

# Pharmacy Hot Take: Tracking Your Clinical Intervention Outcomes

Thursday, June 22, 2023

# Today's Presenters



**Heather Bonome, PharmD**  
**Director, Pharmacy**  
**URAC**



**Jen Donovan, PharmD**  
**Vice President, Clinical Services**  
**Shields Health Solutions**

# Before We Get Started



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



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



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

# Agenda

About URAC

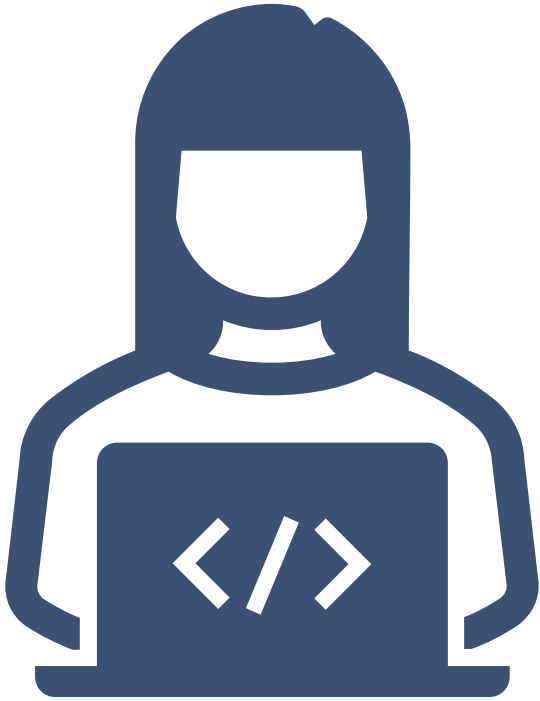
About Shields

What are clinical interventions and why does tracking outcomes matter?

How to get started with tracking clinical intervention outcomes

How does all of this align with URAC Specialty Pharmacy Accreditation?

# Getting to Know You



What is your organization's relationship to URAC?

How much do you know about tracking clinical intervention outcomes?

Is your organization currently tracking clinical intervention outcomes?

# 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 Specialty Pharmacy Accreditation Program

2008

500+

v5.0

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

# We are the premier specialty pharmacy accelerator in the country

As the first and largest company in the nation to integrate specialty pharmacies in the place that's most helpful to patients—their hospitals—our programs and data platforms reduce costs, achieve better clinical outcomes and accelerate system-wide growth.





# Specialty Pharmacies and Clinical Intervention Outcomes

Pharmacies play a key role in an expanding national push for data-driven quality care



*"The **next era** of health care in this country is about focusing on the **value of the care** provided in ways that patients understand. We must **move beyond** the days of **fee-for-service** care."*

Dr. Shawn Griffin  
President and CEO, URAC



# What is a Clinical Intervention?

**What is a clinical intervention?**

- An action taken by a clinician to address a patient's issue and/or improve their care

**What is a clinical intervention outcome?**

- What happened as the result of a clinical intervention

# What Is Your Organization Doing?

What clinical interventions are you conducting?



# Getting started with tracking clinical interventions

## Approach

**Design:** Conducted a literature search to identify intervention categories, applicable outcomes, and associated costs.

**Implement:** Created a rulebook to train clinical pharmacists on definitions, when to select, and when to document.

1. Jacob S, et al. *J Manag Care Spec Pharm*. 2019;25(3):411-16.
2. Cutler RL, et al. *BMJ Open* 2018; 8:e016982. doi:10.1136/bmjopen-2017-016982.

**Table 1: Clinical intervention map of drug-related problems to outcomes**

Category	Select when...	Potential Outcome(s)
Safety	- Adverse drug reaction	- Prevented serious adverse drug reaction
	- Contraindication	- Prevented therapy complication
	- Drug allergy	- Elimination of drug interaction
	- Drug interaction	- Improved adherence
	- Side effect management	- Resolved side effect challenges
	- Pregnancy precaution	- Reduction in medication dosage
Adherence	- Under	
	- Over	
	- Intermittent	
	- Drug holiday	

**Table 2: Cost avoidance associated by outcome**

Outcome	Cost Avoidance
Prevented serious side effect	\$725 <sup>2</sup>
Improved adherence	\$949 <sup>2</sup>

# Evaluate Clinical Interventions

## Evaluations

- Review by condition and assess trends.
- Are there areas for improvement in the care model?
- Use the data to demonstrate the value of the pharmacist’s engagement with the patient.

## Limitations

- There are significant variations and no standardization associated with cost by type of intervention.
- Variability in documentation between pharmacists.

**Table 1: Intervention Categories by Condition**

	AD	A.	AS	BD	C/..	CF	CM
Drug safety	347	0	277	8	940	54	130
Drug therapy adherence	311	0	171	18	493	81	39
Drug therapy effectiveness	172	1	182	13	473	27	46
Drug therapy appropriateness	60	0	40	2	125	5	33
Patient educational resources	0	0	6	0	24	5	0
Laboratory abnormalities	2	0	13	1	47	7	4
Immunization recommendation	7	0	13	0	31	1	2
COVID-19 education/resources	6	0	13	0	44	0	0
Positive depression screening	0	0	1	0	2	0	0
Preventative risk education	0	0	0	0	4	0	0
<b>Total Reasons</b>	<b>905</b>	<b>1</b>	<b>716</b>	<b>42</b>	<b>###</b>	<b>180</b>	<b>254</b>

**Table 2: Intervention Outcomes by Condition**

	AD	An..	AS	BD	C/..	CF
Potentially improved therapy adherence	399	0	256	20	677	65
Prevented therapy complications	285	1	235	13	784	49
Resolved side effect challenges	134	0	88	3	274	17
Elimination of therapy inappropriateness	73	1	79	2	217	20
Elimination of drug interaction	20	0	16	1	48	11
Prevented premature discontinuation	96	0	75	0	201	20
Prevented unplanned MD visit	94	0	61	4	228	7
Prevented a serious ADR	27	0	35	2	92	10
Prevented ER/Urgent care visit	44	0	50	5	148	8
Reduction in drug wastage	75	0	69	3	173	10
Prevented hospital admission	0	0	2	0	4	3
Reduction in medication dosage	4	0	1	1	15	2
Elimination of duplicative therapy	5	0	3	0	6	1
<b>Total Outcomes</b>	<b>###</b>	<b>2</b>	<b>970</b>	<b>54</b>	<b>###</b>	<b>223</b>

# Tell Us More



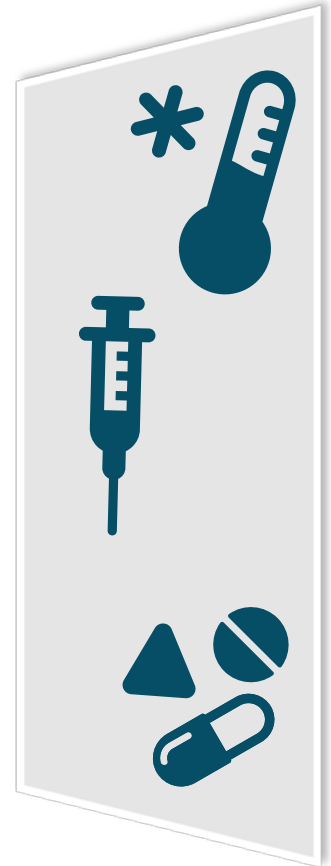
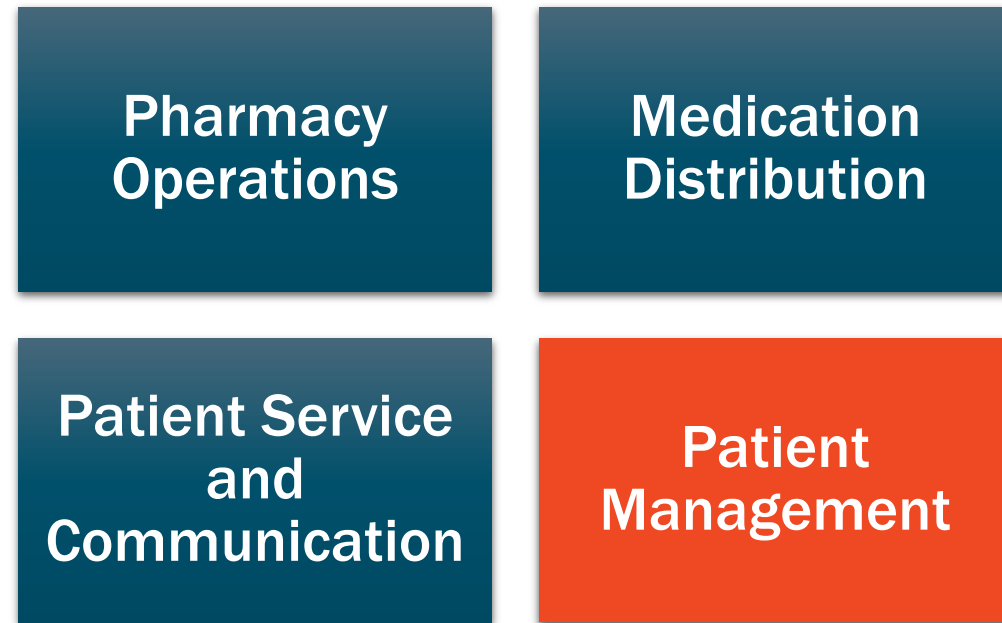
What clinical  
intervention  
outcomes are you  
tracking?

# URAC Specialty Pharmacy V5.0 Accreditation Requirements

## Foundational Focus Areas



## Program Focus Areas



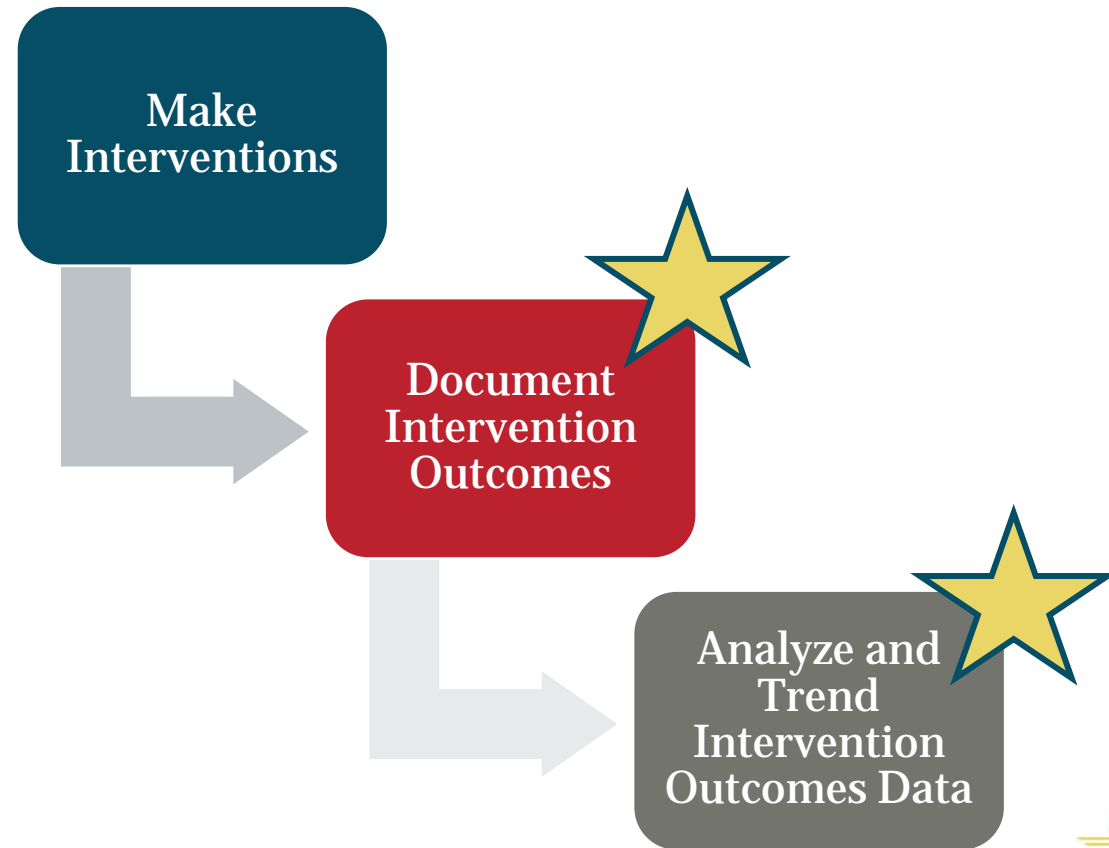
# URAC Standard: Patient Management program services include clinical assessments and interventions that utilize drug and/or disease state specific clinical processes and workflows.

- **Clinical Assessments**

- Initial Assessments
- Reassessments



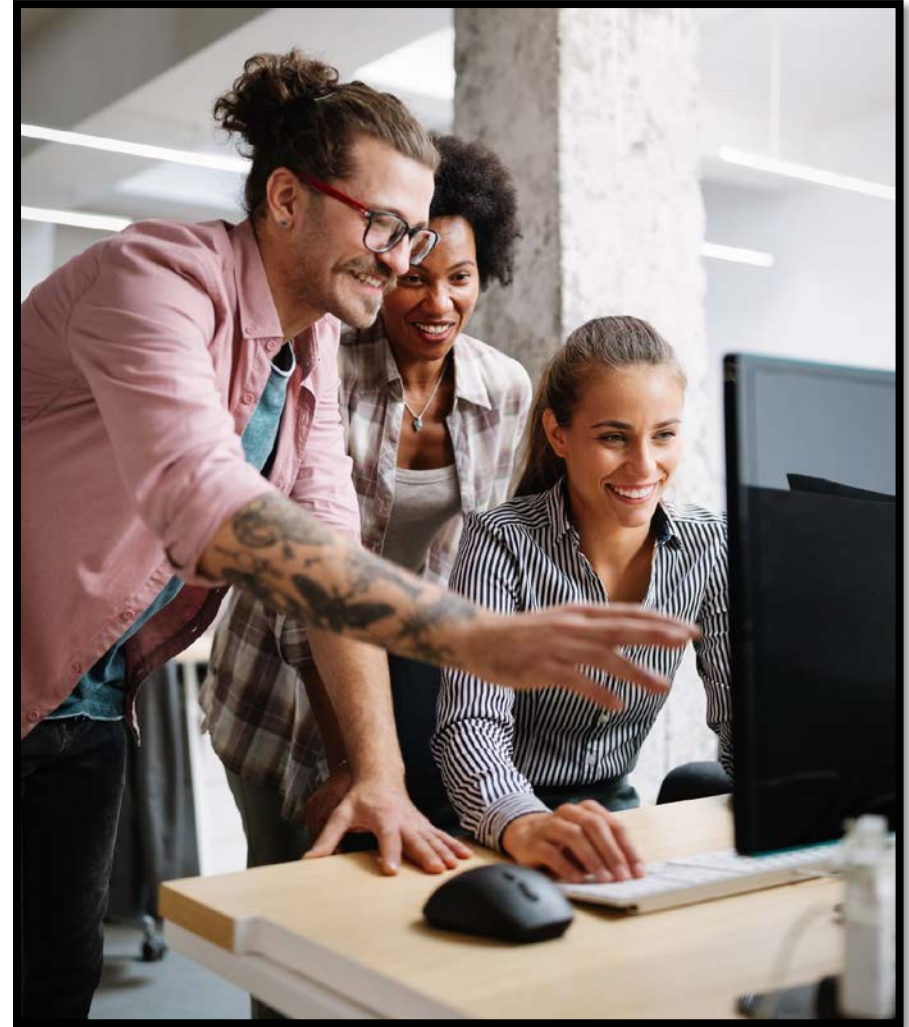
- **Clinical Interventions**





# One Last Question

How are you  
using clinical  
intervention  
outcomes data?



# Client Information Hub



The screenshot shows the top navigation bar with the URAC logo and links for URAC.org, Dashboard, Contact, Glossary, and LOGOUT. Below the navigation bar are links for Applying for Accreditation, Understanding the Standards, Outcomes & Measures, and AccrediNet. The main content area features a 'Client Information Hub Dashboard' with a welcome message and a 'This Month at URAC - June 2023' section. A sidebar on the left lists 'Events' and 'Workshops & Events'.

**Client Information Hub Dashboard**

Welcome to the URAC Client Information Hub, your online resource to help you through the accreditation process, access exclusive client only events and videos, and learn what is new at URAC.

**This Month at URAC - June 2023**

Hello from the Pharmacy team at URAC! It was great to see so many friends and colleagues at Asembia last month. We had...

[READ MORE](#)

**Events**

- On-Demand Webinars
- News
- Meet the URAC Staff
- Request Program Guide & Crosswalk

**Workshops & Events**

Current events and educational workshops, including exclusive client only events, to help you navigate URAC's accreditation/certification process and other industry topics that may be of interest.

**June 14 - AccrediNet: All You Need to Know for Submitting Your Application**  
Wednesday, June 14, 2023 - 1:00 p.m. to 2:00 p.m. Eastern

The screenshot shows the 'Pharmacy Programs' page with a navigation bar and a sidebar. The main content area includes an introduction to the pharmacy programs and a section for 'Specialty Pharmacy' with a list of resources and a 'Pharmacy 5.0 Focus Areas' section. A red arrow points to the 'Specialty Pharmacy' link in the sidebar.

**Pharmacy Programs**

Here you'll find updates to URAC's Pharmacy programs, including, [Specialty Pharmacy Services](#), Mail Service Pharmacy, Specialty Pharmacy Services, and Rare Disease Center of Excellence - which is now a certification.

**Specialty Pharmacy**

URAC has updated [Specialty Pharmacy](#) to version 5.0.

- Specialty Pharmacy Accreditation - Version 5.0 Overview (pdf)
- Download the Specialty Pharmacy Accreditation Standards-at-a-Glance (pdf)
- Download Are You Ready for Specialty Pharmacy Accreditation? (pdf)

^ Pharmacy 5.0 Focus Areas

The Specialty Pharmacy 5.0 Focus Areas recorded webinars with the detailed standards are available. This four-part series covers:

**Part One: Pharmacy Operations**

- Watch the Recording
- Download the Slides

<https://clients.urac.org>



# Stay Connected



## Sales and New Accreditation Inquiries

202-216-9413

[businessdevelopment@urac.org](mailto:businessdevelopment@urac.org)

## Client Relations Inquiries

202-326-3942

[clientrelations@urac.org](mailto:clientrelations@urac.org)

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## CONTACT INFORMATION

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