

10) Integrated Specialty Pharmacy Program

UMass Memorial Medical Center Specialty Pharmacy

Brian S. Smith, PharmD, Director, Specialty Pharmacy; Brian.smith4@umassmemorial.org

PROJECT DESCRIPTION

The integrated specialty pharmacy program is an all-encompassing solution for patients with chronic conditions. The program utilizes a staff of specialty trained disease specific experts, first class medication adherence programs and real time data analytics to create a fully integrated care model that reduces hospital readmissions and minimized pharmacological waste. Our expertise and infrastructure allows us to identify patients that require the highest level of care and ensure all of their medical needs are addressed and delivered with Legendary Care™.

OUTCOMES ACHIEVED

- Impressive medication adherence results (all specialties >0.8 PDC)
- 4,150+ patients served
- 99% patient and provider satisfaction
- Secured over \$750,000 in financial assistance for patients on our program

LESSONS LEARNED

- The integration of services and support programs as part of the specialty pharmacy program resulted in impressively high patient and provider patient satisfaction. Patient surveys revealed that patients especially appreciated financial assistance, refill monitoring, and convenient delivery and pick-up options.
- The identification of innovative models for improving patient outcomes. The most important of these was the implementation of disease specific patient liaisons staffed in the clinic. These liaisons provided a crucial link between the clinical team and the patient, especially in the outpatient setting. We found that the personal connection developed between the liaison and the patient was crucial in encouraging engagement and improving adherence.
- Physician buy-in and support is critical to the success of an integrated specialty pharmacy model. Patients trust their doctor's opinions and physician endorsement is an important first step towards patient engagement with the program. Educating clinicians on the benefits and ensuring a positive experience for them and their staff should be a priority.