Development of an evidence-based specialty pharmacy program for hemophilia
Kristen Ditch, PharmD, BCCCP; Jennifer L. Donovan, PharmD; Brooke Ruhrland, PharmD, CSP; Brian S. Smith, PharmD; Melissa Racine, MS, RN; Lauren Mills, Kate Campagnola, PharmD; Ameet Wattamwar, PharmD; Kate Smullen, PharmD, CSP; Stacy Walton, RN, BSN
1 - Shields Health Solutions, Stoughton, MA; 2 - NYU Langone Hospitals, New York, NY

Background

- Hemophilia patients have complex treatment regimens requiring enhanced specialized care and expertise. It is essential for specialty pharmacies to develop and support a comprehensive care model to manage hemophilia patients.
- The National Hemophilia Foundation’s Medical and Scientific Advisory Council (MASAC) recommendations regarding standards of service for pharmacy providers of clotting factor concentrates states qualified specialty pharmacies must be knowledgeable, comprehensive, timely and accurate, accessible, safe and thorough to ensure quality care is delivered.
- In January 2020, UMass Memorial Medical Center, Worcester, MA, an academic medical center specialty pharmacy, launched a pharmacist-nurse hemophilia program to deliver customized care.

Objective

- To describe the process of designing and implementing an evidence-based hemophilia program that uses a pharmacist-nurse clinical model to deliver comprehensive patient care.

Methods

- A literature search between 1/1/2010 to present was conducted to identify clinically meaningful hemophilia outcomes and their associated definitions.
- MASAC treatment guidelines were searched for recommendations pertaining to the outpatient management of hemophilia patients.
- Data elements required by commercial payors in the hemophilia market, and accreditation standards pertaining to specialty pharmacy, were compiled.
- These data elements were built into an internal patient management platform (PMP) utilized by a hemophilia nurse and specialty pharmacists to track patient outcomes and to perform patient outreach while implementing customized care plans.
- The specialty pharmacy established home infusion nursing services by identifying home infusion agencies used by the hemophilia patients and in collaboration with the hematologists. Calls were placed to two home infusion companies preferred by patients in the region and contracts with the specialty pharmacy were established.

Results

Hemophilia Clinical Nurse Assessments

- Clinical Initial Assessment
- Patient Care Initial Activity
- Evaluate for referral to home infusion nursing services
- Clinical Follow Up Assessment every 6 months

Two home infusion nursing agencies were identified, and contracts established

The hemophilia nurse makes a referral to one of the agencies and provides the following information: Patient demographics, medication or supply order(s), and a description of intravenous access.

Commercial Payors

- A total of 25 unique requirements that fall into the following categories were incorporated into the PMP:
  - Clinical interventions
  - Medication adherence
  - Baseline parameters
  - Assay management
  - Bleed management
  - Clinical outcomes (e.g., target joints, inhibitor management)

Accreditation Standards

- The following patient management focus areas were incorporated in to the PMP:
  - Clinical assessments
  - Goals of therapy
  - Education & counseling
  - Clinical interventions
  - Prescription information
  - Benefits investigation

Results (continued)

Clinically Meaningful Hemophilia Outcomes

- The following clinical outcomes were incorporated into the PMP:
  - Hemophilia related comorbid conditions
  - Pain assessment
  - Timeliness to treat
  - Vaccination status

Conclusions

- A systematic approach to gathering requirements from payors, accreditation organizations, and clinical best practices served as a foundation to build a hemophilia program.
- On-going evaluation of patient care outcomes will serve to validate the care quality provided by the hemophilia nurse and specialty pharmacists.

References

1. Medical and Scientific Advisory Committee of the NHF recommends regarding guidelines for the use of recombinant factor IX therapy in hemophilia A patients. Available at https://www.nhf.org/support/clinical-guidelines/.

Disclosures

The authors of this presentation have the following to disclose: Considering possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.

KD: Employees of Shields Health Solutions.