and tools they need to take greater control of their health. A primary focus of the alliance will address how to manage the risks associated with taking multiple medications prescribed by different doctors, a growing concern as the nation’s elderly population increases. Other aspects of the alliance include:
• Development of cobranded health and wellness information targeted to Americans 50 and older
• Distribution in Walgreens stores of an AARP guide to taking medications effectively
• AARP-sponsored community programs held across the country to provide personal medication reviews by Walgreens pharmacists

Alliance Puts Focus on Diabetes Education, Care
Walgreens and Boston-based Joslin Diabetes Center have formed an alliance to help improve health outcomes for people with diabetes. Over the next five years, Walgreens and Joslin, the global leader in diabetes research, care, and education, and an affiliate of Harvard Medical School, will develop diabetes awareness, wellness, prevention, and education programs. Among the initiatives, Walgreens and Joslin will create a variety of patient education tools to be distributed throughout Walgreens’ nationwide network of pharmacies as well as other Walgreens consumer channels. Walgreens and Joslin will also design and build enhanced training curricula, continuing education programs, and practical tools that pharmacists can use to help meet the needs of this unique patient population. Additionally, Walgreens will open a specialty pharmacy on the Joslin campus.

Walgreens Opens In-Store Clinics in Atlanta, Chicago, Las Vegas
After the successful opening of 19 Health Corner Clinics™ in the Kansas City and St. Louis areas, Walgreen Co. has expanded the program to the Atlanta, Chicago, and Las Vegas metropolitan areas. Eight Chicago-area clinics have recently opened. Located inside the drugstores near the pharmacy, Health Corner Clinics offer diagnosis and treatment of routine medical conditions such as strep throat, ear and sinus infections, seasonal allergies, and skin conditions. They also provide diagnostic screenings and vaccinations. If a patient’s condition falls outside of the clinic’s scope, the nurse practitioner will refer patients back to their primary care physician or help them find a doctor if they don’t have one. Each clinic is run by one of three healthcare clinic companies—Pinnacle Easy Care, RediClinic®, or Take Care Health Systems™—depending on the market. Most of the clinics

continued on p. 7
work with health insurance plans to offer services at the same price as an office visit copay. For uninsured patients, services are priced below typical emergency room care or out-of-pocket costs for physician office visits.

Mark Your Calendar
February is the month for sweethearts and, as it turns out, a great month for learning about heart health. If you’re looking for opportunities to bring heart health awareness to your patients, co-workers, or family members, check out the related observances listed here. And don’t forget, patient safety awareness week in March is a great opportunity to re-acquaint yourself and your staff with patient safety issues.

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<tr>
<th>Observance</th>
<th>Date</th>
<th>Sponsor/Web Site</th>
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<tr>
<td>American Heart Month</td>
<td>February</td>
<td>American Heart Association</td>
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<td><a href="http://www.americanheart.org">www.americanheart.org</a></td>
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<td>National Wise Health Consumer Month</td>
<td>February</td>
<td>American Institute for Preventive Medicine</td>
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<td><a href="http://www.healthylife.com">www.healthylife.com</a></td>
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<td>National Wear Red Day</td>
<td>February 2</td>
<td>National Heart, Lung, and Blood Institute</td>
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<td><a href="http://www.nhlbi.nih.gov/health/hearttruth">www.nhlbi.nih.gov/health/hearttruth</a></td>
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<td>Congenital Heart Defect Awareness Week</td>
<td>February 7 to 14</td>
<td>Congenital Heart Information Network</td>
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<td><a href="http://tchin.org/aware">http://tchin.org/aware</a></td>
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<td>National Donor Day</td>
<td>February 14</td>
<td>U.S. Department of Health and Human Services</td>
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<td><a href="http://www.organdonor.gov">www.organdonor.gov</a></td>
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<td>National Women’s Heart Day</td>
<td>February 16</td>
<td>Sister to Sister: Everyone Has a Heart Foundation, Inc.</td>
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<td><a href="http://www.sistertosister.org">www.sistertosister.org</a></td>
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<td>National Multiple Sclerosis Education and Awareness Month</td>
<td>March</td>
<td>Multiple Sclerosis Foundation</td>
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<td><a href="http://www.msfocus.org">www.msfocus.org</a></td>
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<td>National Nutrition Month</td>
<td>March</td>
<td>American Dietetic Association</td>
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<td><a href="http://www.eatright.org">www.eatright.org</a></td>
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<td>National Patient Safety Awareness Week</td>
<td>March 4 to 10</td>
<td>National Patient Safety Foundation</td>
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<td><a href="http://www.npsf.org">www.npsf.org</a></td>
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<td>Multiple Sclerosis Awareness Week</td>
<td>March 5 to 11</td>
<td>National Multiple Sclerosis Society</td>
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<td><a href="http://www.nationalmssociety.org">www.nationalmssociety.org</a></td>
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<td>World Tuberculosis Day</td>
<td>March 24</td>
<td>World Health Organization</td>
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<td><a href="http://www.who.int/tb/en">www.who.int/tb/en</a></td>
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<td>American Diabetes Alert Day</td>
<td>March 27</td>
<td>American Diabetes Association</td>
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<td><a href="http://www.diabetes.org/communityprograms-and-localevents/americandiabetesalert.jsp">www.diabetes.org/communityprograms-and-localevents/americandiabetesalert.jsp</a></td>
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<td>National Public Health Week</td>
<td>April 2 to 8</td>
<td>American Public Health Association</td>
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For a complete list of this year’s national observances, visit the National Health Information Center’s web site at www.healthfinder.gov/library/nho.
Legislative Corner

FDA Approves New COPD Drug
The FDA has approved a new drug for the treatment of chronic obstructive pulmonary disease (COPD), including chronic bronchitis and emphysema. Brovana™ (arformoterol tartrate) Inhalation Solution 15 mcg was developed by Sepracor Inc. and is expected to launch in 2007. It is the first long-acting beta2-agonist to be approved as an inhalation solution for use with a nebulizer. In clinical studies of the drug, Brovana demonstrated statistically greater improvement in lung function versus placebo. Brovana has not been shown to have an impact on the progression of the disease.

FDA Investigates Medical Device Identification System
The Food and Drug Administration (FDA) held a public meeting to discuss the development of a unique identifier system for medical devices. According to the FDA, creating an identification system would help reduce medical errors, facilitate device recalls, and improve medical device adverse event reporting. The design and use of medical devices have come under scrutiny in recent years. In 2002, 608 medical device categories were identified as having at least one usage-related error, with several of these categories having high usage-related error rates. The public meeting consisted of four panels made up of healthcare and technology experts; each panel discussion was followed by audience questions and comments.

Cigna Takes Helm of Region C
Cigna Government Services will replace Palmetto GBA as the new Medicare Administrative Contractor (MAC) for Region C. The contract was originally awarded to Palmetto in January 2006, but Cigna filed a protest citing an unfair proposal process. The issue was sent to the Government Accountability Office (GAO), where the GAO ruled in favor of Cigna. Region C is the largest of the four DME MAC jurisdictions and includes Alabama, Arkansas, Colorado, Florida, Georgia, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, Puerto Rico, South Carolina, Tennessee, Texas, the U.S. Virgin Islands, Virginia, and West Virginia. Cigna will assume full responsibility April 1, 2007.

Reference

For general information about Walgreens Home Care programs and services, call 888-492-5442, e-mail homecare@walgreens.com, or visit www.walgreenshomecare.com.

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