



Froedtert Health Specialty Pharmacy

Nominated by Dale Drizd, Chief Operating Officer, Froedtert Health Pharmacy Solutions

Froedtert Specialty Pharmacy recently transitioned dispensing capabilities to a high volume solutions system. This system is customized and automated to meet the growing needs of our patients and vendors. The transition has allowed us to improve operational efficiency and provide a higher level of patient care, save on operational costs, Reduce drug inventory. Improve accuracy, capacity, efficiency and quality. As a result, our technician and pharmacists partners are able to focus on work at the top of their license, be more readily available for patient and provider requests.

Froedtert Specialty pharmacy has recognized the value of accreditation to our patients and vendors and is dually accredited by URAC and ACHC. Because of our commitment to innovation, Froedtert Specialty Pharmacy was named as a 2022 Pioneer in URAC's Leaders in Performance Management recognition program. This certificate of achievement recognizes our Specialty Pharmacy's commitment to promoting trust in the quality of care delivered through performance measurement activities. We are recognized as a pioneer in the profession in transforming healthcare through measurement.

Our clinical model of care is one that is closely aligned to our organization's values of Valuing People, Working Together and Delivering Excellence. We place the patient at the heart of what we do and recognize that we have a responsibility to care for the whole person. Therefore, our workflows and care models are designed to address Specialty patients' social determinants of health once they enroll into our program. We are aware that social determinants of health have a tremendous impact on patient's health and our pharmacy team is uniquely positioned to address them. Our pharmacists engage hospital social workers to address housing, transportation and food insecurity. Patients are referred to food pantries in within their communities and behavioral services within our organization to ensure they feel a sense of cohesion and connectedness in their communities. Every patient who presents with affordability issues are referred to our patient assistance program to ensure medication access. Additionally, we continue to address access issues by providing free medication delivery to 8 states and providing virtual and telephone visits to our patients when needed.

Our unique 1:1 white glove concierge service allows our specialty pharmacists to develop long term relationships with our patients and our patients have repeatedly expressed gratitude for having one dedicated pharmacist assigned to them. An example of this model is our HIV and Prep patient populations. For the last 7 years, the Specialty pharmacy team has worked collaboratively with the Infectious Disease clinic to manage patients who utilize the pharmacy for HIV and Prep medications. We have ensured that patients not only remain adherent to their medications by addressing all social determinants of health that may arise. Our team frequently engages clinic social workers to ensure that patients who experience food or housing insecurity are connected to the community resources that they need. We refer patients to transportation services, mental health resources and addresses medication costs utilizing copay cards, grant funding, Ryan White foundation, AIDS Drug Assistance Program when appropriate.



In FY 22 we completed or initiated MULTIPLE pieces of automation to enhance service offerings, patient experience, efficiency, accuracy, and safety

1. DocuSign: 72% of all documents sent out for signature are returned in <24hrs!
2. Rapid Pak (Medication Adherence Packaging)
3. Transitioned from EnterpriseRx to EPIC WAM (Pharmacy Management System)

Research and Outcomes Program—In 2021 we recognized the value of outcomes and research in the field of Specialty pharmacy and improving patient outcomes. Our commitment to improving Specialty pharmacy lead us to establish our Outcomes and Research Program with a mission to create a robust, readily accessible repository of quantifiable, objective outcomes with an overarching goal to improve patient care and increase utilization of Froedtert pharmacy services. Our team currently consists of a data analyst, clinical pharmacist and specialty pharmacy manager.

Quality/Performance Improvement Initiatives

Provider Satisfaction Survey

Our technicians and pharmacists continue to participate in the Pharmacists Professional Development and Pharmacy Technician Development pathways in an effort to advance patient care and the field of pharmacy. Although board certification is not a requirement for employment, more than half of our pharmacists have obtained board certification (BCACP, AAHIV) and others are currently in the process of obtaining the Certified Specialty Pharmacist (CSP) credentials.

Our commitment to quality also extends to our physician and provider partners. Each year, we survey a Specialty clinic to ensure that we are continuing to meet the needs of their patients and that we are providing unparalleled care. Froedtert Specialty Pharmacy recently conducted an annual Provider Satisfaction Survey with the Infectious Disease clinic team. Team members were tasked with evaluating the pharmacy on several metrics including the following: "How likely is it that you would recommend Froedtert Specialty Pharmacy Services to a friend or colleague?"

- The pharmacy achieved a 100 Net Promoter Score
- Please rate your overall satisfaction with Froedtert Specialty Pharmacy Services?
- 85.71% of responders rated specialty pharmacy services as Excellent
- 100% of responders answered Strongly Agree to the statement; Froedtert Specialty Pharmacy Services improves patient adherence to therapy

The organization's Infectious Disease providers have repeatedly expressed their appreciation for our program. A recent comment from one of our providers is included here for consideration:

"I feel very fortunate for our Specialty pharmacy colleagues. They provide outstanding service to our patients and are truly part of the health care team, in that they are actively in charts, looking for opportunities for prevention (like encouraging patients to get additional vaccine doses or getting labs done when indicated) and helping to improve adherence through regular contact. They have a thorough understanding of HIV and PrEP medications such that they can deal with more nuanced patient situations (e.g., event-driven PrEP



dosing). We are very fortunate to have this resource available to us and our patients." -Dr. Andrew Petroll Infectious Disease Specialist Froedert & Medical College of Wisconsin

Call/Phone Center Statistics

Phone center statistics are a key indicator for determining satisfaction with our specialty pharmacy program.

Goals (Based on Industry Standards):

- The average speed of answer (ASA) for phone calls processed by the Pharmacy Operations and Customer Service departments will be 30 seconds or less.
- The call abandon rate will be 5% or less.

FY 22 Results: Total number of calls: 4774

Average Speed to Answer: 20.42 seconds

Abandonment %: 3.28%

Clinical Objective

Proportion of Days Covered (PDC) will meet or exceed the medication or disease state determination of adherence

We have identified two Specialty patient populations that do not meet our standards for adherence: HIV population and Transplant population. We have set a PDC target of 80% for Transplant patients and of 82% for HIV patients.

Our specialty pharmacists have implemented several additional workflow steps and interventions in a continued effort to improve this metric.

As of March 2023: HIV PDC: increase in average PDC from 73.1% to 74.1% Transplant PDC: Increase in average PDC from 85.1% to 87.2%

Consumer/Patient Satisfaction Annual Assessment

As part of our annual patient assessments, patients are asked the following patient satisfaction questions:

1. Do you feel using our Home Delivery and Specialty Program has helped you manage your medications?

Results:

In FY 22 99.2% of responders reported that using Froedert Specialty pharmacy has helped them manage their medications better.

2. Did your health improve by being a part of HDSP Program?

Results: In FY 22 95.1% of responders reported an improvement in their health by being part of Froedert Specialty pharmacy.



At Froedtert Health, a skilled team of pharmacy technicians is dedicated to obtaining patient financial assistance related to prescription costs and copays. The patient assistance program (PAP) team is comprised of certified pharmacy technicians who assist in identifying a patient's need for financial assistance to afford their medication therapy. If financial need is identified, the team will complete one or more of the following when appropriate on the patients' behalf:

- Enroll patient into a grant
- Enroll patient into a free medication program
- Obtain manufacturer co-pay assistance cards

Since 2015, this team has been tasked with confirming that all patient assistance applications are renewed at the end of each year to ensure continuity of care.

In all of FY22, Froedtert's patient assistance program team was able to help secure access to \$80+ MM in possible financial patient assistance for patients.

Our team Completed >100K referrals for prior authorization (medical and pharmacy)

Froedtert Specialty pharmacists and technicians participate in the following community events annually:

- Pearls for Teen Girls annual fund raiser
- Greater New Testament Annual Community Health Fair
- Guest lecturers for MCW School of Pharmacy
- Annual Influenza vaccine clinics
- United Way Fund
- MCW School of Pharmacy International Women Pharmacists panel
- Annual Community Drug Take Back Day
- Ronald McDonald House Volunteers
- American Heart Association Walk, Transplant Walk Fundraiser
- National Kidney Foundation Kidney Walk Fundraiser

In FY 22 three pharmacy team members volunteered their time with the following ASHP Section of Specialty Pharmacy Practitioners section advisory groups

- Workforce Development
- Accreditation and Compliance
- Outcomes & Value

Collaborated with the following organizations Acentrus RX, Ascembia, NASP to improve standardization of benchmarking across institutions and improve access to medications and research. We continue to participate in multisite research projects with other Health system specialty pharmacies because we value collaboration and partnership.

In April 2023, our research and outcomes program presented on Combating Health Inequities: Addressing Social Determinants of Health at the Annual AcentrusRX Specialty Conference. Our presentation was one of two chosen to be highlighted in an upcoming issue of Pharmacy Times Magazine because of its timely impact on patient care and advancing the field of Specialty pharmacy.



- Partnered with CristoRey Jesuit High School to support four work-study high school students
- Supported 15 learners on rotation or year-long projects
- Promoted >5% of all Specialty team members (>120+) through various avenues
- DEI efforts are embedded in the organization's Strategic Plan and Mission
- Partnering with schools to support education, job training and employment
- Diverse and inclusive recruitment at all levels
- Health System Chief Diversity Officer

Froedtert Specialty pharmacy employees are members of one or more of the following Business Resource Groups

- Black/African American
- Military/Veterans
- LGBTQ and Allies
- LatinX
- Women in Leadership

Our health system, Froedtert & the Medical College of Wisconsin health network's total benefit to the community was nearly \$313 million in fiscal year 2022. Services to the community include but are not limited to:

- Grief and support services
- Suicide and crisis lifeline 24/7 support
- Crisis text line-24/7 text based mental health support
- Mindfulness apps, Physical activity apps
- Independent Tools for coping with mental health-Silver cloud
- Behavioral Health integrated into primary care clinics - outpatient and inpatient intensive treatment
- Workplace violence action teams' partner with local women's shelters
- Multidisciplinary clinic specific for gun violence survivors in the communities we serve
- Health coaches who provide in home medication reviews to our patients
- Community health fairs: blood pressure screenings, blood glucose screenings, vaccine education, health literacy, medication counseling
- Other local programs addressing social determinants of Health: violence mitigation programs, minority owned small business partnerships