

## Providing 340B Medications and Incorporating Clinical Pharmacy Services

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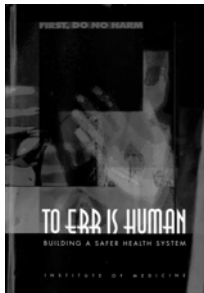
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## Institute of Medicine Findings on Patient Safety and Errors



- Medication Errors are Most Common
- Injure 1.5 Million People Annually
- Cost Billions Annually

*“...for every dollar spent on ambulatory medications, another dollar is spent to treat new health problems caused by the medication.”*

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## What is HRSA?

- **Health Resources and Services Administration**
  - Department of Health and Human Services for development of Safety Net Organizations
  - Increase access to health care services for those patients who are medically underserved
    - Uninsured/underinsured
    - Rural/poor urban areas
    - Special health care needs

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## Office of Pharmacy Affairs

- Component of HRSA
- Administer 340B pricing program
- Development of innovative pharmacy services
- Serves as a federal resource about pharmacy

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## Introduction to 340B

- **How can I become a provider of 340B medications?**
  - Locate a covered entity in your area
    - <http://openet.hrsa.gov/opa/CE/CEExtract.aspx>
  - Identify prescriptions which patients may benefit from 340B pricing
  - Offer to provide contract pharmacy services

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## Introduction to 340B

- **What are my resources?**
  - The Office of Pharmacy Affairs
    - <http://opanel.hrsa.gov/opa/Login/MainMenu.aspx>
  - Pharmacy Services Support Center
    - <http://pssc.aphanet.org/>
  - 340B Prime Vendor Program
    - <https://www.340bpvp.com/public/>

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## Optimization of Medication Access Program (340B)

- **Revenue**
  - Leverage 3<sup>rd</sup> party payer opportunities
  - Verify with state Medicaid to avoid duplicate discounting
- **Cost Avoidance**
  - Leverage Patient Assistance Programs

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## Optimization of Medication Access Program (340B)

- **Cost Management**
  - Formulary management tools
  - P&T Meetings
  - Provider Education
  - Therapeutic interchange
  - Monitoring of pharmacy reports

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## 340B Help Guides

- **The Public Health Service (PHS) Section 340B Drug Pricing Program In Basic Language**
  - [http://pssc.aphanet.org/pdfs/340b\\_handbook.pdf](http://pssc.aphanet.org/pdfs/340b_handbook.pdf)
- **Bridge to 340B Comprehensive Pharmacy Services Solutions in Underserved Populations**
  - [http://pssc.aphanet.org/documents/bridge-340B\\_001.pdf](http://pssc.aphanet.org/documents/bridge-340B_001.pdf)
- **Principles of a Sound Formulary System**
  - <http://www.usp.org/pdf/EN/patientSafety/pSafetyStandardFormPrinc.pdf>

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## Why Should Someone Pay More?

- **Reinforcement**
  - Pharmacy has the most opportunities
- **Responsibility**
  - Ours is to take advantage of opportunities
- **Education**
  - Medication Therapy Management
- **Expectation of Value**

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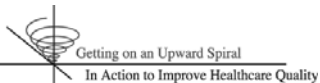
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## HRSA PATIENT SAFETY AND CLINICAL PHARMACY SERVICES COLLABORATIVE



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## Why a Patient Safety & Clinical Pharmacy Collaborative?

*“The [Senate Appropriations] Committee further encourages HRSA to establish a pharmacy collaborative to identify and implement best practices, which may improve patient care by establishing the pharmacist as an integral part of a patient-centered, interprofessional health care team.”*

2007 & 2008 Senate Appropriations Committee Reports  
Encourage Pharmacy Collaborative.

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## Patient Safety & Clinical Pharmacy Collaborative Goals

- **Improve Health Outcomes and Patient Safety**
  - Improvement in patient health outcomes and quality of care
  - Fewer errors, fewer injuries, less harm
  - Increased compliance w/ NQF guidelines
  - Implementing effective patient safety principles and clinical pharmacy services

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## Patient Safety & Clinical Pharmacy Collaborative Goals

- **Increase High Quality, Cost-Effective Pharmacy Services**
  - Optimal utilization of clinical pharmacists and clinical pharmacy services across multiple providers of care
  - Maximizing and enhancing medication use management

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## What's In It for Me?

- Join a learning community to share and test ideas focused on patient-centered care.
- Maximize communication and collaboration across multidisciplinary team with a focus on medication management and patient-centered care.
- Partner with local and national organizations committed to improving safety-net health care delivery.
- Enhance leadership role on this IOM quality priority

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## What's In It for Me?

- Facilitate technical assistance on improving patient safety, pharmacy services and health outcomes
- Develop expertise and capacity in training on the collaborative model
- Quality improvement strategies
- Engage partners and enhance collaboration across patient service delivery continuum

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## Key Benefits

- It's the Right Thing to Do for the Patients We Serve
  - Safer
  - More and improved Clinical Pharmacy Services
  - Improved Health Outcomes
- Builds on and Takes Prior Experience to a New Level
  - Works across organizations in a community
  - Goes beyond improvements in one disease state

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## Key Benefits of Team Participation in the PSPC

- Reduces Inappropriate Use of Polypharmacy
  - Creates Pharmacy Home
  - Improves Medication Management
- Reduces/Manages Risk
- Will Help Create New Partnerships & Synergies Across Provider Organizations
- Chance to Be A Part of a Major National Movement in a Rewarding All Teach, All Learn Environment

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## What can I do to participate?

1. Generate an idea utilizing PSPC Change Package
2. Engage senior leader support
3. Develop a team
4. Align with other community partners who care for the same patients

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## What can I do to participate?

1. Plan-Do-Study-Act (PDSA)
2. Measure and track progress
3. Test improvement opportunities
4. Share successes and leanings
5. Implement evidence-based improvements

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## Change Package

- [ftp://ftp.hrsa.gov/patientsafety/PSPC\\_Change\\_Package.pdf](ftp://ftp.hrsa.gov/patientsafety/PSPC_Change_Package.pdf)
  - **Leadership Commitment**
    - Foster a culture of quality and safety
  - **Measurable Improvement**
    - Collection and evaluation of outcomes
  - **Integrated Care Delivery**
    - Develop multi-professional teams and introduction of Clinical Pharmacy Services
  - **Safe Medication Use Systems**
    - Adverse Drug Reaction Monitoring
  - **Patient Centered Care**
    - Engaging patients in safe medication use and self management

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## Clinical Pharmacy Service Elements

- Medication Access Service
- Patient Counseling
- Preventative Care
- Drug Information Services to Patients
- Medication Reconciliation Services

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## Clinical Pharmacy Services Elements

- Provider Education
- Retrospective Drug Utilization Review
- Medication Therapy Management
- Disease State Management
- Prospective Chart Review and Provider Education

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## Prevented Adverse Drug Events and Adverse Drug Events

- Tracking events which may have the potential for patient harm and those events which result in patient harm
  - Dose too high/too low
  - Drug Interactions
  - Side effects
  - Need for additional medication
  - Need for physician visit/ER/hospitalization

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## Engage Senior Leaders

- Value of Clinical Pharmacy Services
  - Direct Revenue
    - Payment for Services
  - Indirect Revenue
    - Increase in Adherence
    - Increase in Drug Utilization
    - Formulary Management
  - Patient Satisfaction and Loyalty

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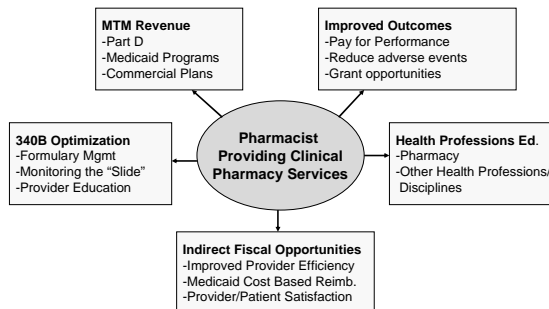
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## Finding the Value in MTM




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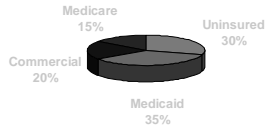
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## Direct Revenue Opportunities

Potential Entity Payer Distribution



Medicare Part D	Medicaid	Commercial Payers	Self Pay
Community Care Rx United Healthcare Humana BC/BS Regional Plans	FL, IA, MN, MO, MS, NC, WI, UT	FFS Incident-to Shared visits	Co-Pays

\*More information is available regarding payment sources for clinical pharmacy services within the business planning tool.

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## What do teams look like?

- Pharmacists/Pharmacies
- Nurses
- Physicians/primary care clinicians
- QI staff
- Administrators/Senior Leaders
- Community Hospitals
- Colleges of Pharmacy

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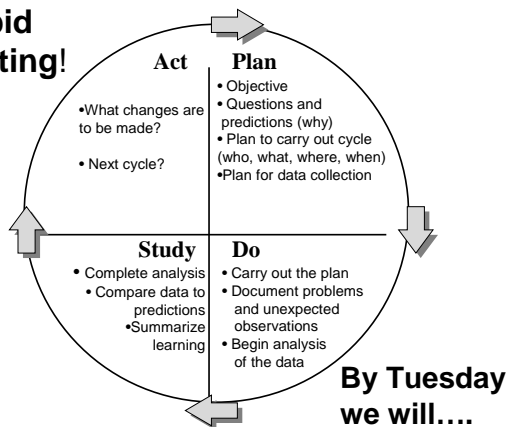
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## Rapid Testing!




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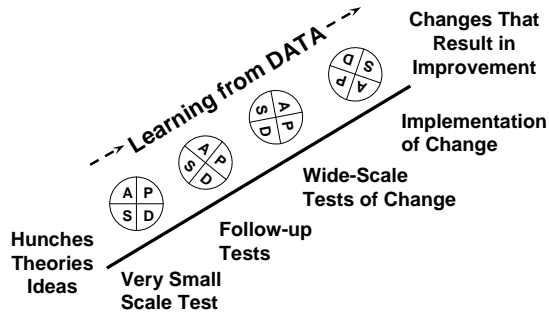
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## One Cycle of Tests...



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## Measure and Track

- Regular review
  - Staff meetings
  - Message boards
- Share and celebrate success
- Learn from set backs
- Implement evidence based improvements

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## Additional Information

- Participation Package available online at [www.hrsa.gov/patientsafety](http://www.hrsa.gov/patientsafety)
- Email questions to: [patientsafety@hrsa.gov](mailto:patientsafety@hrsa.gov)
- Additional information:  
[www.hrsa.gov/patientsafety](http://www.hrsa.gov/patientsafety)  
[www.healthdisparities.net](http://www.healthdisparities.net)

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## Resources

- Team Plenary from PSPC LS3 HRSA  
May 6<sup>th</sup> 09 [www.healthdisparities.net](http://www.healthdisparities.net)
- [www.hrsa.gov](http://www.hrsa.gov)
- <http://pssc.aphanet.org/default.htm>
- <http://www.hrsa.gov/opa/>

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