



Fairview Home Infusion FH Highlights

Meet the FHI Intake Department



Front row: Jill Quijano, Katie Chavez, Jessica Miehlike, Erin Braun
Back: Gina Engebretson, Heather Chandler, Matthew Johnson, Lisa Wilson

Erin Braun is the newest member to the Fairview Home Infusion (FHI) Intake staff, starting in May. Erin is looking forward to working closely with our customers. Her hobbies include cooking, boating, travel, reading and playing with Monster, her Shih Tzu.

Heather Chandler grew up in Inver Grove Heights, MN. The most rewarding aspect of her job is the contact she has with the pharmacists at the infusion sites. Heather loves sports and particularly enjoys attending Wild and Twins games. She also enjoys going to see local bands and cooking in her spare time.

Katie Chavez grew up in Cottage Grove, MN. She has been married for 5 years and has a 1 ½ year old son who keeps her busy. She enjoys working with patients and infusion center staff to help secure drug coverage. Katie enjoys spending time with family; especially trips to their cabin and traveling together. She also enjoys watching and playing sports.

Gina Engebretson grew up in West St. Paul, MN. She has 2 sons, ages 15 and 6. Gina enjoys the challenges and the variety of situations she encounters in her work. She enjoys going to the beach, playing softball, going to the cabin, and road trips with her girl friends.

Matthew Johnson grew up in Duluth, MN. He enjoys working with his colleagues and using his analytical side at work. Matthew has 2 pugs and 2 cats and enjoys watching documentaries. He is a postulant for ordination as a deacon in his church.

Jessica (Jai) Miehlike grew up in Deerwood, MN. She is engaged to be married. Jai enjoys the quick pace of her position and the opportunity to learn something new. Jai's hobbies include reading, walking, baking, cleaning, and playing kickball.

Jill Quijano grew up in Wausau, WI. She and her husband have an 11 month old son and a cat. Jill enjoys the people she works with because they make coming to work a pleasure. She loves the outdoors: camping, hiking, walking, biking, or playing in the backyard with her son. She is also an avid reader.

Lisa Wilson grew up in Rochester, MN. She has a 1 year old daughter. Lisa particularly enjoys being of service to patients and learning something new in a position with a lot of variety. Her hobbies include art, music, dance, learning about different cultures and reading books on sociology.

The Art of Intake

The Intake department is a bit of a mystery to most. It may be a surprise, but Intake's job does not just entail insurance checks. Yes, they solve complex insurance issues, but they also occupy a much larger piece of the FHI puzzle.

The department is split into two areas of expertise; Home Infusion and Outpatient Infusion.

The Home Infusion section of the Intake department consists of Jai Miehlike, Lisa Wilson, Gina Engebretson, Erin Braun and Matthew Johnson. This group handles all referrals for FHI; ensures that each patient will have adequate coverage for their therapy; requests and follows up on any prior authorizations; gathers clinical documentation; assigns diagnosis codes; maintains our software databases (MD licenses, Medicaid verifications, etc.); distributes orders; and assists as otherwise needed. They are consistently solving different insurance issues, some taking hours or days to resolve. They are the first point of contact for referral sources and excel at customer service. This group is very knowledgeable and busy but always has time for a joke or a smile.

The Outpatient Infusion section of the Intake department consists of Heather Chandler, Katie Chavez and Matthew Johnson. This group handles benefit checks and Medicaid verifications; requests and follows up on prior authorizations; solves problems for 10 outpatient infusion centers, the University CAM pharmacy and a host of other entities throughout Fairview.

On average, Home Infusion Intake processes 63 referrals per week and Outpatient Infusion Intake completes 150-225 benefit checks per week. It's easy to see why both areas have grown in the past year. Both areas play an integral part in the success of FHI, and Fairview as a whole. Their work is an essential to the patients we serve.

How FHI Manages Drug Shortages

Over the last year shortages have become a daily issue in health care and at Fairview Home Infusion (FHI).

Short supply injectable drugs include: Multivitamins, trace minerals, electrolytes and amino acids (protein) for TPN, Zofran and other antiemetics, narcotics, certain chemo drugs and many others.

Buyers at FHI work tirelessly to acquire all medications and supplies we need every day. Sometimes they have to get creative to find sources and replacements while tracking inventory levels vs. usage to provide proper care for our patients. They collaborate with buyers at other sites, including Fairview compounding pharmacy and purchasing group to ensure adequate inventory.

FHI also has a member on the Fairview drug shortage committee which consists of pharmacist experts and directors/managers from hospital and specialty pharmacies throughout the Fairview system. Every two weeks, this group reviews a list of drugs on national shortage, determines shortage severity, discusses alternate purchasing avenues, develops recommendations (SBARs) for substitutions or alternative dosing to providers and pharmacists to conserve supplies for specific needs, re-allocates drugs within the system to the sites that need them most, and if all options to provide drug to all patients that need them are exhausted consults with physicians and the ethics committee on a plan of action.

Due to our great resources at FHI and Fairview, very few cases were affected by manufacturer shortages.

Countless hours have been allocated at FHI and throughout Fairview Pharmacy Services to continue to provide excellent pharmaceutical care to our patients in the midst of this national crisis with no end in sight.

DO YOU KNOW...

Our reimbursement specialists in the FHI Intake Department are the crucial link between the financial and clinical teams.

New Pumps at Fairview Home Infusion

FHI is adding 2 new pumps to inventory.

Kangaroo Joey



The first new pump is an enteral pump; the Kangaroo Joey. The pump was chosen for its reliability and ease of use. The change over to this new pump is in progress.

T34L Syringe Pump



The second new pump is the T34L syringe pump. The need for a syringe pump was identified particularly for pediatric patients who receive low volumes of medication. This syringe pump was chosen for the following reasons:

- User friendly
- Contains features allowing for the pump program to be locked; thus ensuring that the medication is delivered as prescribed
- Compatible with multiple size syringes

FHI staff are currently being trained on the new syringe pump and training materials for how to use the pump have been developed. We anticipate the pump will be ready for use early this summer.



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