



Specialty Pharmacy Practice Standards

- Standards require an advanced and consistent level of high quality patient care services
- Standards support optimal patient therapeutic and cost effective outcomes
- Standards ensure quality throughout the entire medication use process

SPECIALTY PHARMACY INFRASTRUCTURE

- Mission statement and scope of services description
- Code of conduct and compliance program
- Staff job descriptions, credentialing and training process, and performance appraisal system
- Staff certifications, vaccination program, and well-being resources
- Protocols for medication handling and integrity
- Safe and timely delivery methods and contingency plan for emergencies
- Provision of patient privacy
- Use of technology to support delivery of patient care services and patient safety

QUALITY IMPROVEMENT PLANS

- Evaluation of quality metrics and outcomes essential to assess the effectiveness of patient care services
- Adherence rates, based on consensus guidelines for therapeutic classes
 - Persistence on therapy and persistence metrics
 - Monitoring and assigning cost avoidance, and reporting for pharmacist interventions
 - Patient and provider satisfaction
 - Patient, provider and employee complaint process
 - Quality-related events
 - Effectiveness of staff resources and staffing model
 - Quality improvement project results
 - Prescription abandonment rates and medication turnaround times

PHARMACY PATIENT CASE MANAGEMENT SERVICES

A collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services for patients including:

- Coordination and collaboration with other pharmacy providers and other healthcare providers
- A comprehensive review/maintenance of the patient's profile and medication list
- A care plan or action plan with action items for the patient to achieve the desired medication therapy outcomes
 - Allergies, medication side effects and adherence assessments
 - Drug-specific assessment and/or disease state-specific assessment including pertinent lab testing and reporting, symptom assessment
 - REMS and MedGuide accommodation and documentation
- Use of medication or disease state specific protocols
- Pharmacist interventions as needed to address potential problems or issues
- Ongoing patient monitoring and follow-up
- Referrals to other health care providers and services
- Prohibited use of refill protocols without direct patient contact

COMMUNICATION

Relationships and consistent communications with prescribers and patients results in better care coordination and leads to more cost effective care. Patient education and understanding are critical to medication therapy adherence and acceptance.

- Required elements for communication with prescribers and other healthcare providers including pharmacy
- Patient education regarding expectations for therapy
 - Anticipated duration of treatment and time to benefit
 - Expected outcome and clinical goals of therapy
 - Adverse event management
 - Role of adherence and persistence in expected outcome
- Therapy initiation and abandonment
- Patient transition to alternate site of care/alternate provider of care
- Upcoming surgical procedures, chemotherapy cycling, etc.
- Necessary prescriber follow-up with patients

PATIENT SAFETY & COMPLIANCE WITH MANUFACTURER AND PAYER REQUIREMENTS

- Integration of specialty pharmacy practice services with manufacturer HUB services, including patient registration
- Compliance with financial assistance, copay rules, targeted counseling and other targeted or contractual safety interventions
- Documentation of use of data reports supporting
 - targeted formulary interventions and adherence improvement
 - persistency metrics with formulary and plan cost avoidance
- Patient evaluation and compliance with REMS program requirements
- Data reporting validation prior to submission to payer and manufacturer partners

BENEFITS MANAGEMENT

Provision of comprehensive benefits investigation, prior authorization assistance, and benefits coordination essential to patient medication access

- Complete insurance review, medical and pharmacy benefit
- Facilitation of patient enrollment in financial assistance sources
- Coordinated patient access to preferred specialty pharmacy choice/manufacturer
- Coordination of benefits investigation with prescriber including alternate, formulary-preferred therapy and step-therapy requirements for specific therapeutic medication classes
- Integration of benefits coordination information and documentation into the patient profile



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