ACHCU
EDUCATIONAL RESOURCES

PHARMACY

Best Practices for Enhancing the Specialty Pharmacy Care Model

ACHCU IS A BRAND OF ACCREDITATION COMMISSION *for* HEALTH CARE

ACHC

Meet the Panel

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Executive Director, Specialty & Home Delivery Pharmacy Services

Banner Health

ACHCU is a brand of ACHC.

Banner Pharmacy Services (BPS) provides comprehensive pharmacy services covering the spectrum of patient needs

- Retail Pharmacies (15)
- Hospital Pharmacies (20+)
- Specialty Pharmacy (4 sites, 1 Hub)
- Home infusion Services
- Medication Therapy Management
- Home Delivery Pharmacy Service
- Compounding Pharmacy

18,000+ Banner Specialty Pharmacy Patients

1,800+ BPS, including inpatient pharmacy employees

1.5M+ Ambulatory Prescriptions filled in 2024

Fairview Pharmacy Services (FPS) provides comprehensive pharmacy services covering the spectrum of patient needs

- Retail Pharmacies (26)
- Hospital Pharmacies (11)
- Specialty Pharmacy (50 states)
- Infusion Services (13 states)
  - Fairview Home Infusion
  - Infusion Centers
- Medication Therapy Management (40+ clinics)
- Mail Service Pharmacy

- Compounding Pharmacy
- Long Term Care/Assisted Living Pharmacy
- Clinical Trials Services
- Anticoagulation Clinics (30+)
- Wholesale Pharmacy
- Advanced Drug Therapy Program
- Center for Bleeding and Clotting Disorders – Clinic & Pharmacy

15,000+ Fairview Specialty Pharmacy (FSP) Patients

2,000+ FPS & inpatient pharmacy employees

2M+ Ambulatory Prescriptions filled in 2023

Key Focus Areas

1. Enhancing Patient Experience & Outcomes

2. Maximizing Operational Efficiency

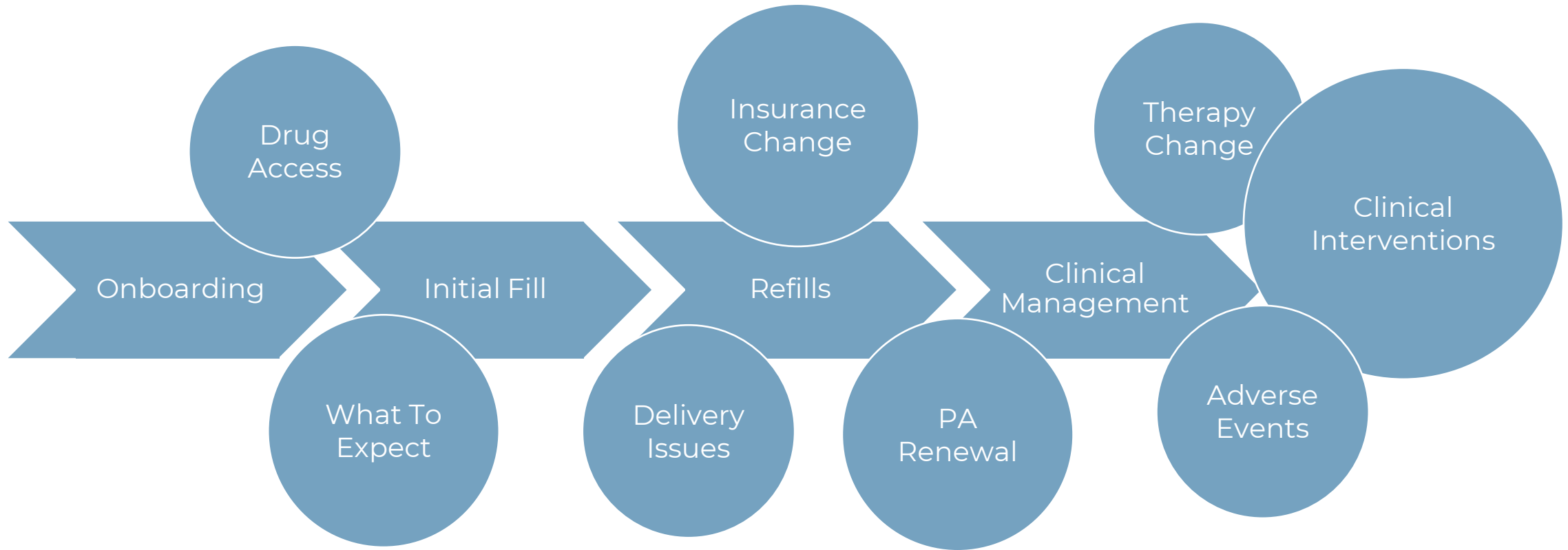3. Strengthening Collaboration with Stakeholders

Enhancing Patient Experience & Outcomes

End-to-End Excellence

Providing high-touch support throughout the patient lifecycle

Onboarding → Initial Fill → Refills → Clinical Management → Clinical Interventions

Drug Access · What To Expect · Insurance Change · Delivery Issues · PA Renewal · Therapy Change · Adverse Events

Access and Affordability

A dedicated access services team owns the complexity for the patient and improves time to therapy

Services:
- Benefits investigation
- Prior authorizations
- Appeals support
- Manufacturer and foundation programs

Benefits:
- Ensures prescription is triaged appropriately
- Improves speed to treatment initiation
- Reduces burden on the patient

Key Points:
- ✓ Communicate with patient early and often
- ✓ Provide clear expectations and timelines
- ✓ Use language that the patient will understand

Onboarding

- For many patients, this will be their first time interacting with a specialty pharmacy

- Time to build trust and confidence in your services

- Important to level set what to expect
  - Delivery process
  - Refill reminders
  - Clinical management protocol
  - After hours services
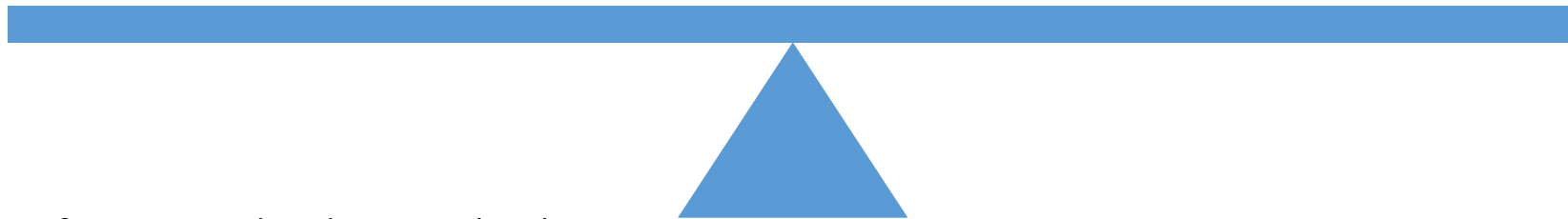
- Ask open ended questions

Patient Engagement

Finding the right balance

Personal Touch

- Calls answered live
- Timely response
- Specialized teams

Digital Offerings

- Texting
- Two-way chat
- Patient Portal

Key Points:

✓ Offer a variety of communication methods

✓ Establish the patient's preferred communication method up front

✓ Cater communication to the patient's preference and the situation at hand

Personalized Care

- Customized clinical programs
  - Disease-specific outcomes measures and care plans
  - Tailor follow up based on patient needs

- Realistic goals of therapy
  - Align the patient's goals with what is clinically realistic

- Robust intervention protocols
  - Adherence monitoring
  - Adverse event mitigation
  - Monitoring of treatment efficacy

Maximizing Operational Efficiency
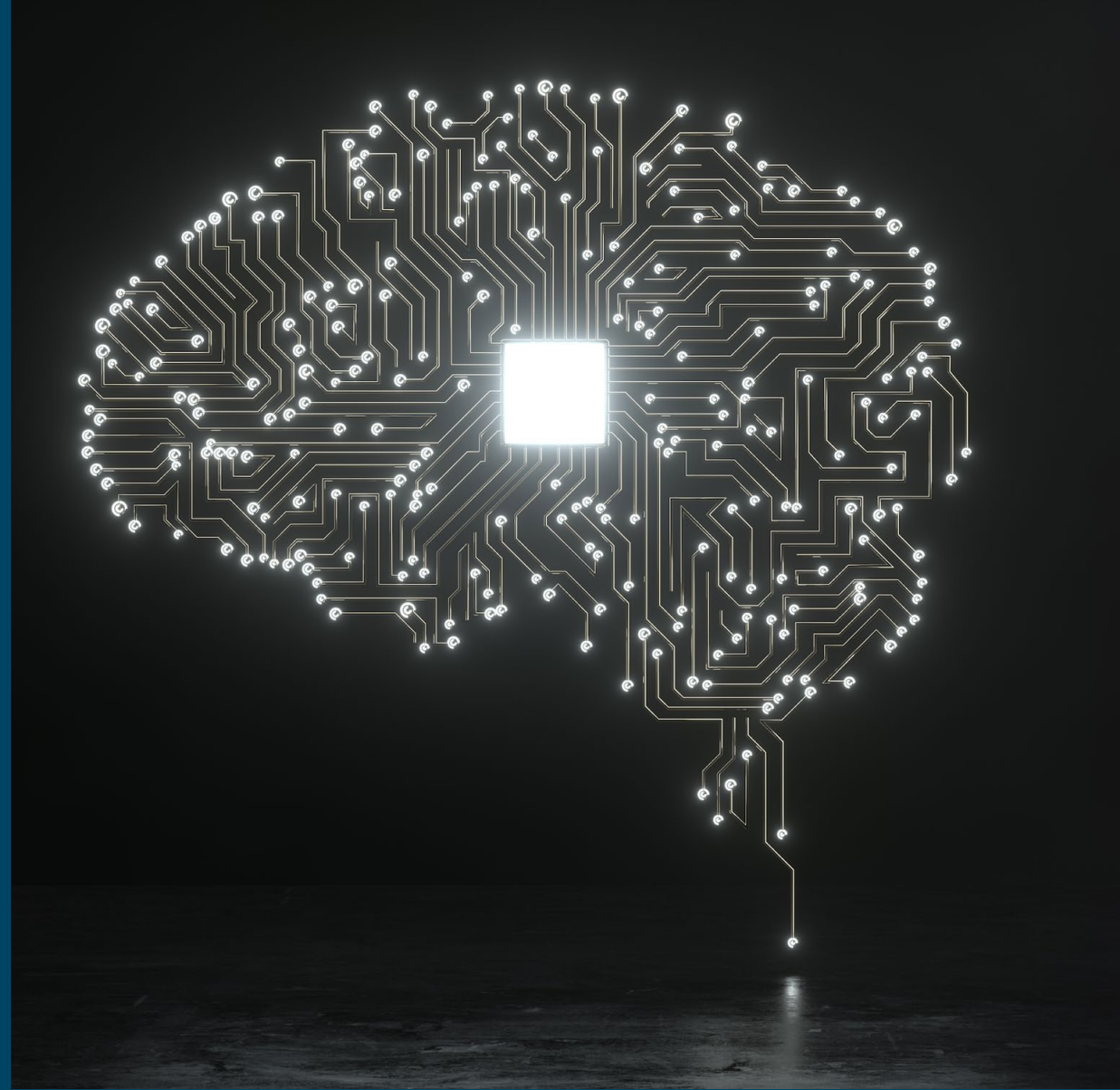
Front End / Support Center

- Robust phone system
  - Automated outreach – multi-modal
    - Text
    - App
    - Robo-calls
  - Service metrics tracking and management
    - ASA
    - Abandonment rate
    - SLA
  - 24/7 on call service

- Disease state pods
- Streamlined clinical software & process
- Patient data is shared across continuum
- Productivity metrics tracking
- Audits – feedback
- TAT
- Patient satisfaction – NPS

Fulfilment Center

- Optimize for speed and accuracy via automation
  - Barcode driven process
- Parata, Sanitas, CoreFlex, EyeCon, etc.
- Inventory management
  - Turns per year
  - Returns
  - 340B accumulations
  - SupplyLogix*

Temperature Stability/ Shipping

- Validating and testing for climates you ship to
- Manage excursions - accreditation
- Shipping materials - biodegradable and compostable (cooler fatigue)
- Proactive milestone tracking to intervene on delivery issues

Artificial Intelligence

- Phone calls via generative AI
  - Outbound
  - Inbound

- Automated PA form completion

- Chat bots

- Internal AI Assistants
  - BannerWise*

Strengthening Collaboration with Stakeholders

Payer Relationships

- Consultative and collaborative role with payer partners in developing specialty product management

- Pipeline reporting and new drug alerts

- Dedicated account management and face-to-face quarterly business reviews

- Understand who owns your payer relationships at your health system

Manufacturer Partnerships

- Dedicated account managers

- Provide timely and accurate submission of complex data sets

- Data governance standards to ensure integrity and accuracy of data

- Leveraging EMR to provide additional clinical outcomes metrics

- Experience and relationships with data aggregators

- Prompt follow up on inquiries

Prescriber Connectivity

- Provider Sales Team and Clinic Liaisons facilitate smooth referrals

- Integrated, coordinated care approach with clinics

- EMR access improves quality of care and minimizes calls to providers

- Customized referral processes tailored by clinic

- Clinical updates provided to the physician via EMR or email

Questions?