Health System Specialty Pharmacy Services

A PATIENT JOURNEY
# Specialty Pharmacy Services

## Integrated Care Specialty Pharmacy Program
- Embedded Clinical Pharmacists and Patient Advocates in Clinics
- Centralized Call Center with Pharmacists and Technician
- Dispensing Open Door Pharmacy for Specialty Pharmacy Patients and Employees
- Home Delivery Program
  - Specialty
  - Employees
  - Expanding to ALL patients

## Disease States Served
- Oncology
- HIV
- Rheumatology/Inflammatory
- Cardiac Amyloid Hepatitis B
- Osteoporosis
- Pulmonology RSV
- Coagulation Factor
- Growth Hormone
- Neurology
- Hepatitis C
Specialty Pharmacy Services

Call Center Services
- Located in Main Pharmacy
- Adherence calls
- Clinical follow up
- Dispensing/Operations
- Resolving insurance issues

Integrated Care Model
- Clinical Pharmacists and Patient Advocates
  - Embedded in Specialty clinics
- Clinical Pharmacist Practitioner visits
- Patient education
- Benefits investigation
- Medication assistance
Specialty Pharmacy Services

Administrative Staff
- 1 FTE Director Retail and Specialty Pharmacy
- 1 FTE Assistant Director Specialty Pharmacy
- 3 FTE Financial Analyst, Data Analytics

Main Outpatient Pharmacy
- 3.5 Pharmacist FTE
- 2 PRN Pharmacists
- 5 Technician FTE

Embedded Clinical team
- 5 FTE Pharmacist; 5.5 FTE SPPAs

Call Center
- 1 FTE Pharmacist; 1 PRN Pharmacist
- 4 FTE Pharmacy Technician
Patient Journey

THE IMPACT OF SPECIALTY PHARMACY
Patient demographics

• TH is an 54yo female with a history of HIV medication non-adherence and chronic kidney disease

• PMH
  • HIV
  • Depression
  • DM, Type II
  • HTN
  • Renal Failure
Patient Journey

- **ID Pharmacists embedded in ID clinic**
- **Patient enrollment in Specialty Pharmacy Services**
  - Medication management; medication assistance
  - Improved adherence – HIV undetectable

- **Continued undetectable HIV; added to kidney transplant list**
- **Successful kidney transplant**
- **Continued compliance and positive outcomes**

2017\2018\2019\2020\2021
Embedded Clinical Pharmacists

• In 2017, a HSSP-affiliated clinical pharmacist was embedded at the Infectious Disease clinic with a primary focus on HIV patients
• LH was one of the first patients referred to the new specialty pharmacy service
Patient Enrollment

October 2017

• TH had been off HIV medications for 10 months
• TH had lost her job, was uninsured and applying for Medicaid
• On HD for ESRD
• HIV RNA = 97,802
• CD4 = 220
Medication Management

October 2017

- Pharmacist provided ongoing education regarding adherence and side effects of HIV and other maintenance medications
- Pharmacist provided TH with pill box and assisted patient with filling the pill box
- Monthly in-person clinic visits with pharmacist for medication therapy management and pill box assistance
- Coordinated dispensing with Health System Specialty Pharmacy
Patient Assistance

OCTOBER 2017

• Patient was uninsured due to recent unemployment but was ineligible for ADAP

• HSSP Patient advocates assisted with manufacturer assistance and Medicaid applications

• Patient advocates ensured LH received medications through manufacturer assistance or other programs despite uninsured status

JUNE 2018

• Patient received commercial insurance

• HSSP Patient advocates helped patient navigate:
  • Prior authorizations
  • Copay assistance
  • Pharmacy changes

• Ensured uninterrupted medication supply
Medication Management and Patient Outcomes

October 2018

• Continued monthly medication management and patient education
• HIV RNA = undetectable
• CD4 = 470
Kidney Transplant

June 2019 – April 2020

• Due to significantly improved HIV status patient was able to qualify for a kidney transplant
• Received kidney transplant April 2020

*This patient’s ability to qualify and receive a kidney transplant was directly impacted by specialty pharmacy support *
Patient Assistance

April 2020 - present

• ID Pharmacist and Patient Advocates as liaisons with transplant center pharmacy

• Provided prior authorizations, copay assistance and coordination of benefits with Medicare
Medication Management

April 2020 – present

• From beginning of transplant process in June 2019 through today, the clinical pharmacist coordinated with ID and Transplant providers at the transplant center
  ◦ Liaison between transplant center and clinic
  ◦ Coordinated HIV, transplant and maintenance medication changes with transplant center to ensure no drug interactions
  ◦ Continued to manage patient pill box and counsel on adherence
Patient Value

• TH continues to compliant with medications
  • Patient now fills own pill box
  • Frequent check-ins with clinical pharmacist

• HIV RNA - undetectable
• Successful kidney transplant
• Interdisciplinary coordination of care between teams and health systems
Clinic Value

• Dedicated pharmacy resources
• Specialty board-certified pharmacists
• In-clinic prior authorization, medication assistance and copay assistance support
• Health system-owned specialty pharmacy provides clear insight into patient adherence, side effects and prescription fills
• Significantly improved coordination of care