

Pharmacy Accreditation in a Changing World: URAC's Perspective

Heather Bonome, PharmD, Director of Pharmacy
Jennifer Richards, PharmD, JD, Product Development Principal

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Before We Get Started



Message Nick Davis for any ***tech issues***



Use the chat box for ***questions*** and to ***introduce yourself***



Explore ***resources*** we'll share in the chat box

Welcome

Agenda for Today

Welcome and
Introductions

About URAC

Specialty
Pharmacy
Revisions

Pharmacy
Services
Accreditation

Measures

Questions

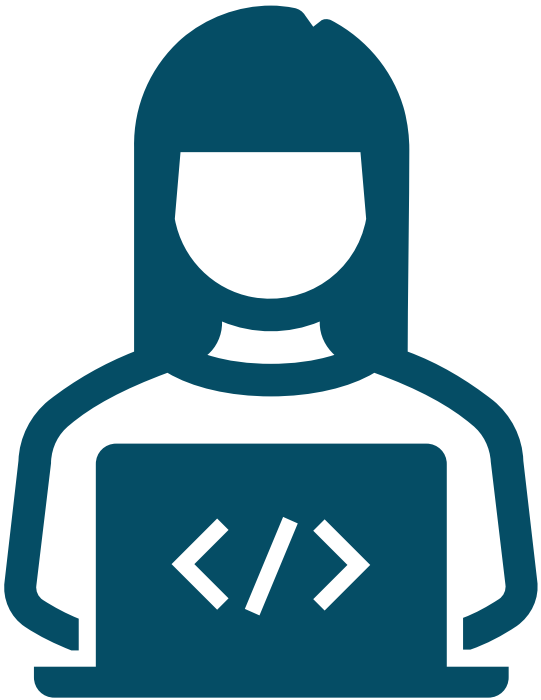


Heather Bonome, PharmD
Director of Pharmacy



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Product Development Principal

Today's Presenters



Who's Here Today

What type of
organization do
you represent?

What is your
organization's
relationship to
URAC?

About URAC



- Founded in 1990
- Non profit
- Independent
- Validates quality throughout the health care landscape



About URAC



Our Clients

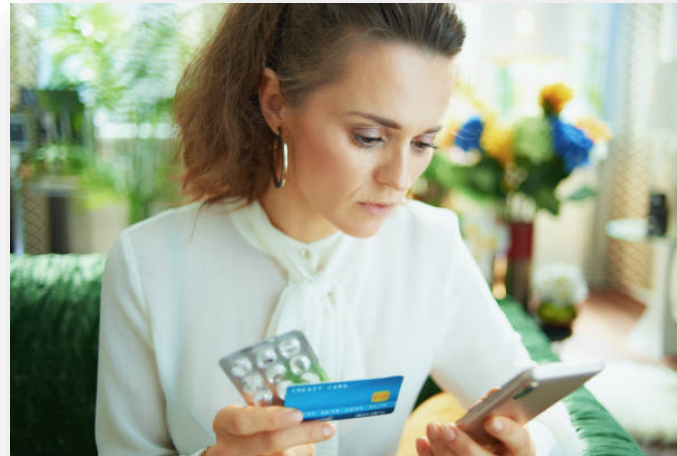
Specialty Pharmacies
Community Pharmacies
Mail Service Pharmacies
Infusion Pharmacies
Vaccine Providers
Hospitals
Health Plans
Telehealth Providers
Utilization Management
Credentials Verification
Health Websites

Leader in Specialty Pharmacy Accreditation



URAC's Pharmacy Programs and Supplemental Designations

- Infusion Pharmacy Accreditation
- Medicare Home Infusion Therapy Supplier Accreditation
- Mail Service Pharmacy Accreditation*
- Pharmacy Benefit Management Accreditation
- Pharmacy Services Accreditation (chose up to four modules)
 - Community Dispensing
 - Drug Therapy Management
 - Point of Care Testing
 - Vaccine Administration
- Specialty Pharmacy Accreditation*
- Specialty Physician Practice Dispensing Accreditation
- Specialty Pharmacy Services
- Workers' Compensation Pharmacy Benefit Management Accreditation



Supplemental Designations

- Rare Disease Center of Excellence
- Opioid Stewardship
- Measurement-Based Care
- Integrated Behavioral Health
- Transitions of Care

* Denotes program is available for small pharmacies

Continuous Growth to Meet the Needs of Clients



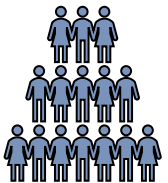
How We Continue to Grow

Streamlining Standards
Increasing Partnerships
Shortening Review Timelines
New Accreditation, Certification, and Designation Programs



What We've Added

Affordable pricing
Additional client educational tools
Offerings for smaller organizations
Increased "free" education and training



Foundational Principles

Educational approach to reviews
Independent: No consulting services
Reviewers are URAC-employed clinicians
High-quality standards developed by experts in the field

Accreditation: Meeting the Industry's Needs

Specialty Pharmacy Accreditation

- Revision including associated programs

Pharmacy Services Accreditation

- Launch of modular accreditation

Pharmacy Measures Reporting

- Leading quality improvement through measurement

URAC Specialty Pharmacy Program Revision

SPP and Associated Programs

URAC Specialty Pharmacy Accreditation Program

2008

+500

v4.0

Hospital and Health System Specialty Pharmacies remain
the fastest growing segment for new accreditations

Payers and manufacturers have recognized the value of
accreditation and often require SPP Accreditation for network
participation or access to limited distribution drugs

URAC Specialty Pharmacy Accreditation Requirements

Foundational Focus Areas

Risk
Management

Consumer
Protection and
Empowerment

Operations and
Infrastructure

Performance
Monitoring and
Improvement

Program Focus Areas

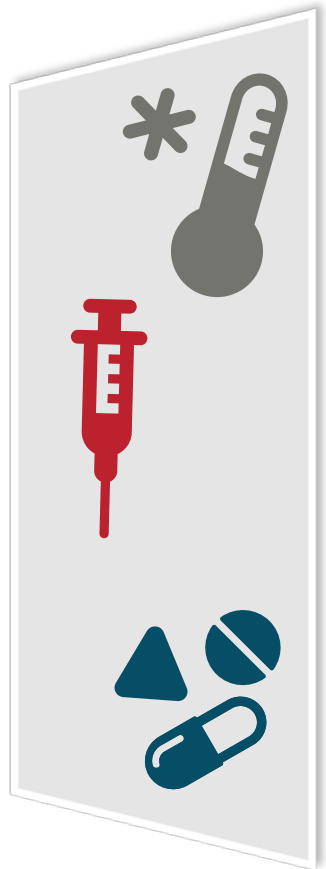
Pharmacy
Operations

Product
Handling and
Security

Patient Service
and
Communication

Reporting
Performance
Measures

Patient
Management



Specialty Pharmacy Program v4.0: 2019 Release Key Updates

Streamlined and
clarified standard
language

Expanded
temperature
management during
distribution
requirements

Clinical protocols
must be specific to
drug and disease
state

Goals of therapy
incorporated into
clinical assessments



Programs Included in 2022 Revision

Specialty Pharmacy Accreditation v4.0

• Specialty Pharmacy Accreditation v5.0

Mail Service Pharmacy Accreditation v4.0

• Mail Service Accreditation v5.0

Specialty Pharmacy Services
Accreditation v1.0

• Specialty Pharmacy Services Accreditation v2.0

Specialty Physician Practice Dispensing
Accreditation v1.0

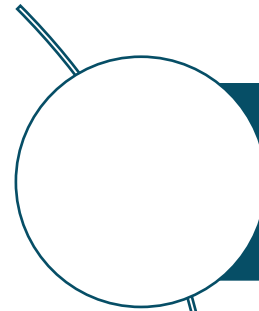
• Specialty Physician Practice Dispensing Accreditation v2.0

Rare Disease Pharmacy Center of
Excellence Designation v2.0

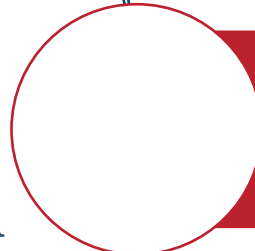
• Rare Disease Pharmacy Center of Excellence Designation v3.0

Revisions Defined

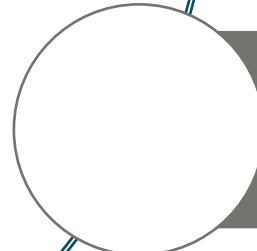
- Specialty Pharmacy (SPP) will be the main program revised
- All other programs will be ancillary to this program



Mail Service Pharmacy [MSP] will focus on the distribution components incorporated into SPP

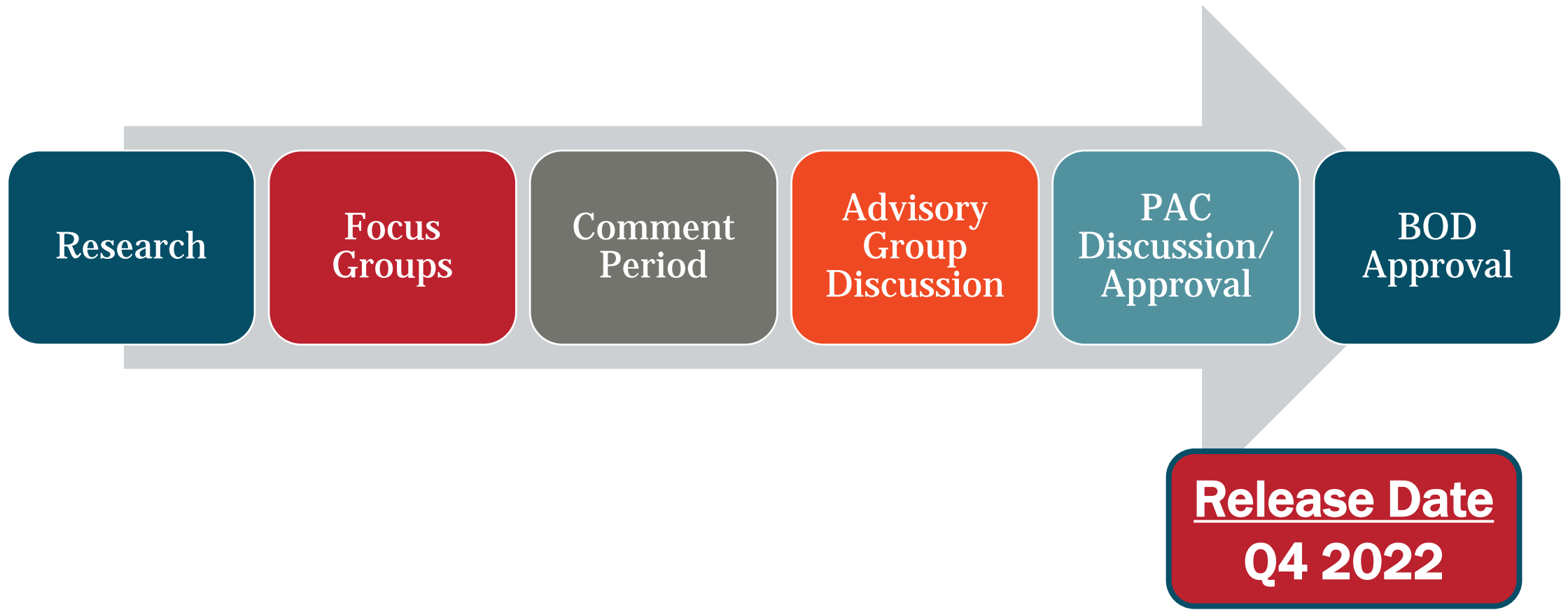


Specialty Pharmacy Services [SPS] will focus on the patient management components incorporated into SPP



Specialty Physician Practice Dispensing will shift the scope to the physician practice that dispense specialty medications

Development Process



Restructuring Plans (subject to change)

Core 4.0

- Foundational Focus Areas 2022

Pharmacy Operations

- Distribution Management
- BOP overlap
- Best Practices

Product Management

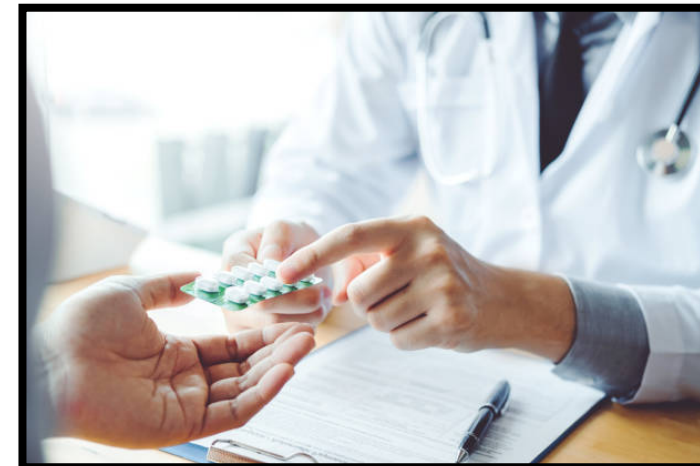
- Temperature Management
- BOP Overlap
- Best Practices

Patient Services and Communication

- Minor changes

Patient Management

- Minor changes



URAC Pharmacy Services Accreditation

Launch of a Modular Accreditation Program

Pharmacy Services Accreditation Program



Launched May 2022

Recognition program
for those services
offered by a
pharmacy outside of
traditional dispensing
services

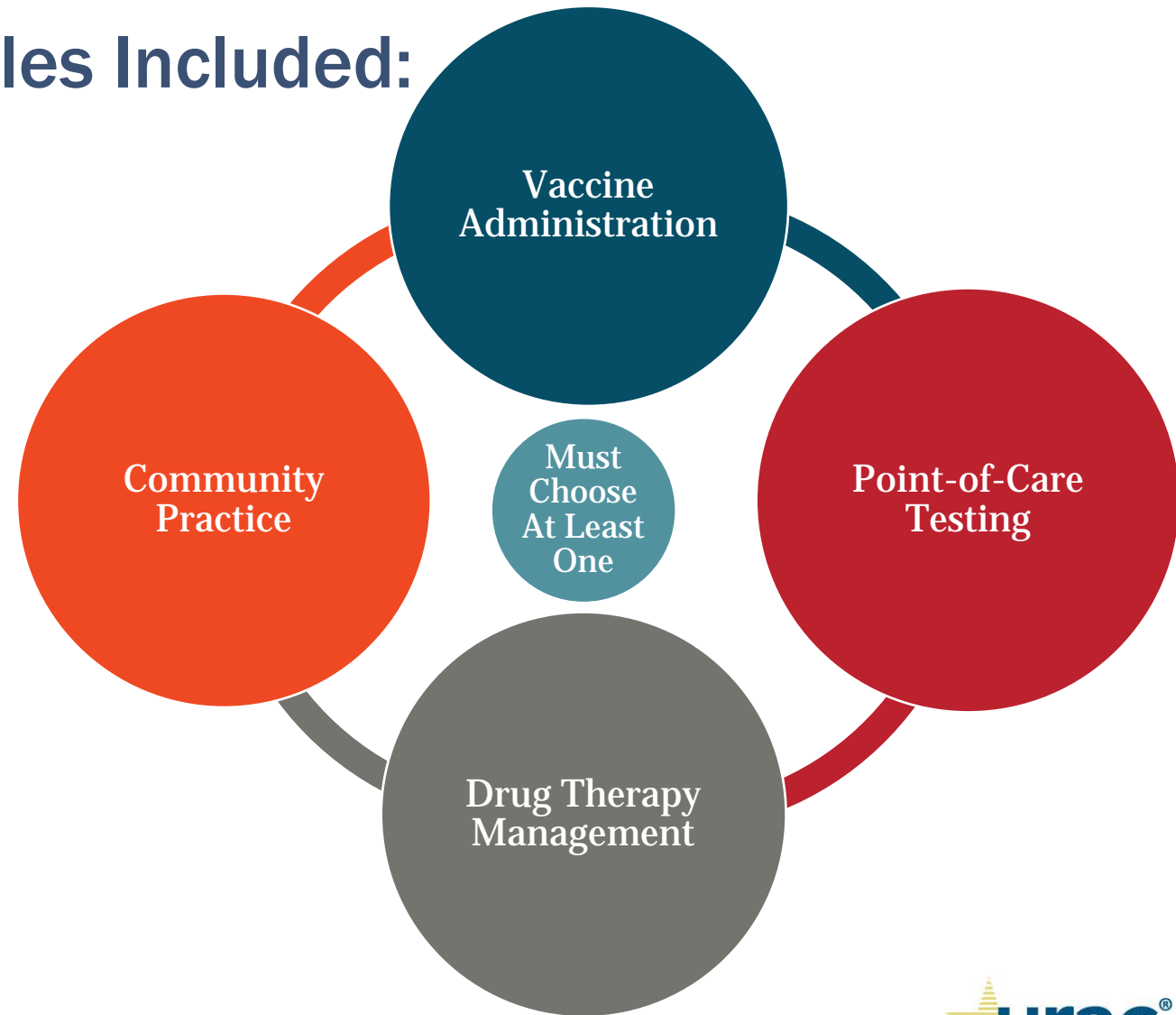
Program is module
based; new modules
can be added as
pharmacy practice
evolves

Structure

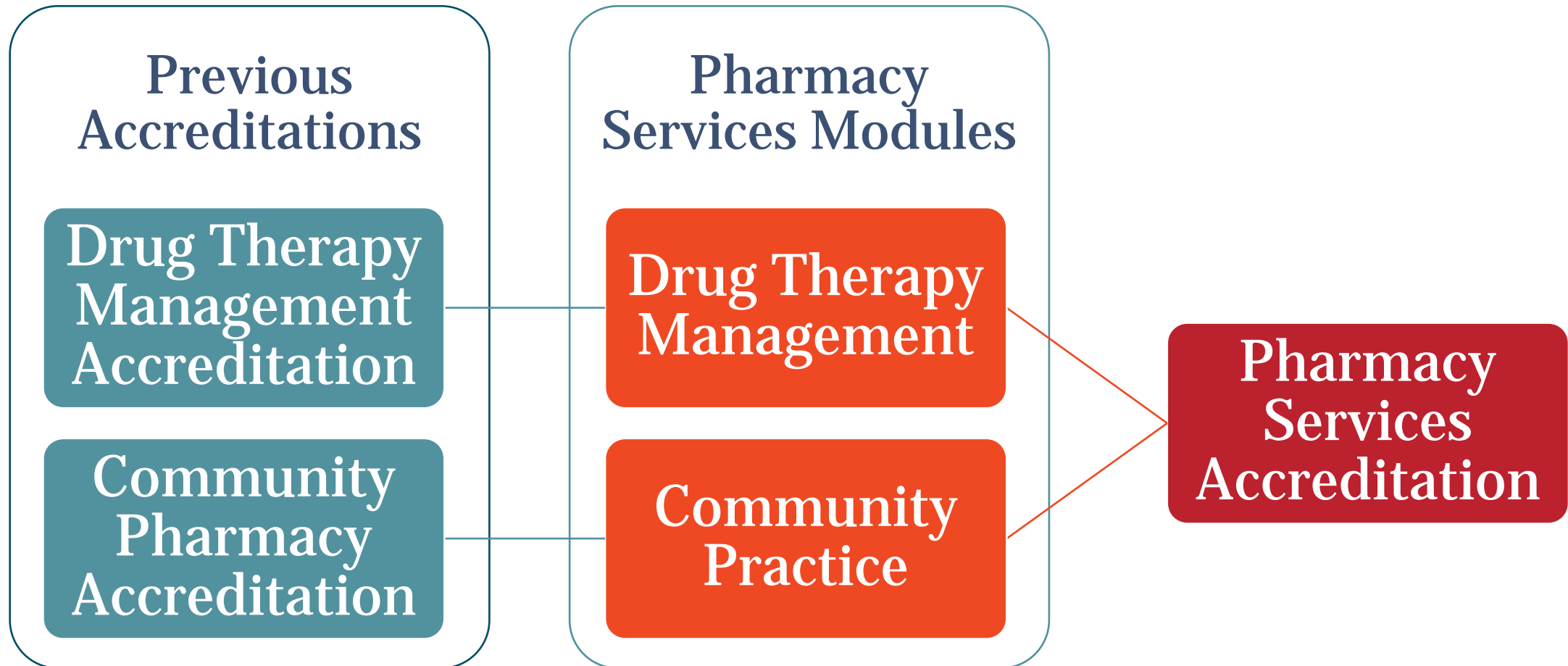
Modules Included:

Base Program:

- Foundational Focus Areas
 - Risk Management
 - Operations and Infrastructure
 - Performance Monitoring and Improvement
 - Consumer Protection and Empowerment
- Medication Safety



Other Programs Restructuring Plan



URAC Pharmacy Measures Reporting

Leading Quality Improvement through Measurement

Evaluating Pharmacy Quality



Measure Pharmacy Quality & Practice

Incorporate measure sets that pharmacies can implement and reliably report on annually



Highlight Internal Improvements

Demonstrate adherence to continuous quality improvement



Promote Progress in Clinical Outcomes

Progress around clinical outcomes and ways to move it forward within individual organizations

Using Data Insights to Improve Practice

APPLICATIONS OF MEASURE DATA



Inform

Aggregated performance results are used to inform internal and external stakeholders on performance



Reports

Performance results are aggregated by program and individualized reports provided to clients who submitted measures



Benchmarking

Performance results are benchmarked by program for organization-to-organization comparisons



Education

Year over year performance trends evaluated to identify gaps and improvement opportunities



Recognition

Organizations who demonstrate continuous improvement through measurement activities are highlighted as Leaders in Performance Measurement

ANNUAL MEASUREMENT PROCESS



*Completion of data validation is only applicable to specific programs

2021 Specialty Pharmacy Aggregate Performance Summary

313 Reporting
Organizations

40.5 M+
Specialty
Prescriptions
Dispensed

Turnaround Time

~3.99 days
To fill a
prescription

Call Abandonment Rate

4.96%
Of calls
abandoned

Dispensing Accuracy

99.98%
Of prescriptions
dispensed with
no errors

Distribution Accuracy

99.95%
Of prescriptions
distributed with
no errors

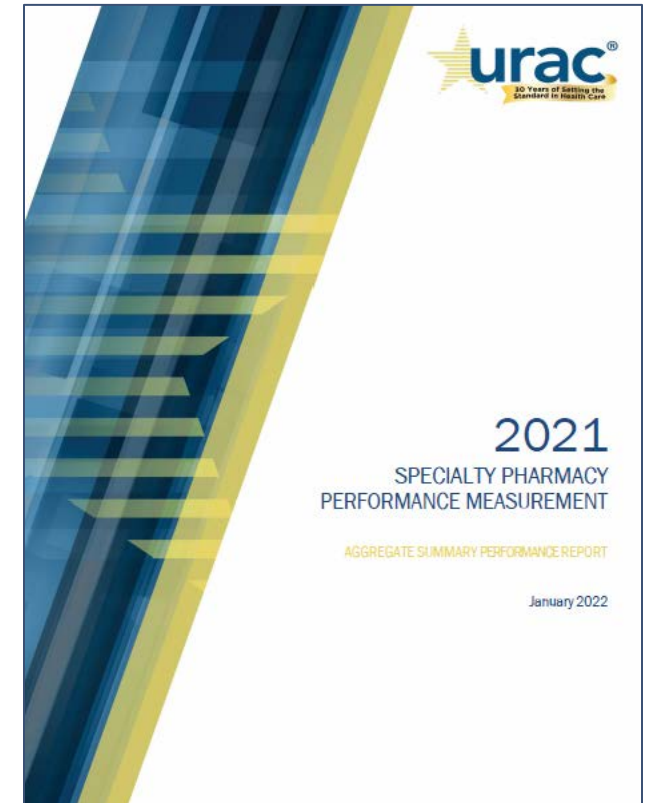
Performance Highlights

There was a 15% increase in the number of reporting organizations and specialty prescription dispensed volume increased from 2020

There was a 94% reporting response rate for specialty pharmacy organizations

Most dispensing errors are due to incorrect quantity or incorrect instructions

The leading cause of errors in distribution continues to be prescriptions dispensed with the incorrect patient address



Leaders in Performance Measurement Awards



Honors organizations who achieve top performance in submitted measures



Highlights organizations making key contributions to advance performance measurement

Looking Forward

- Measures are here to stay
- Consensus is critical
- Industry drivers



Questions

Connect with URAC

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