



The Impact of Initiating Clinically-Integrated Specialty Pharmacy Services in Health System Outpatient Clinics: A Provider Satisfaction Analysis

Jayna Patel, PharmD

BACKGROUND

As care for patients with chronic and complex conditions has shifted to the outpatient setting, many health systems have started offering clinically-integrated specialty pharmacy services. This approach embeds pharmacists and pharmacy liaisons directly into outpatient clinics alongside other care team members to provide high-touch, personalized support to patients.

Studies have found clinically-integrated health system specialty pharmacies to improve patient adherence, medication affordability, and clinical outcomes. Understanding the benefits for patients, the question of what benefits providers receive from this approach arises.

OBJECTIVE

To assess overall provider satisfaction pre-implementation and post-implementation of a clinically-integrated health system specialty pharmacy.

METHODS

Tools

Provider Experience Survey – a series of questions developed to assess the complexities, successes, and failures of using outpatient external specialty pharmacies which are not embedded into specialty clinics.

Net Promoter Score (NPS) – an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. NPS is widely-used as a proxy to assess a patient and provider satisfaction in the specialty pharmacy services industry.

Timeframe

Provider satisfaction surveys were gathered pre-implementation and 6-months and 1-year post-implementation.

METHODS (CONTINUED)

Measures

The impact of a clinically-integrated health system specialty pharmacy on provider satisfaction over time

- Overall visibility into a patient's adherence rate
- Ease of the referral process
- Medication affordability for patients
- Satisfaction measured by the Net Promoter Score[®] tool

1 - Pre-Implementation: "On a scale of 1 to 10, how likely are you to recommend the specialty pharmacy that your patients currently use to your friends or colleagues?"

2 - Post-Implementation (at 6 Months & 1 Year): "On a scale of 1 to 10, how likely is it that you would recommend the on-site health system specialty pharmacy to a friend or colleague?"

Participants: Multi-center study across seven health centers

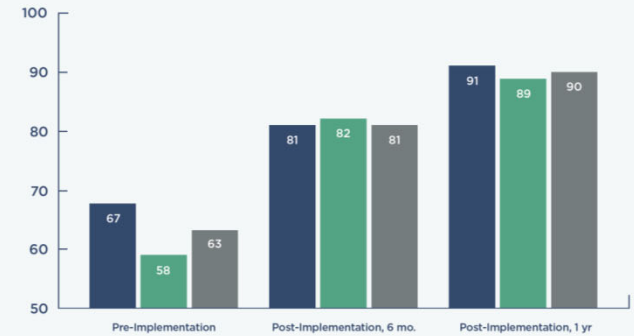
- 65 providers completed pre-implementation survey
- 87 providers completed post-implementation 6 Month survey
- 143 providers completed post-implementation 1 Year survey

CONCLUSIONS

Implementation of a clinically-integrated health system specialty pharmacy dramatically improved provider satisfaction. Providers indicated the care model improves visibility into patient's adherence rate, ease of the referral process, and medication affordability for patients. Provider Net Promoter Score improved 127 points.

RESULTS

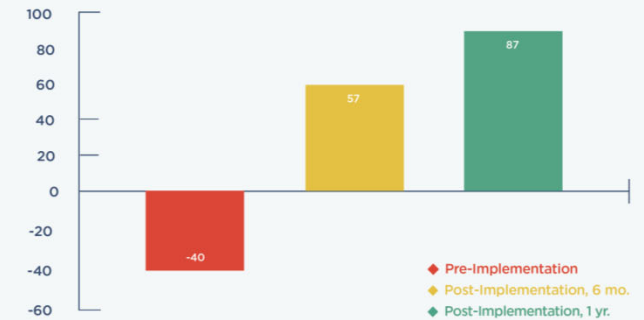
Provider Experience Survey



- ◆ Overall visibility into a patient's adherence rate
- ◆ Ease of referral process
- ◆ Medication affordability for patients

RESULTS

Overall satisfaction of the specialty pharmacy Net Promoter Score[®]



- ◆ Pre-Implementation
- ◆ Post-Implementation, 6 mo.
- ◆ Post-Implementation, 1 yr.