SHIELDS HEALTH SOLUTIONS

Enhancing Specialty Pharmacy Care through Data-Driven Insights: The Value of Clinical Outcomes Dashboards in Health System Specialty Pharmacy

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Background

Integrated health system specialty pharmacies (HSSPs) are increasingly utilized to improve patient care and reduce costs for complex diseases requiring specialty medications. Clinical outcomes (CO) dashboards are crucial tools for tracking and analyzing patient-centered measures that reflect the true quality and value of HSSP services.

Automated dashboards facilitate integration and accessibility of data in real-time. However, creation of these platforms is challenging. Comprehensive clinical dashboards incorporating key metrics present an opportunity to enhance HSSP practices by understanding and optimizing their impact.

Description

Best practices for developing CO dashboards in HSSPs were identified through literature review and committee input. We collected data on:

- **Disease Specific Clinical Outcomes (Fig. 2)**
- **Clinical Interventions (Fig. 3)**
- **Medication Efficacy Status (Fig. 4)**
- Medication Discontinuation (Fig. 5)

Clear inclusion/exclusion criteria for each CO calculation. Working with our clinical analytics team, we created real-time outcome tracking dashboards using de-identified data. After validation, we applied appropriate filters and graphics to highlight key findings and enhance user experience. Figure 1 illustrates the process used for CO dashboard development.

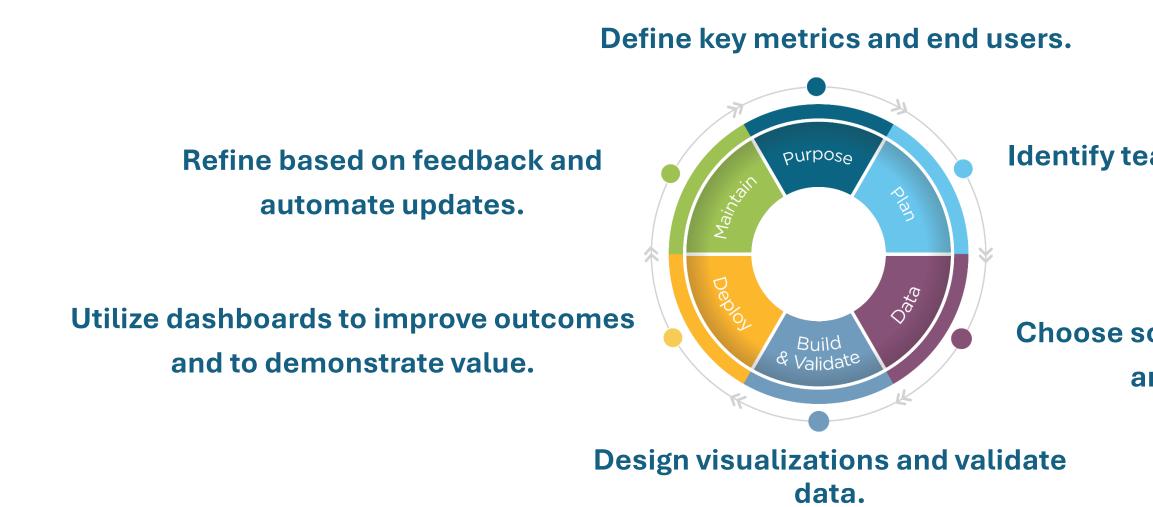


Figure 1: CO Dashboard Development Process



Identify team and stakeholders.

Choose software, create data feeds, and centralize data.

Evaluation

Dashboards that include a comprehensive set of metrics, such as clinical outcomes (disease-specific lab values, corresponding benchmarks), clinical interventions and cost avoidance (e.g., drug safety, effectiveness, appropriateness, acceptance rate), medication efficacy measures, and rates of medication discontinuation provide a more comprehensive assessment of HSSP performance when used in conjunction with traditional operational metrics. Implementation of CO dashboards allow for enhanced real-time monitoring, improved interdisciplinary communication, and quality improvement, ultimately leading to a more comprehensive understanding of the value of HSSP services. These dashboards support multiple objects, including facilitating research, analyzing outcomes data, and showcasing impactful patient journeys.

Figure 2: Disease Specific Clinical Outcomes Dashboard

Disease State	Oncology: ER	/Host	oitaliz	ation	Usage	%										
Oncology	•				g	2023 Q3									2023 Q4	
1. Key Filters		Total	Patient V	olume	Volum	e Utilizin Hosp	g ER or	0	utcome Va	alue	Total	Patient V	olume	Volum	e Utilizing Hosp	ER or
Care Model Type								i i			ļ					
	SHS Network Total			36,491			1,578			4.3%			36,954			1,466
Fier 1 or Non-Tier 1	Grand Total			36,491			1,578			4.3%			36,954			1,466
				3,717			108			2.9%			3,773			91
Region	-			2,067			108			5.2%			2,221			112
	_			2,693			86			3.2%			2,756			93
Site	-			2,686			144			5.4%			2,575			128
Report Date				7,701			217			2.8%			7,704			197
	•			7,969			378			4.7%			7,903			342
2. Customize Layout				3,915			252			6.4%			3,914			243
Breakdown				1,251			75			6.0%			1,476			94
	•			4,492			210			4.7%			4,632			166
Group Table by Date or Metric						2023 Q3									2023 Q4	
Date	-										I					
Group Graph by Date or Breakdown													<u> </u>			
Date	20.0%	↓ 20%						-								
Important Information																
2023 Q3 data finalized	15.0%															
2023 Q4 data finalized	10.0%															
2024 Q1 data finalized																
	5.0%		_		_		_			_		_		_		
2024 Q2 data finalized						_										
Meets benchmark	0.0%	2.9%	5.2%	3.2%	5.496	2.8%	4.7%	6.496	6.0%	4.7%	2.496	5.0%	3.496	5.0%	2.6%	4.396
Does not meet benchmark						-										

Figure 4: Medication Efficacy Status Dashboard

Cover Sheet SHS: Overview SHS:	Insights SHS: Status Over Time	Patient: Overview		
SHIELDS CLINICAL ANALYTICS	UPI Level Overview			
CREATE YOUR TABLE:	First Completed Date	Therapy(s)	Total Me	
1. Key Filters				
Region		CROHN'S		
(AII) •	1/22/2021	DISEASE/ULCERATI		
Site (All)		,		
Clinic Code				
(All)				
Therapy				
(AII) •	HUMIRA			
Initial Patient Status				
(AII) •				
Number of Responses per Patient				
1 73				
UPI				
Medication Category	STELARA			
(AII) •				
Medication				
(AII) •				
Patient Status				
VERY POOR OK OR WELL VERY				
	STELARA SOLUTION PREFILLED SYRINGE			
2. Select Parameters			10/1/0000	
PRTE or POS Patient Reported Treatment Efficacy		3/1/2021 6/1/2021 9/1/2021	12/1/2021	

Conclusions

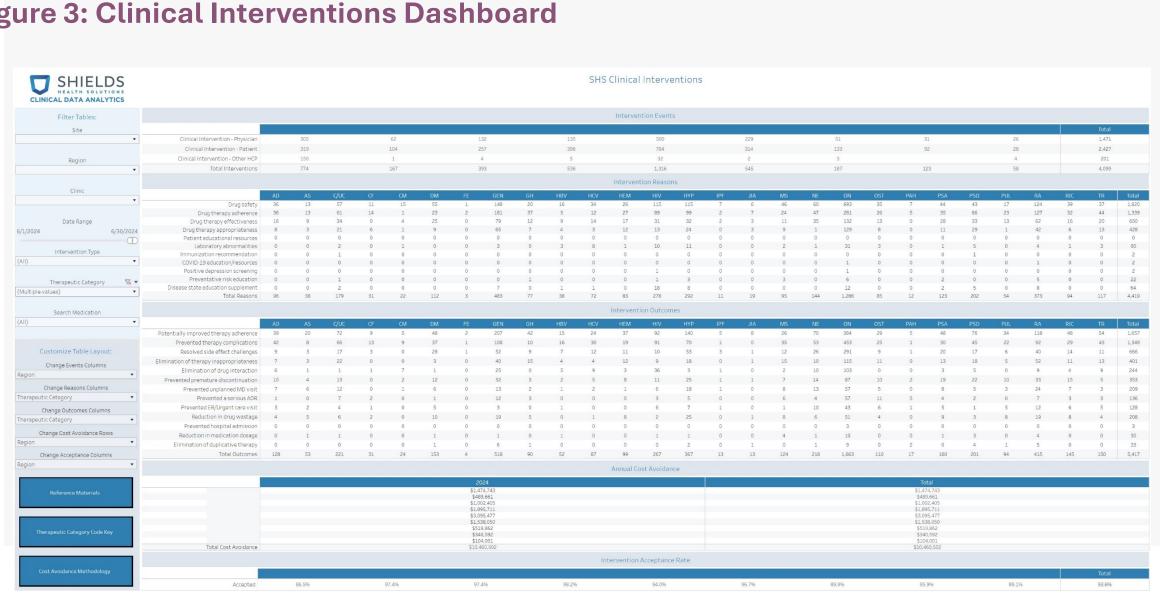
Clinical outcome dashboards are crucial for HSSPs to track and evaluate the quality and value of their care models. By incorporating diverse clinical, humanistic, and economic metrics, these dashboards provide a comprehensive view of HSSP performance, enabling data-driven decision-making, optimization of patient care, and overall organizational performance and capabilities.

Disclosures

The authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.



Figure 3: Clinical Interventions Dashboard



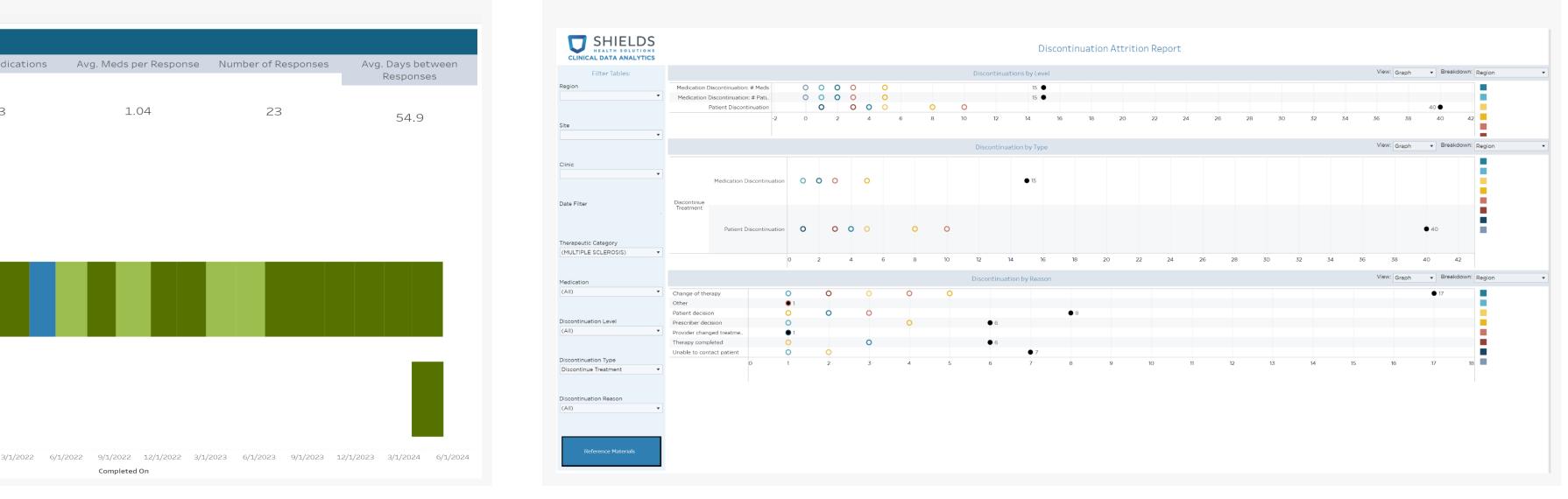


Figure 5: Medication Discontinuation Dashboard

