

Abstract #215

Platform Category B1

## ESTABLISHING THE ROLE OF MEDICALLY- INTEGRATED SPECIALTY PHARMACY SERVICES AND ITS IMPACT ON PATIENTS

McKenzie Smith, PharmD, MBA  
PGY1 Pharmacy Resident  
St. Peter's Health  
Helena, MT  
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IRB Exempt



### DISCLOSURE STATEMENT

- McKenzie Smith, PharmD, MBA
- Potential conflict of interest: None
- Project sponsorship: None
- Proprietary information or results of ongoing research may be subject to different interpretations
- Speaker's presentation is education in nature and indicates agreement to abide by the non-commercialism guidelines provided



### LEARNING OBJECTIVES

By the end of this presentation, you will be able to:

1. Identify areas for patient impact in a Health System Specialty Pharmacy service
2. List the steps involved when implementing a Health System Specialty Pharmacy
3. List three responsibilities of a specialty pharmacist



### ST. PETER'S HEALTH

- 123-bed hospital
- Provides services to five county areas
- Over 20 specialty clinics including:
  - Oncology
  - Rheumatology
  - Neurology
  - Gastroenterology



### PRE-TEST ASSESSMENT QUESTION #1

Which of the following is/are an area for patient impact in a Health System Specialty Pharmacy service?

- A. Financial assistance
- B. Refill assistance
- C. Insurance provider selection assistance
- D. A and B
- E. B and C



### PRE-TEST ASSESSMENT QUESTION #2

List the steps involved when implementing a Health System Specialty Pharmacy service in order.

- A. Benefits investigation → Pharmacist encounter → Patient identification → First fill → Patient monitoring → Refill management
- B. Patient identification → Benefits investigation → Pharmacist encounter → First fill → Patient monitoring → Refill management
- C. Benefits investigation → Patient identification → Pharmacist encounter → First fill → Patient monitoring → Refill management
- D. Patient identification → Benefits investigation → First fill → Pharmacist encounter → Patient monitoring → Refill management



### PRE-TEST ASSESSMENT QUESTION #3

Which of the following is/are a responsibility of a specialty pharmacist?

- A. Optimizing treatment
- B. Diagnosing disease states(s)
- C. Coordinating and monitoring care
- D. A and B
- E. A and C

St. Peter's Health

### BACKGROUND

- A drug is a specialty medication if any of the following apply:
  - Requires special handling, administration, or monitoring
  - Self-administered injectable medication
  - High-cost oral medication
  - Only available through limited distribution network
- Specialty medications are used to treat complex and/or rare diseases such as:
  - Various cancers
  - Rheumatoid arthritis
  - Multiple sclerosis

Specialty Medications by Crofford (n.d.). University of Michigan Health Michigan Medicine Website. Accessed April 4, 2022. Available at: <https://www.uofmhealth.org/conditions-treatments/specialty-pharmacy-services/specialty-medications/conditions>

St. Peter's Health

### BACKGROUND

#### Retail Pharmacy

- Large inventory
- High prescription volume
- Brief education and monitoring
- No accreditation required
- No clinical pharmacist assistance

#### Specialty Pharmacy

- Limited inventory
- Low prescription volume
- Extensive education and monitoring
- Accreditation required
- Clinical pharmacist assistance

St. Peter's Health

### BACKGROUND

- Survey involving 414 specialty pharmacists showed:
  - 69% agreed administrative tasks interfered with providing patient care
  - Not uncommon for specialty prescriptions to take 7-10 days to fill
- Health System Specialty Pharmacy service provides benefit by:
  - Managing side-effects, adherence, and medication access
  - Optimizing therapy
  - Decreasing treatment delay
  - Coordinating care with provider(s)
  - Offering financial assistance

Shenoi N, Lewand DD, An J. Health-Syst Pharm. 2020 Feb; 15(7)(5): 325-326.  
Pharmacist Perspectives on the Specialty Prescription Process (4/2020). Sunatsigla Website. Accessed August 29, 2021. Available at: <https://www.sigs.com/ocms/ocmFullText/abstract-document/display/ocm/specialty-pharmacy-task-0420.pdf>

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### BACKGROUND

- SPH is implementing a Health System Specialty Pharmacy service that will focus on:
  - Improving time to treatment
  - Improving clinical outcomes
  - Improving patient satisfaction
- Potential areas for patient impact include:
  - Coordinating and monitoring care
  - Medication education and counseling
  - Financial assistance
  - Prior authorization assistance
  - Refill and adherence management

SPH - St. Peter's Health

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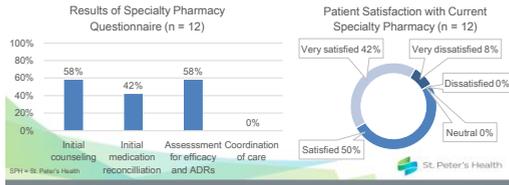
### OBJECTIVES

- Primary objective
  - Evaluate the impact of a Health System Specialty Pharmacy service on clinical adherence
- Secondary objectives
  - Track pharmacist managed interventions
  - Decrease time from day prescription was prescribed to time patient received medication
  - Decrease time between refills
  - Improve overall patient and staff satisfaction

St. Peter's Health

### METHODS: PHASE I BASELINE DATA COLLECTION

Patients currently prescribed a specialty medication by SPH provider were contacted for a telephone survey to collect baseline data



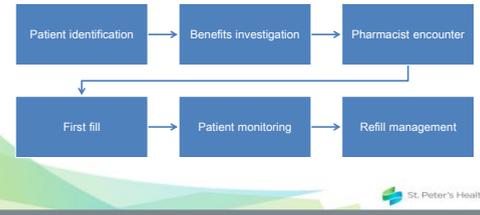
### METHODS: PHASE II PROJECT DEVELOPMENT

The following areas were developed prior to implementation:

- Background research
- Stakeholder identification
- Cost analysis
- Creation of embedded pharmacy model
- Establishment of specialty pharmacist responsibilities



### METHODS: PHASE III PROJECT IMPLEMENTATION

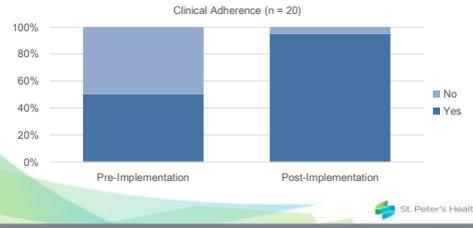


### METHODS: PHASE IV DATA ANALYSIS

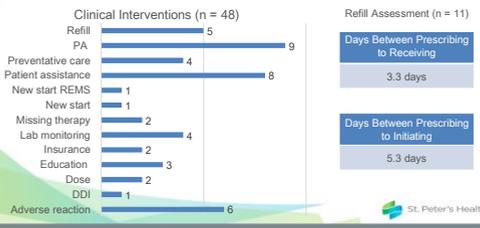
The following areas will be analyzed through a retrospective review:

- Clinical adherence
- Clinical interventions
- Refill assessment
- Patient and staff satisfaction surveying

### PRELIMINARY RESULTS: PRIMARY OBJECTIVE



### PRELIMINARY RESULTS: SECONDARY OBJECTIVES



## CONCLUSION

- Utilizing a clinical pharmacist to manage the specialty pharmacy service can impact patients by offering:
  - Simplified fulfillment process
  - Support services
  - Integrated care process



## DISCUSSION

- Preliminary data in oncology showing positive patient outcomes
- Future directions
  - Continue enrolling oncology patients
  - Offer service to rheumatology patients
  - Further embed specialty pharmacists in specialty clinics
  - Begin utilizing specialty pharmacy software for patient tracking and monitoring
  - Continue establishing the role of a medically-integrated specialty pharmacy service
  - Make case for hiring support staff



## PRE-TEST ASSESSMENT QUESTION #1

Which of the following is/are an area for patient impact in a Health System Specialty Pharmacy service?

- A. Financial assistance
- B. Refill assistance
- C. Insurance provider selection assistance
- D. A and B**
- E. B and C



## PRE-TEST ASSESSMENT QUESTION #2

List the steps involved when implementing a Health System Specialty Pharmacy service in order.

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- B. Patient identification → Benefits investigation → Pharmacist encounter → First fill → Patient monitoring → Refill management**
- C. Benefits investigation → Patient identification → Pharmacist encounter → First fill → Patient monitoring → Refill management
- D. Patient identification → Benefits investigation → First fill → Pharmacist encounter → Patient monitoring → Refill management



## PRE-TEST ASSESSMENT QUESTION #3

Which of the following is/are a responsibility of a specialty pharmacist?

- A. Optimizing treatment
- B. Diagnosing disease states(s)
- C. Coordinating and monitoring care
- D. A and B
- E. A and C**



## ACKNOWLEDGEMENTS

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## QUESTIONS?

mcsmith@sphealth.org



## REFERENCES

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3. Stenzel N, Leedahl DD. Integration of a pharmacy resident into a new specialty pharmacy service line through the longitudinal research project. *Am J Health-Syst Pharm.* 2020 Feb 19;77(5):325-326. doi: 10.1093/ajhp/zxz341

