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# Exploring Practice Models: Clinical and Specialty Pharmacy



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# Disclosure

The following individuals report having no relevant conflicts of interest:

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# Learning Objectives

1. Describe various practice models for clinical pharmacists and their roles in specialty pharmacy
2. Apply the knowledge of different practice models to your own practice for implementation and/or adjustment
3. Describe the importance of an integrated clinical pharmacist

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# University of Texas Medical Branch



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# University of Texas Medical Branch

- Public academic health science center located in Galveston, TX
  - Satellite campuses: League City, Clear Lake, Angleton-Danbury
- Established in 1891
- Oldest medical school in Texas
- Specialty pharmacy operates within retail space—340B entity
- Systems:
  - Medical record: Epic
  - Pharmacy dispensing: Epic Willow Ambulatory



# Current Clinical Model

## Integrated Care Model

FTE: full-time employee  
PTE: part-time employee



### Retail Team

- 2 FTE and 1 PTE staff pharmacist
- 2 FTE technicians
- 5 FTE prior authorization technicians (PAT)
  - Each technician designated to a specific specialty



### Clinical Team

- 5 FTE clinical pharmacists
  - Gastroenterology/hepatology
  - Endocrine
  - Transplant
  - Dermatology/allergy
  - Rheumatology/neurology



# Timeline of UTMB Specialty Pharmacy

2020

Sept

Initiation of services with HCV clinic

Dec

Expansion into dermatology clinic

2021

May

Initiation of BPA in GI clinic

Nov

Developed PAT to help with financial assistance

2022

July

Implementation of Atlas

Aug

Clinical pharmacists starts in specialty clinics

2023

Jan

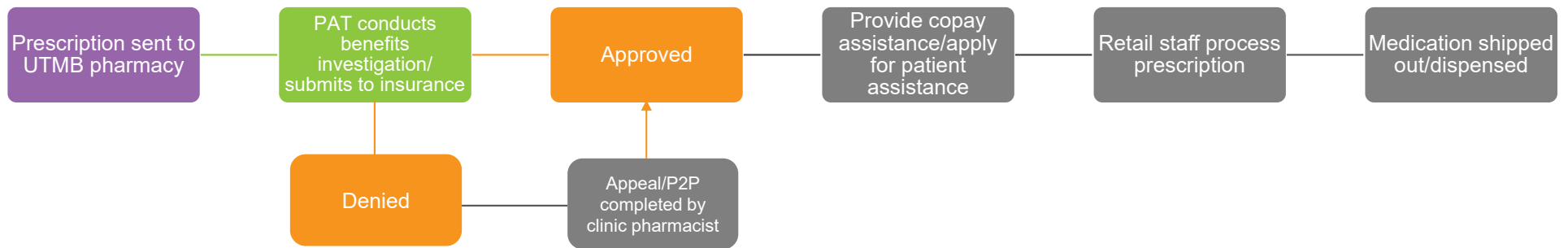
Expansion into more specialty clinics

BPA: best practice advisory pop-up in system





# Retail Team Responsibilities



## Additional responsibilities:

- Counsel new patients in specialty areas not currently covered by clinical pharmacist team
- Coordinate care and specialty drug access for patients
- Monthly refill call management
- Mail order delivery

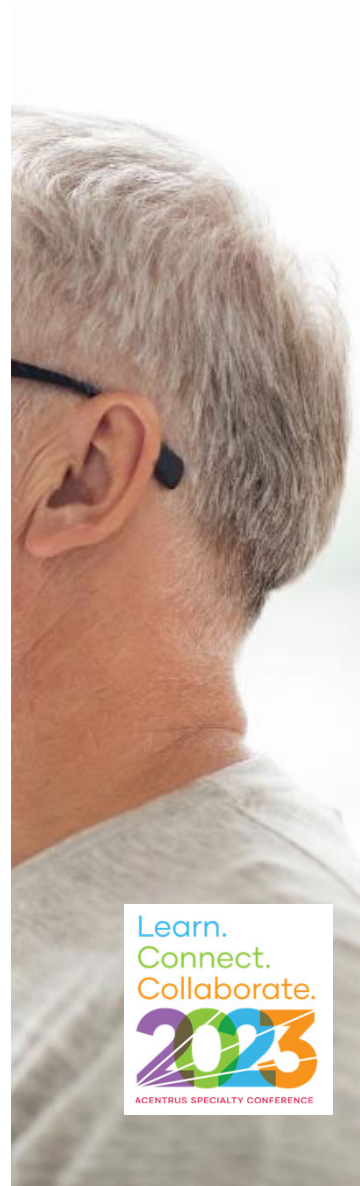
P2P: peer-to-peer

# Clarification of Specialty Meds

**High cost, complex (often requires prior authorizations), and/or requires special handling**

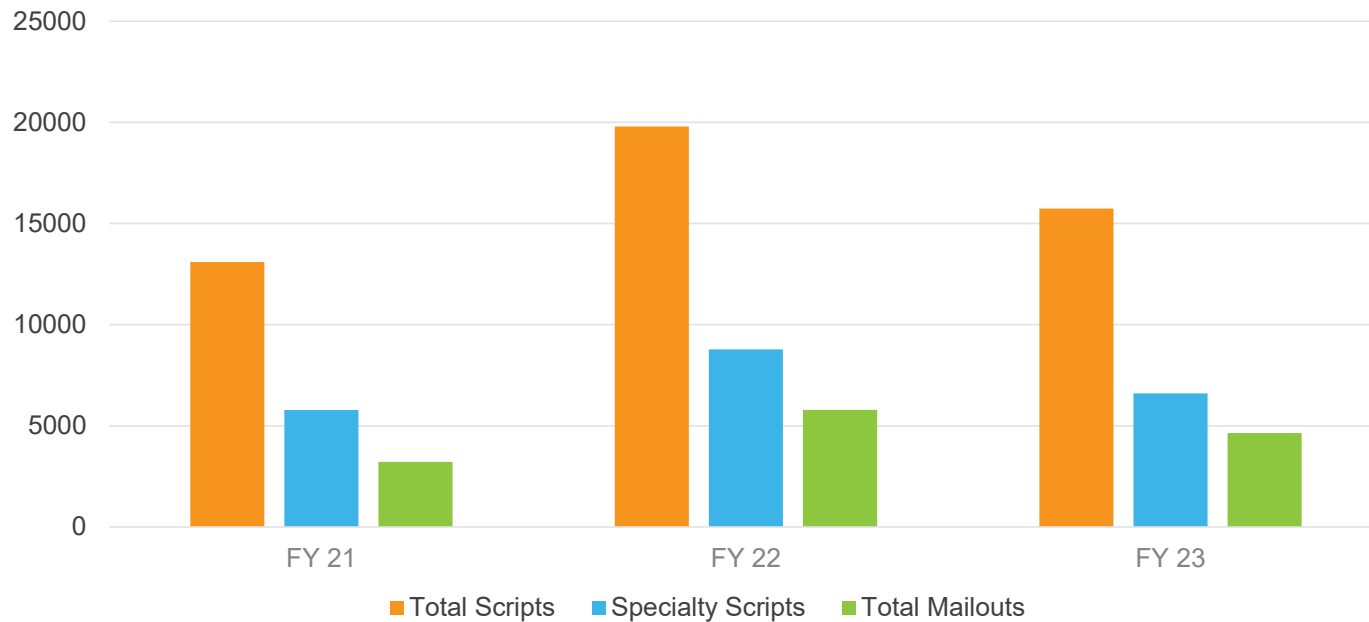
## **Examples**

- Hepatitis C medications (e.g., MAVYRET, EPCLUSA)
- Oral oncology medications (e.g., VERZENIO, ZYTIGA)
- Immunosuppressive biologics (e.g., COSENTYX, SKYRIZI)
- Gastrointestinal medications (e.g., MOVANTIK, XIFAXAN)
- Transplant medications (e.g., ENVARSUS, CRESEMBA)



# Specialty Pharmacy Growth

## UTMB Specialty Pharmacy Growth Year over Year

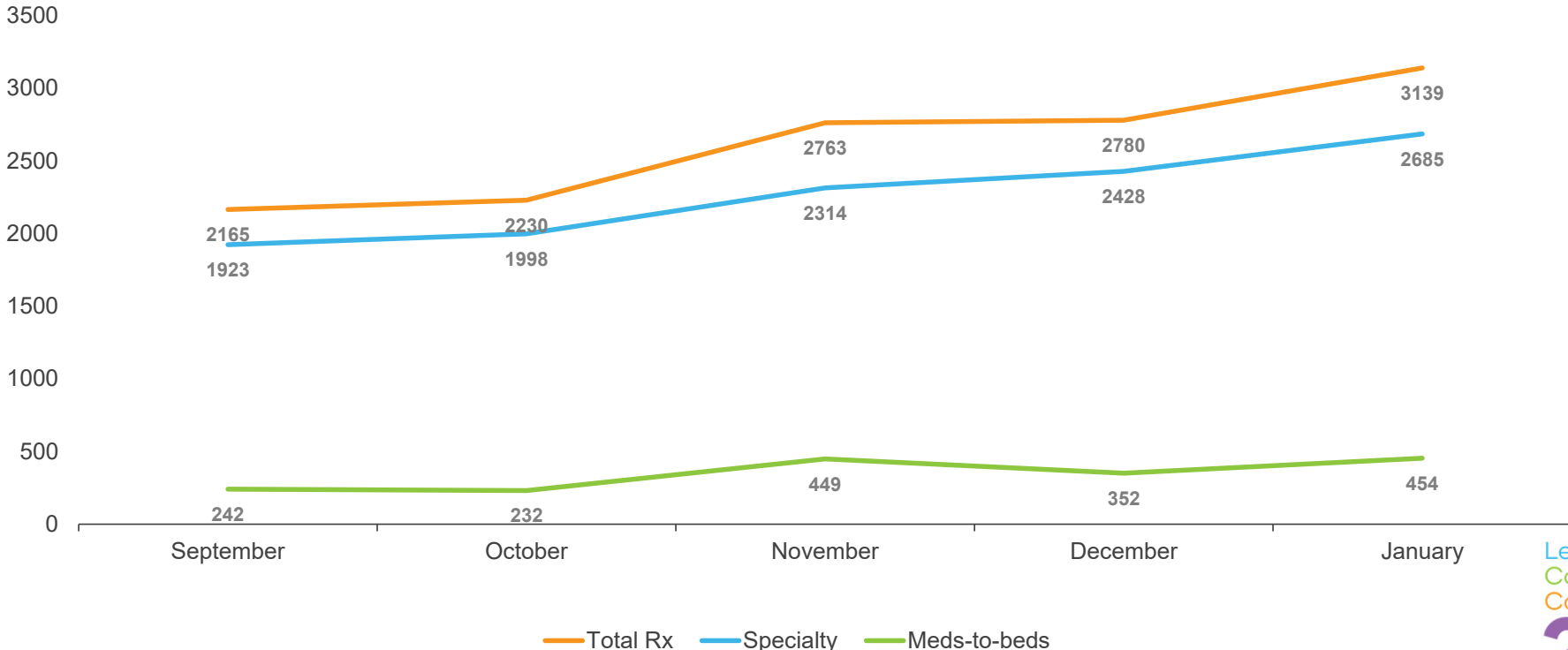


FY23 data is Sep 22 – Jan 23



# Specialty Pharmacy Growth

## FY 23 UTMB Specialty Pharmacy Rx Volume by Service



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# Clinical Team Responsibilities



Medical  
Education



Initial  
Assessment



Injection Device  
Teaching



Reassessment



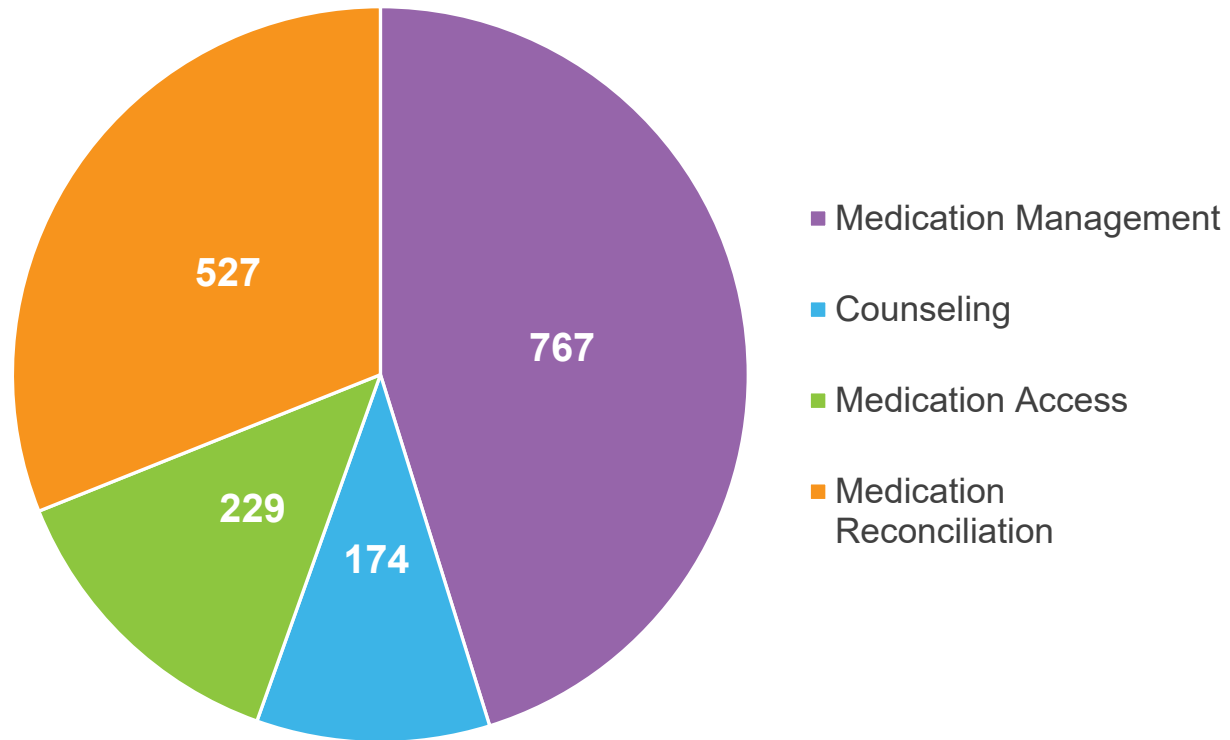
Appeals/P2P

## Additional duties

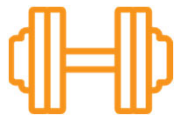
- Medication reconciliation
- Act as a liaison between clinic and pharmacy or infusion center
- Drug information questions
- Provide education/in-services to clinic staff

# Clinical Interventions

Oct 22 – Jan 23



# Current Challenges and Future Opportunities

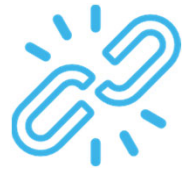


## STRENGTHS

- Direct access to EHR and providers
- Clinical pharmacists embedded in clinics
- PAT to help with financial assistance
- 340B pricing to help with margin



## WEAKNESSES



- Limited capacity in fulfillment center
- No active patient therapy management tool
- Low capture rate in certain specialty clinics
- Operational staffing model



## OPPORTUNITIES

- Integrating Epic with delivery service
- Specialty accreditation
- Expanding into other specialty clinics
- Marketing and growing business
- Employee prescription opportunity

## THREATS



- 340B restrictions
- PBM network restrictions
- LDD access
- Market competition







# UF Health Jacksonville



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# UF Health Jacksonville

## UF Health academic health center

- 5 not-for-profit medical centers in Jacksonville, Gainesville, and Central Florida
- Colleges of Dentistry, Medicine, Nursing, Pharmacy, Public Health and Health Professions, and Veterinary Medicine

## UF Health Jacksonville

- Private, not-for-profit hospital affiliated with the University of Florida
  - 695-beds including UF Health Jacksonville – North
- Department of Pharmacy
  - Approximately 200 FTEs
  - Inpatient, ambulatory/specialty, central, therapeutic policy (i.e., drug information center)
  - 80% of pharmacists are board certified



# Ambulatory and Specialty Pharmacy Model

- One ambulatory pharmacy for UF Health Jacksonville—340B entity
- Specialty pharmacy operates within retail space/same NPI
- Systems: medical record = Epic (custom-made specialty documentation), pharmacy dispensing = Epic Willow Ambulatory (previously EnterpriseRx)
- FTEs
  - Manager, Ambulatory Care and Specialty Pharmacy Services
  - Supervisor, Ambulatory and Specialty
  - 2 pharmacy analysts

## Ambulatory (Retail)

- **Pharmacists**
  - 4 core pharmacists
  - 10 clinical pharmacists in primary care/specialized clinics
- **Technicians: 18**

## Specialty Pharmacy

- **Pharmacists:** 6 clinical pharmacists blended in specialty clinics
- **Technicians:** 3 specialty technicians dedicated to Patient Management Program

# UF Health Pharmacy—Jacksonville

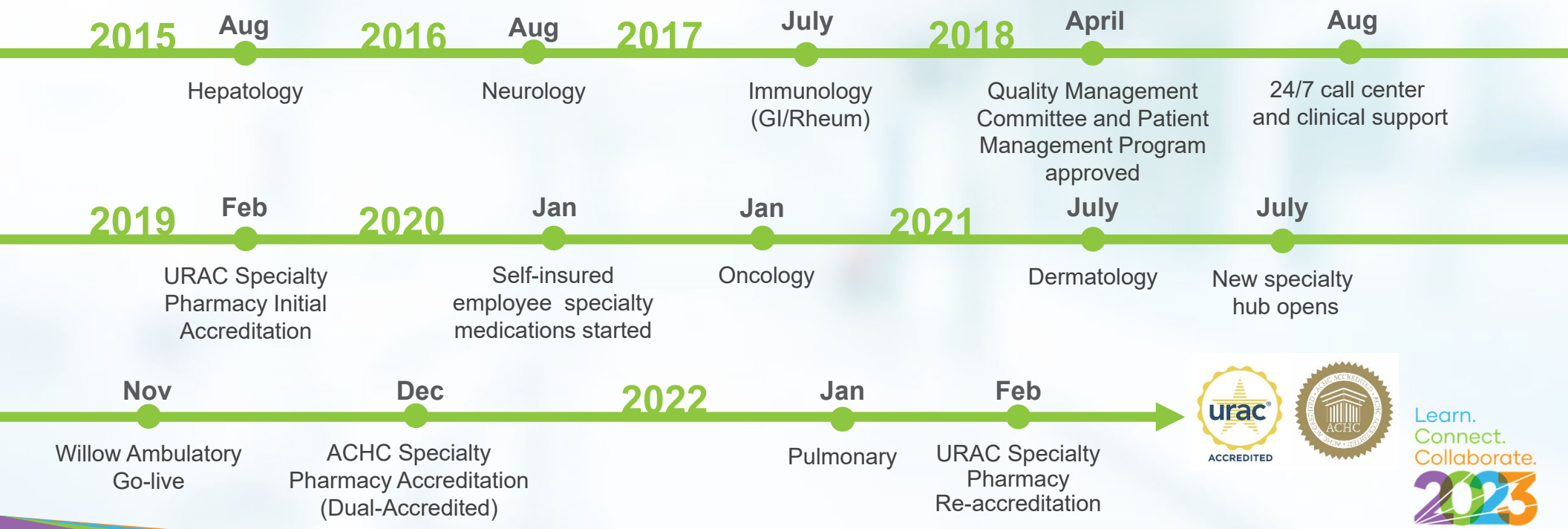
## Blended model—sample specialty pharmacist schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	Admin	<b>Clinic</b> Pulmonary OR Rheumatology	Admin	Staffing in pharmacy	Admin
PM	<b>Clinic</b> Pulmonary	<b>Clinic</b> Pulmonary OR Gastroenterology	<b>Clinic</b> Gastroenterology	Staffing in pharmacy	Admin

- **Embedded pharmacists** in hepatology, gastroenterology, neurology, pulmonology, and rheumatology
  - Cross coverage in all clinics
- **Pharmacist liaison** in dermatology
- **Pharmacist collaboration** with oncology pharmacists (part of inpatient operations)
- **All specialty clinical pharmacists:** Initiations, reassessments, clinical questions
- **Centralized** specialty pharmacy technicians (calls, refills, delivery coordination)



# UF Health Pharmacy—Jacksonville Specialty Pharmacy Timeline



# Specialty Medication—Definition

## Patient Management Program (PMP) only

- List of medications within accredited programs
  - Hepatology
  - Gastroenterology
  - Neurology
  - Oncology
  - Pulmonology
  - Rheumatology
- Specialty Medication Management subcommittee
  - Monthly meetings to discuss medication access and assess medication list for modifications
- Non-PMP medications are encompassed within the retail pharmacy

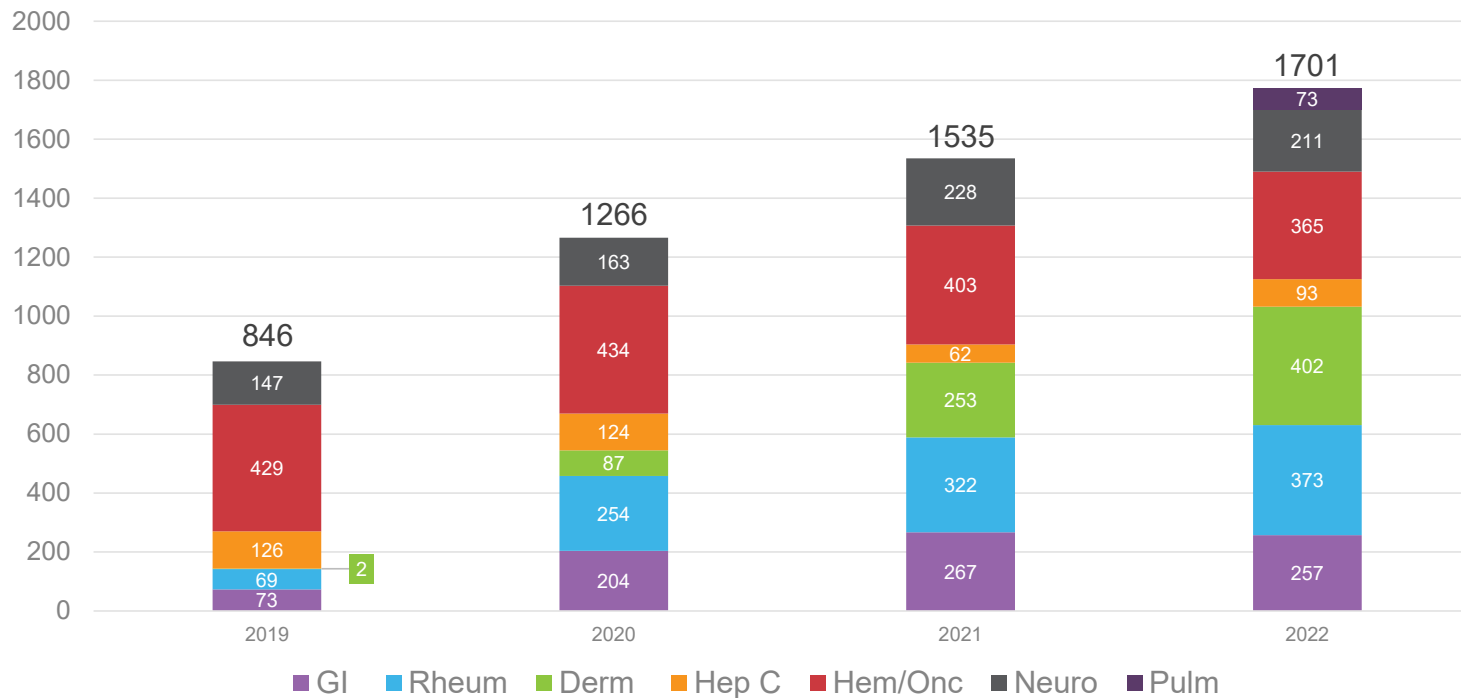
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# UF Health Pharmacy—Jacksonville 2022 Specialty Pharmacy Volume

PMP Prescriptions Sold



Year	Annual retail pharmacy transactions	Percentage of PMP transactions compared to retail
2019	187,514	0.45%
2020	163,161	0.77%
2021	130,916	1.17%
2022	110,965	1.53%





# UF Health Pharmacy—Jacksonville 2022 Specialty Pharmacy Quality Metrics



## Call Statistics

- 0.9% average abandonment rate
- 94.6% answered within 30 seconds or less



## Satisfaction Surveys

- 100% of patients rated overall experience as “Excellent”
- 100% of prescribers rated overall patient service experience as a 4 or 5 (on 5-point scale)



## Financial Benefit

- Zero payer audit takebacks on specialty medications
- Over \$1 million provided in copay assistance



## Outcomes

- 96% of patients have ≥80% adherence rate
- 99% of patients agree that PMP has improved health-related quality of life
- 1.4-day average turnaround time



# UAB Medicine



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# UAB Medicine

## UAB Hospital

- Nonprofit organization located in Birmingham, AL
- Eighth largest hospital in the nation, with 1,207 beds

## UAB Department of Pharmacy

- More than 500 FTEs
  - Acute care
  - Ambulatory
    - Retail
    - Specialty pharmacy services (SPS)
    - Infusion therapy
  - Therapeutic policy management
  - Pharmacy informatics

# UAB Specialty/Retail Pharmacy Services

Two outpatient retail pharmacies providing care for SPS

## Systems in use:

- Electronic medical records—Cerner
- Clinical data system—Therigy
- Pharmacy dispensing—EnterpriseRx

## Total FTEs—127

- Specialty
  - Pharmacists—34
  - Patient care coordinators (PCCs)—40
- Retail
  - Pharmacists—18
  - Technicians—35

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# UAB SPS Practice Model

**Two business offices: each connects to a retail pharmacy and allows for SPS operations**

**SPS staff: dedicated to specific disease states with pharmacists integrated into the clinics**

## **Clinical pharmacist services:**

- Patient education
- Side effect mitigation and management
- Clinical assessments and reassessments
- 24/7 availability for clinical questions
- Payor appeals
- Peer-to-peer assistance

## Clinics with Embedded Resources

**Inflammatory bowel disease**

**Rheumatology**

**Cystic fibrosis/pulmonology**

**Hematology/oncology**

**Sickle cell**

**Neurology**

**Hepatology**

**Dermatology**

**Multi-Clinic: ENT, cardiology, urology**

# UAB SPS Timeline



**2015**

Specialty pharmacy services established in:

- Hepatology
- Hematology/Oncology
- Rheumatology



**2016**

**GI Movement Disorders**



**2017**

**Cystic Fibrosis Pulmonology**

*URAC Specialty Pharmacy accreditation Expires 10/01/2023*



**2019**

**Epilepsy Migraine**

*ACHC Specialty Pharmacy accreditation*



**2020**

**Sickle Cell**



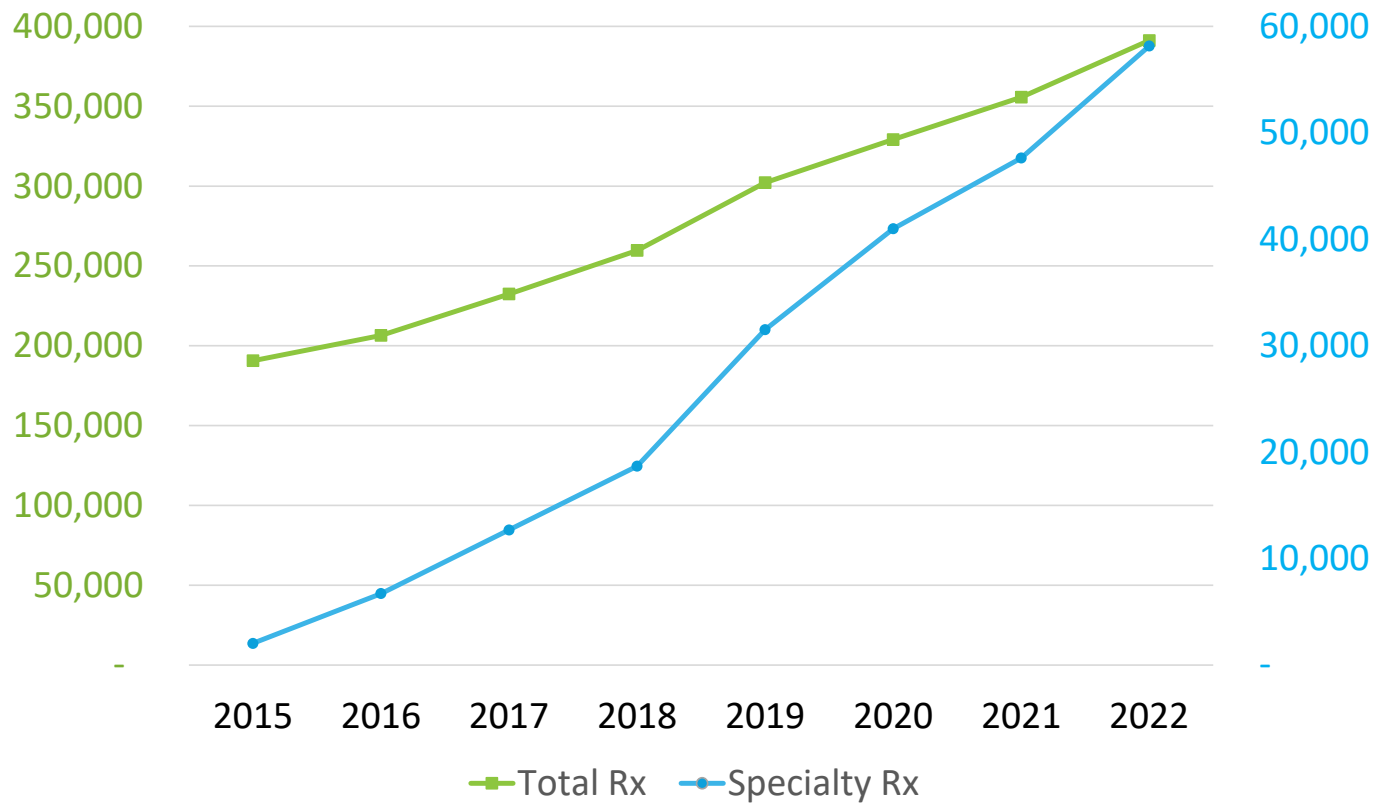
**2021**

**Multi-Clinic: ENT Cardiology Urology**



**2022**

# UAB Retail and SPS Prescription Volume





# Integrated Clinical Pharmacist

## Benefits of integration:

- Patient facing to establish and maintain relationships
- Enhances the continuum of care
- Improves patient outcomes/satisfaction
- Promotes adaptability
- Increases prescription capture



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# Patient Experience Testimonials

From UTMB, UF Health Jacksonville, and UAB

“

Dr. Patel at UTMB is one of the most thorough pharmacists I have ever had. She is the first person who took time to review all my medications and explain things to me. She calls me every few weeks to follow up and ensure everything is going well. I appreciate her!

“

At this point, I truly consider Chonita not only to be the best Pharm Tech I've ever encountered in or out of UF, but also my friend, and we've never even met face to face!

“

I have used 2 other specialty pharmacies before switching to UAB and this has been a dream. I spent over 40 hours a month trying to work with the other pharmacies and UAB is so easy and quick. I have already referred a friend to them!



# Questions

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