

Fairview Pharmacy Services, LLC

Beyond Central Fill: How Central Services Improves Efficiencies and Expands Offerings

American Society for Automation in Pharmacy
2016 Midyear Conference
June 16–18 • Louisville, Ky. • www.asapnet.org • #ASAPMidyear

Disclosures

Kathy Paulsen is an employee of Fairview Pharmacy Services. The conflict of interest was resolved by peer review of the slide content. She declares no other conflicts of interest or financial interest in any product or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

Learning Objectives

Following this presentation, attendees should be able to:

1. Explain the benefits of using central services.
2. Describe what functions can be done centrally.
3. List keys to implementing successful central services.

Fairview Health Services provides a full continuum of health and medical services.

- Not-for-profit organization established in 1906
- Partner with the University of Minnesota since 1997
- 22,000+ employees
- 2,300 aligned physicians
- 7 hospitals/medical centers (1,602 staffed beds)
- 40+ primary care clinics
- 55+ specialty clinics
- 47 senior housing locations
- Home care, home medical and hospice
- Urgent care



2015 data

- 67,682 inpatient admissions
- 345,000 assigned/attributed lives
- \$3.9 billion total revenue

Comprehensive Portfolio of Pharmacy Services

Retail Pharmacies (36)

- Medical office buildings and clinics, University of MN hospital

Hospital Pharmacies (7)

Infusion Therapy (home and ambulatory service)

- Licensed pharmacy and home health agency w/regional coverage
- Clinical team: IV nurses, clinical pharmacists, dietitians
- Antibiotic therapy, TPN, oncology, pain management

On-site Infusion Pharmacies (5)

Specialty Pharmacy

Mail Service Pharmacy

Long Term Care/Assisted Living Pharmacy

Compounding Pharmacy

Central Packaging

Medication Therapy Management (MTM)

- 30+ clinics, multiple direct-to-employer and payer contracts

Fairview Clinical Trials Services

Anti-coagulation clinics (30)

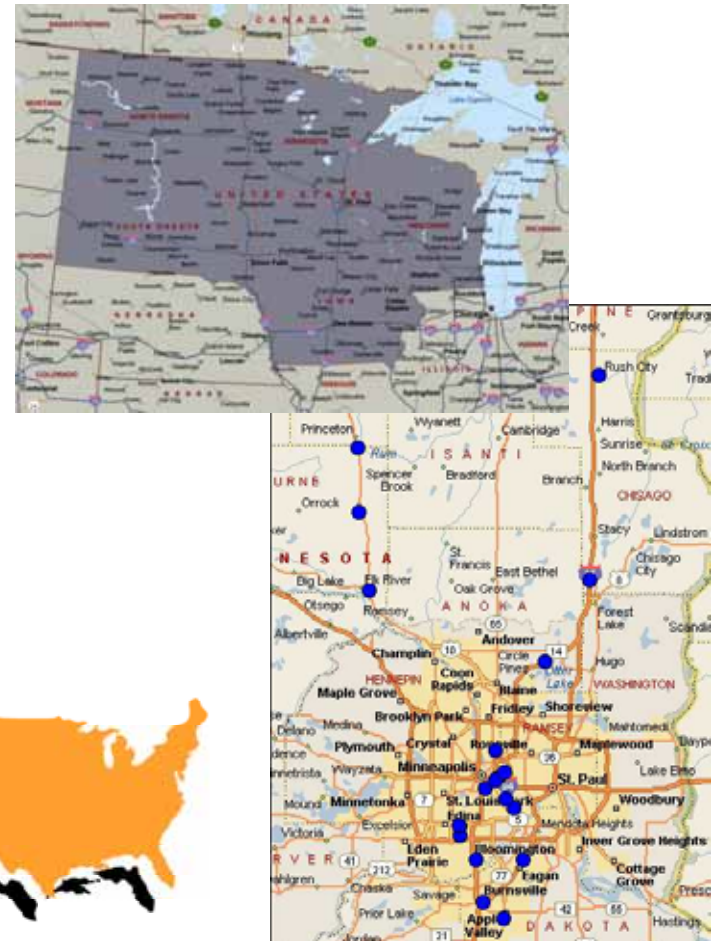
Wholesale pharmacy

Advanced Drug Therapy Program

ClearScriptSM pharmacy benefit management

Management oversight of UMMC Hemophilia Clinic

ExceleraRx

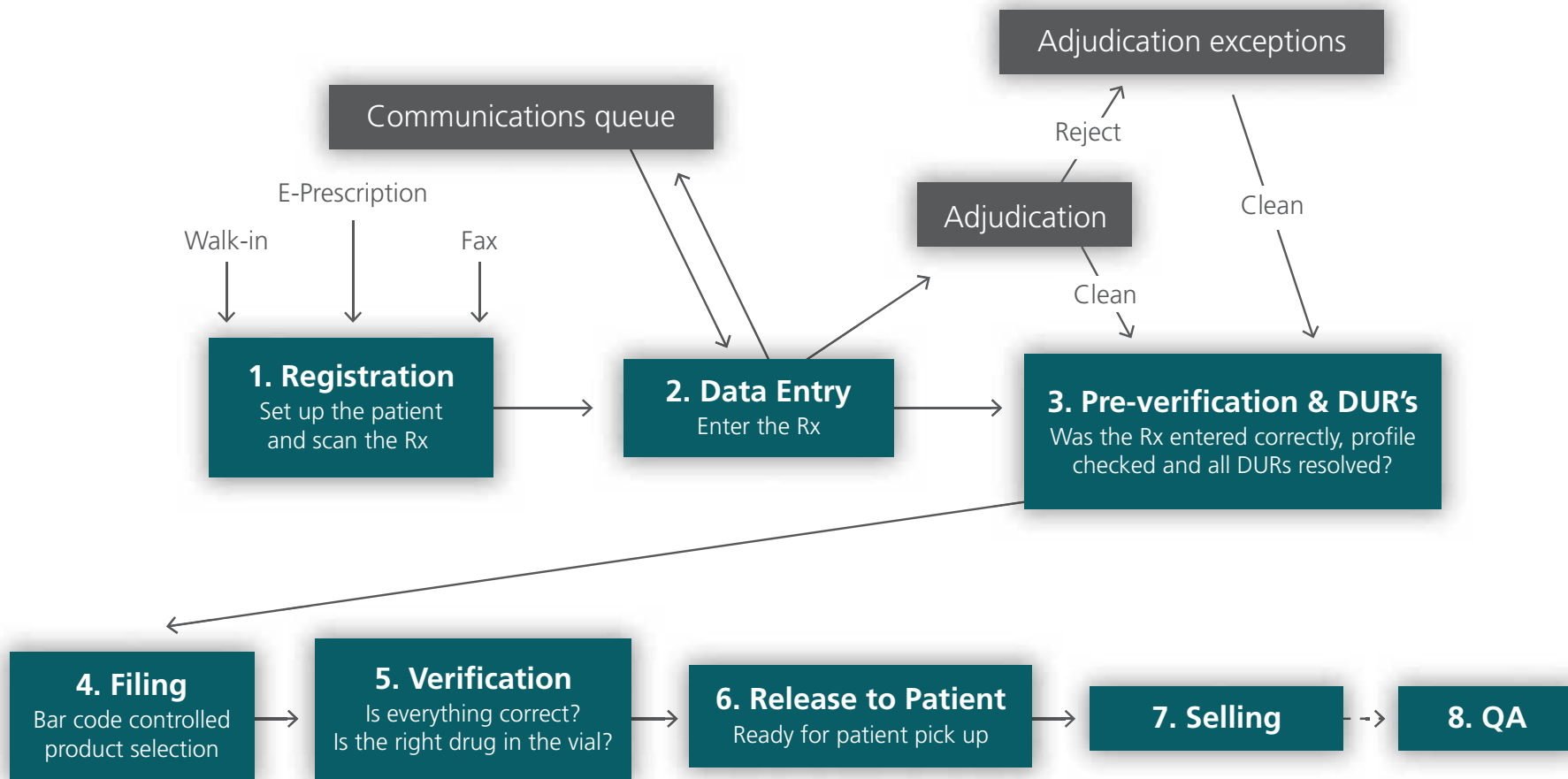


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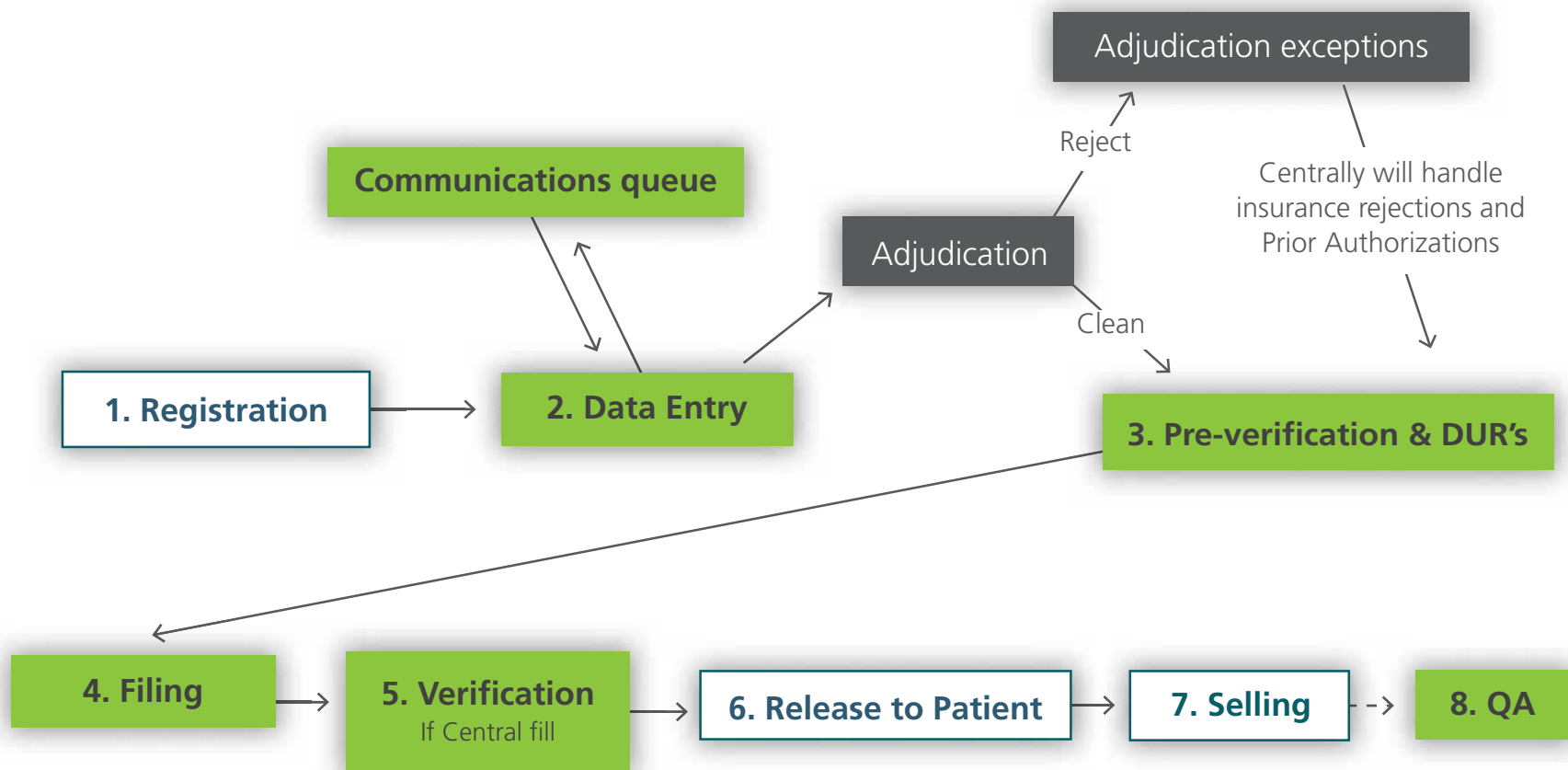
Work Flow



What Services can be done centrally?

- Central Fill
- Central Data Entry
- Adjudication management
- Pre-Verification and DURs of Prescriptions
- Quality Assurance Check
- Central Call Center

Work Flow



Why Central Services?

- Financial
- Clinical and Safety
- Expanded service offerings



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Why Central Services?

	RPh	Tech	Clerk	Clerk	CDE	CPV	CF
RX/8 hrs	FTE	FTE	FTE per day	Drive-up FTE per day	If % new > 55	If % new > 55	If % refill > 35
101-125	1+partial	1.5-2	0.5	1			x
101-125	1	1.5	0.5	1	x	x	x

Central Services Pharmacy

- The Pharmacy has been licensed and in operation for 3 years
- Employs 3 to 4 Pharmacists and 4 technicians
- Central Data Entry for 7 Retail Pharmacies – Technicians on average do data entry for 10,000 prescriptions per month
- Central Pre-Verification for 20 Retail Pharmacies – Pharmacists on average pre-verify 31,500 prescriptions per month

Central Services Pharmacy

- Central BP Goal Assessment calls and scheduling for 23 Retail Pharmacies
- Central Refill Authorization set-up and approvals for 15 Retail Pharmacies



Central Services Pharmacy



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Mail & Specialty Pharmacy

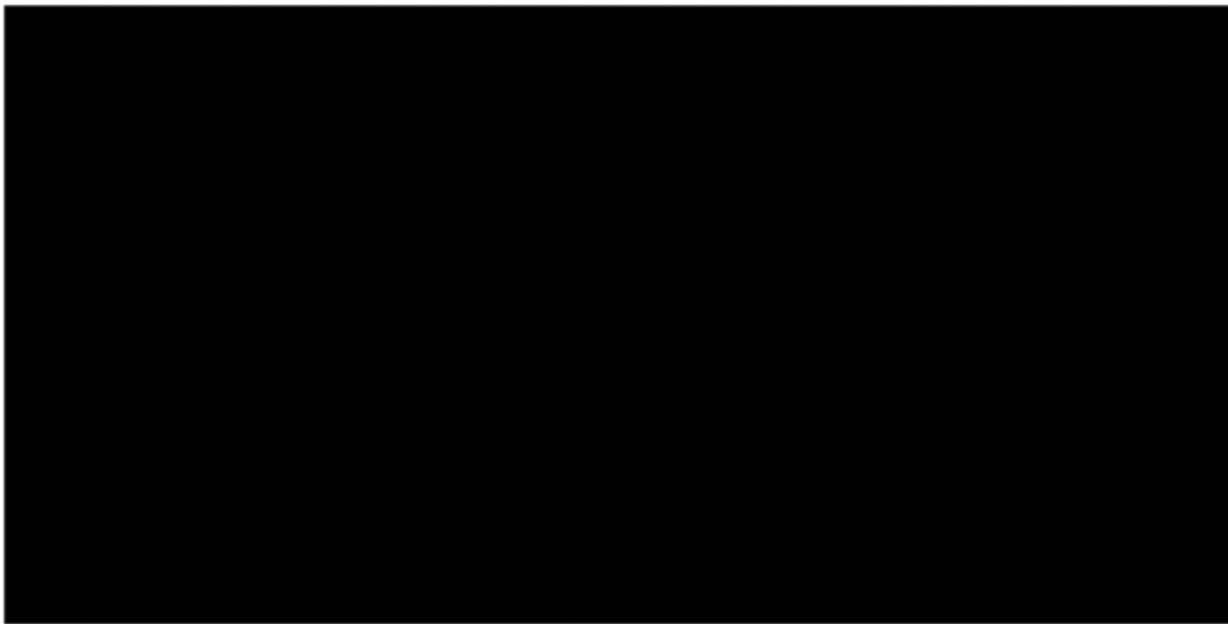
- The pharmacy has been in operation for over 13 years
- Employee 135 employees, includes clerks, technicians, nurses and pharmacists
- On average process 1,500-1,700 prescriptions a day
- Central fill for 18 retail sites – filling between 500-700 prescriptions on Mondays alone
- Serve customers in 50 states
- Not a typical Mail Order facility or Specialty pharmacy, as they handle complex specialty pharmacy medications as well as traditional mail order prescriptions for customers with chronic conditions and maintenance medications

Mail & Specialty Pharmacy

Call Center Stats

- 28 Phone Technicians
- 10 Call Center Pharmacists
- Technicians handle approximately 30,000 calls a month
- Each FTE handles approximately 1,030 calls a month

Central Fill Area



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Specialty Call Center



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Needed tools

- Software capability
- Central Facility
- Staff
- Defined processes/variances

Challenges

- Staff acceptance
- Patient education
- Potential duplication of services
- IT resources

Keys to our success

- Culture of innovation
- Dispensing system that supports this
- Advanced central infrastructure
- Strong IT resources
- Local Partners

Questions?

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