

Value is in the Eye of the Beholder - What is Valuable to Specialty Pharmacy Stakeholders

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Learning Objectives

- Demonstrate the capabilities and value proposition of specialty pharmacy with a focus on health system specialty pharmacy
- Explain why collecting, tracking, and reporting clinical outcomes benefit specialty pharmacy practice.
- Discuss best practices for data evaluation and reporting outcomes. Discuss how outcomes data meet payer and/or manufacturer reporting requirements.
- Identify strategies to communicate the value of outcomes research to stakeholders.

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Specialty Pharmacy Stakeholders

- Payers
 - Insurance Company
 - PBM
 - Plan Sponsor/Employer
- Manufacturers
- Accrediting body (URAC, ACHC, TJC, NCQA)
- Patients
- Provider

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SP Value from the Payer Perspective

- Insurance Company/PBM
 - Manage formulary based on clinical efficacy and not rebates
 - Utilize SP to offer value-added services
 - Programs focused on effectively managing chronic conditions
 - Reduce Costs
- Plan Sponsors
 - Want healthy people/productive workforce
 - Optimizing medication use
 - Utilize SP to ensure patient is getting the right specialty drugs – eliminate waste from
 - Inappropriate prescribing
 - Nonadherence
 - Reduce Costs

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SP Value from the Manufacturer Perspective

- Collaboration with SP to achieve optimal clinical outcomes
- SP can help mitigate barriers to therapy
 - Value of speed to therapy
 - Value of adherence/persistence
 - Administration of manufacturer's co-pay programs
 - Side-effect management to keep patients on therapy
- Distribution strategies developed around the patient journey requires a good SP partner
 - Utilize SP to ensure appropriate utilization of high-cost therapies
 - Provide disease state specific expertise
 - Enhance/customized data reporting
 - REMS program, patient education

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SP Value from the Accrediting Body Perspective

- Accreditation organizations for SPs
 - ACHC, URAC, TJC, NCQA
- Accredited lets the patients, providers, and payers know that the SP supports clinical services in a way that promotes safe, high-quality care
- Creates an environment that fosters quality improvement initiatives
- SP performance and commitment to compliance reflects the value of accreditation

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SP Value from the Patient Perspective

- Customized personable care
- Financial/Copay assistance programs
 - Support on attaining financial assistance
- Better clinical outcomes
 - Assessments to help guide towards improvement
 - Supportive services to help manage medications
 - Communication – high touch care
- Speed to therapy
- Appropriate training on use/administration of medication
- Social resources and coordination
 - Transportation
 - Delivery

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SP Value from the Provider Perspective

- Relieve administrative burden
 - Care coordination
 - Access and availability
- Minimizes financial risk
 - Shift cost from maintaining inventory
 - Shift the need for buy-and-bill
- Provides patient reported data
 - SP provides more frequent and valuable outcomes data
 - Patient monitoring and support to drive adherence
- Drives patient satisfaction

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SP Core Competency in Providing Data

Payers

- SP can give insight to provider prescribing habits
 - Identify trends to mitigate or prevent delays in time to fill
 - Identify social determinants of health (SDOH) that may impact outcomes
- SP can provide visibility to payer activity
 - Coverage patterns
 - Benefit design
 - Reimbursement rates

Manufacturers

- SP can provide patient onboarding data
 - Referral volume for the drug
 - Approval challenges (time between stages from receipt of Rx to dispensed)
 - Success rates (% dispensed vs % referred out)
- SP can provide insight to drug development
 - Identify expanded or new indications (reporting of off-label use)
 - Formulary challenges and opportunities

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Reporting Outcomes Data

- Payers
- Outcomes data demonstrate effectiveness of cost savings measures
- Clinical measures
 - Adherence metrics (MPR, PDC, discontinuation rates)
 - Adverse events
 - Clinical markers (lab values)
 - QOL outcomes (patient reported outcomes)
 - Hospital admission rates
- Financial measures
 - Patient financial assistance results
 - Costs (per Rx, PMPM)
 - Savings (patient interventions, prescriber interventions)
- Measures reported as required in payer contract
 - Patient and Provider satisfaction

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Reporting Outcomes Data

Manufacturers look at outcomes data to support:

- Safety and effectiveness of the drug
 - Adverse events
- Value of SP in having access to drug
 - Operational/workflow measures
 - Call center metrics
 - Error rates
 - Time to Fill
 - Turnaround time
 - Patient and Provider satisfaction
- Clinical performance
 - Adherence and persistency (MPR, PDC)
 - QOL measures
 - Disease progression scores

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Data Reporting Requirements

- Data transmission can be direct or through data aggregator
 - Transmitted via encryption
 - SFTP site
 - Electronic data interchange
 - Custom portal
- Data is de-identified to comply with HIPAA
- Outcomes data to payer
 - Data to demonstrate the value of services of SP
 - No reporting standard
 - Customize report based on contract

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Data Reporting Requirements

- Remember to distinguish reporting requirements designed to drive clinical performance from achieving accreditation status
 - Accreditation designed to establish baseline goals and standards
 - To improve the performance of the SP
 - To operate at highest level of best practices
- Common accreditation metrics
 - Adherence rates (PDC)
 - Patient and Provider satisfaction
 - Drug-Drug interactions
 - Call center performance
 - Dispensing accuracy (medication error rate)
 - Distribution accuracy
 - Prescription Turnaround Time

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Strategies to communicate the value of outcomes research to stakeholders

- Develop a solid presentation demonstrating the value of outcomes data
 - Impact to overall patient journey and success
 - Financial impact to all key stakeholders
 - Explain the role of SP in collecting, tracking, and reporting outcome
- Be able to establish benchmarks
 - Standardize the process of documenting and data collection
- Connect the dots
 - Clarity on defining the metric and what it means
 - Explain how the SP services provided impact the data
- Challenges to real world clinical outcomes measures
 - Limited number of relevant outcome measures for each disease state
 - More research data needed to establish new measures

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The capabilities and value proposition of specialty pharmacy with a focus on health system specialty pharmacy (HSSP)

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HSSP Value

- **HSSP have the benefit of understanding the whole patient:**
 - Access to a patient's electronic health record (EHR)
 - Working directly with prescribers as an active member of the care team
 - Integrated system that can identify financial assistance for patients
 - More motivated to reduce cost of readmission
- **This synergistic relationship results in:**
 - Less fragmented care
 - Reduces time to treatment
 - Reduces barriers to access and adherence
- **Caring for the whole patient**

FIGURE 1. COLLABORATIVE APPROACH TO SPECIALTY PHARMACY

The local hospital is the only entity in the community positioned to safely take care of the patient from the beginning to the end. Anywhere outside of the hospital is going to be fragmented. — Keith Cook, Azusa

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HSSPs: Closer to the Information

J Manag Care Spec Pharm 2020;28(7):901-03

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UC Davis Health SP Patient Journey Metrics

*Fiscal Year (Jul-Jun) 2022

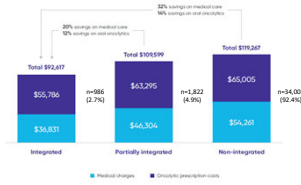
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Proven Financial Outcomes

HSSP Decrease **Total Cost of Care** in Cancer Treatment

- Up to 32% savings on medical care in a 6-month follow-up
- Up to 14% savings on oral oncolytic prescriptions during a 6-month follow-up
- Up to 38% savings on oral oncolytic prescriptions during the full duration of therapy

Figure 2. Medical charges and oncolytic prescription costs for 6 months



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ANY
QUESTIONS



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