Specialty Clinic Pharmacist Collaborative Model

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Background

- Yale New Haven Health System (YNHHS) has a growing ambulatory care pharmacy presence
- One area of opportunity is expansion of fully integrated ambulatory care pharmacists into specialty disease state clinics and closer partnership with the health system pharmacy
- Patients in these clinics are often prescribed specialty medications and require a higher level of coordination for dispensing and patient education
- A similar model showed that integration of a pharmacist decreased clinician burden, decreased time to medication initiation, and improved continuity of care for patients

Objectives

- Expand health system specialty pharmacy prescription clinical continuity (determined by the number of prescriptions sent to health system pharmacy) and support by implementing a decentralized specialty practice integrated model for clinical services in target sites

Methods

- Development of innovative collaborative practice agreement (CPA)
- Updates to existing credentialing policy
- Collaboration with stakeholders
- Compliance with regulatory standards
- New workflows
- Marketing strategies
- Enhancements/optimizations to electronic health record (EHR)

Results

Service Implementation Timeline

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<tr>
<td>• Environmental analysis</td>
<td>• Stakeholder engagement</td>
<td>• Approval of new CPA</td>
<td>• Approval of CPA Live in target clinics</td>
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<tr>
<td>• Stakeholder identification</td>
<td>• Development of new CPA</td>
<td>• Continued updates to credentialing</td>
<td>• Finalized workflow</td>
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<tr>
<td>• Project planning</td>
<td>• Updates to credentialing policy</td>
<td>• Creation of standard workflow</td>
<td>• Marketing strategies</td>
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<td>• Recruitment</td>
<td>• EHR optimizations</td>
<td>• Updates to documentation in EHR</td>
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CPA Development

- CPA Sections: disease state, therapeutics class of medications, ability to initiate/modify/refill/discontinue therapy, laboratory monitoring, guideline references

Marketing Strategies

- Patient brochure
- Clinician brochure
- Pharmacist introduction flyer
- Website
- Scripting
- Stakeholder engagement

Customer Evaluation

- Primary Endpoints:
  - Patient Referrals
  - Patient Experience

- Primary Continuity

<table>
<thead>
<tr>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
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<tr>
<td>309</td>
<td>135</td>
<td>11</td>
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<tr>
<td>163</td>
<td>70%</td>
<td>47%</td>
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Discussion

- Limited data is available in the pharmacy community about the implementation of pharmacists into specialty clinics
- This model has been proven to be successful and can be adapted to other health systems with specialty pharmacies
- The name of the dedicated ambulatory pharmacy clinic chosen was Medication Management Clinic (MMC) to tie in with national recommendations for reference to pharmacy services and to avoid confusion with the dispensing pharmacy
- The results of this model align with other reports showing that ambulatory care pharmacists can help decrease clinician burden and improve patient outcomes

Clinician Testimonials

- "The addition of the clinical pharmacist has been the best patient care improvement in my 30 years in practice."
- "Having a pharmacist is crucial in obtaining medication approval for these patients, negotiating insurance regulations, sites of service, and the proper medical monitoring required."
- "Pharmacists’ participation in our patient care has brought us to a new level of care. Experience navigating the complicated system of site of care and facility administration lends a new and important degree of comfort that our patients are being well cared for."
- "Relationship has eased the burden on our office staff, enhanced the difficult ordering process on Epic, and offered tremendous clinical benefits to our patients."

Barriers / Limitations

- Expanded integration of decentralized pharmacists into target practices has increased clinical continuity by 23% and number of pharmacists referrals exceeded target at 165%
- Clinicians have received pharmacists as vital members of the team

Conclusions

- Expanded integration of decentralized pharmacists into target practices has increased clinical continuity by 23% and number of referrals increased by 165%
- Clinicians have received pharmacists as vital members of the team
- Initial CPA development and implementation model was successful

References:
1. Autumn National Association of Specialty Pharmacy Conference. Virtual Viewing September 24, 2021

Journals of Managed Care & Specialty Pharmacy 2017 23:8, 810-820

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Future Directions

- Continued expansion into additional specialty disease state clinics and review of endpoints
- Integration of advanced pharmacy technician roles
- Continued optimization of workflow

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