



NATIONAL ASSOCIATION OF
SPECIALTY PHARMACY

Corporate Member of the Month

September 2021



Company Name: Pharmacy Advantage

Located: 1191 South Blvd East Rochester Hills MI 48307

Number of Employees: 116

Type of Business: Integrated Delivery Networks Specialty and Home Delivery Pharmacy

What is your organization's mission and vision?

Mission: Transforming lives and communities through health and wellness one person at a time.

Vision: To put patients first by providing each patient the quality of care and comfort we want for our families and for ourselves.

How does your organization impact the specialty patient care journey and help put the *special* in specialty pharmacy?

Putting the Special in Specialty Pharmacy - At Pharmacy Advantage, we understand that the best medicine isn't always just medications, it is an open ear, a hand to hold, and, if needed, a shoulder to cry on. From high blood pressure to multiple sclerosis, Pharmacy Advantage assists patients in managing a wide range of conditions that require a holistic approach to complicated medication regimens. Our team has a reputation for commitment to every customer, delivering more than just prescriptions; we provide an avenue to regain wellness. Reassurance, empowerment, and a high-touch model of communication with our patients/health care providers are keys to successful therapies. Our Specialty Pharmacy patient management system is powered by DromosPTM: Developed by clinical pharmacists at Pharmacy Advantage, DromosPTM addresses the full spectrum of challenges specialty pharmacies face every day. It's an easily-configurable remedy for streamlining all our therapy management activities. It's also a powerful clinical and business tool—guiding pharmacy operators towards best practices and eliminating duplicative tasks, while generating an unsurpassed warehouse of proprietary patient outcome data and invaluable operational metrics.

How does your organization define success?

Our success is directly related to changing our team's culture and the way we perform our duties. We can all agree on one thing and that's to take care of the patient, the hardest part sometimes is agreeing on the best way. We empower our employees to use new and innovative ways to get to know their patients and build relationships based on each individual's needs. Always making sure to add that extra effort into each encounter with each patient. Time optimization is key, some patients need more time and others less. Patients at times prefer certain team members, while others are satisfied with any team member. Over time exceptional service has become the norm for us. Our teams are committed to taking every step to get to the next level. The leadership team here at Pharmacy Advantage is seeing great outcomes thus far, and keeping in line with our cultural change we have already empowered all team members to look for ways to get us to the next level. We all look forward to our journey.

What else would you like people to know about your organization?

As an integrated delivery system, Health Alliance Plan (HAP) and Henry Ford Health System pharmacy have been collaborating, innovating, and finding ways to improve the health of the communities we serve. The Pharmacy Advantage Medicare medication adherence program (CMS Star Metrics) is designed to promote and prevent lapses in patient medication coverage through the use of automated processes in conjunction with high-touch personalized service. With our joint efforts, HAP is the only Michigan-based HMO to achieve a 4.5 star rating, making HAP the highest-rated Michigan-based plan. HAP's HMO scored in the 91st percentile, meaning we are in the top 10% of all Medicare Advantage plans nationally.

Pharmacy Advantage has taken distribution testing a step further. Our test packages, that include data loggers to track temperature from the moment the product is packaged until it is opened by the recipient, include "Made in Michigan" products. So not only are we able to gather important information about the temperature of the product during shipping, we are putting a big smile on the face of the recipient.

Who and how should other NASP members contact you to learn more about your organization?

The best way to contact us at Pharmacy Advantage is by email. For operational questions and/or concerns please contact Douglas Samojedny, RPh, Director of Specialty Operations at doug@pharmacyadvantagerx.com. For clinical questions and/or concerns please contact Sweta Patel, PharmD., CSP, Director of Specialty and Clinical Services at sweta@pharmacyadvantagerx.com.

The Corporate Member of the Month Spotlight program is designed to give our members the opportunity to provide a narrative on their business; the views, thoughts, and opinions expressed belong solely to the author, and do not necessarily reflect those of NASP.