

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