Pharmacy Hot Take:
Tracking Your Clinical Intervention Outcomes

Thursday, June 22, 2023
Today’s Presenters

Heather Bonome, PharmD
Director, Pharmacy
URAC

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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

Leader in Specialty Pharmacy Accreditation

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

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

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

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

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Cost Avoidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevented serious side effect</td>
<td>$725²</td>
</tr>
<tr>
<td>Improved adherence</td>
<td>$949²</td>
</tr>
</tbody>
</table>

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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

<table>
<thead>
<tr>
<th>Evaluation</th>
<th>AD</th>
<th>AN</th>
<th>AS</th>
<th>BD</th>
<th>C/UC</th>
<th>CF</th>
<th>CM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drug safety</td>
<td>54</td>
<td>0</td>
<td>277</td>
<td>0</td>
<td>54</td>
<td>0</td>
<td>150</td>
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<tr>
<td>Drug therapy adherence</td>
<td>311</td>
<td>171</td>
<td>18</td>
<td>293</td>
<td>81</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td>Drug therapy effectiveness</td>
<td>172</td>
<td>152</td>
<td>12</td>
<td>472</td>
<td>27</td>
<td>46</td>
<td></td>
</tr>
<tr>
<td>Drug therapy appropriateness</td>
<td>80</td>
<td>60</td>
<td>2</td>
<td>126</td>
<td>8</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Patient educational resources</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>24</td>
<td>5</td>
<td>0</td>
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<tr>
<td>Laboratory abnormalities</td>
<td>2</td>
<td>18</td>
<td>1</td>
<td>47</td>
<td>7</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Immunization recommendations</td>
<td>7</td>
<td>13</td>
<td>0</td>
<td>51</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>COVID-19 education resources</td>
<td>6</td>
<td>13</td>
<td>0</td>
<td>44</td>
<td>0</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Positive depression counseling</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Preventative risk education</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Total Reasons</td>
<td>95</td>
<td>178</td>
<td>42</td>
<td>75</td>
<td>140</td>
<td>26</td>
<td></td>
</tr>
</tbody>
</table>

Table 2: Intervention Outcomes by Condition

<table>
<thead>
<tr>
<th>Intervention</th>
<th>AD</th>
<th>AN</th>
<th>AS</th>
<th>BD</th>
<th>C/UC</th>
<th>CF</th>
<th>CM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Potentially improved therapy adherence</td>
<td>369</td>
<td>0</td>
<td>238</td>
<td>15</td>
<td>394</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Prevented therapy complications</td>
<td>255</td>
<td>1</td>
<td>235</td>
<td>15</td>
<td>394</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Reduced risk tool use</td>
<td>154</td>
<td>0</td>
<td>55</td>
<td>5</td>
<td>274</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>Elimination of therapy inappropriateness</td>
<td>75</td>
<td>1</td>
<td>79</td>
<td>2</td>
<td>217</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Elimination of drug interactions</td>
<td>20</td>
<td>0</td>
<td>16</td>
<td>1</td>
<td>48</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Prevented premature discontinuation</td>
<td>90</td>
<td>0</td>
<td>75</td>
<td>0</td>
<td>201</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Prevented unplanned MD visit</td>
<td>94</td>
<td>0</td>
<td>81</td>
<td>4</td>
<td>225</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Prevented a serious ADR</td>
<td>37</td>
<td>0</td>
<td>35</td>
<td>3</td>
<td>90</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Prevented ER/Urgent care visit</td>
<td>44</td>
<td>0</td>
<td>50</td>
<td>5</td>
<td>148</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Reduction in drug use</td>
<td>75</td>
<td>0</td>
<td>59</td>
<td>3</td>
<td>173</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Prevented hospital admission</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Reduction in medication dosage</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td>15</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Elimination of duplicate therapy</td>
<td>5</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>6</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Total Outcomes</td>
<td>33</td>
<td>2</td>
<td>67</td>
<td>54</td>
<td>233</td>
<td>233</td>
<td></td>
</tr>
</tbody>
</table>
Tell Us More

What clinical intervention outcomes are you tracking?
## URAC Specialty Pharmacy V5.0 Accreditation Requirements

### Foundational Focus Areas
- Risk Management
- Consumer Protection and Empowerment
- Operations and Infrastructure
- Performance Monitoring and Improvement
- Reporting Performance Measures

### Program Focus Areas
- Pharmacy Operations
- Medication Distribution
- Patient Service and Communication
- Patient Management
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**

  1. Make Interventions
  2. Document Intervention Outcomes
  3. Analyze and Trend Intervention Outcomes Data
One Last Question

How are you using clinical intervention outcomes data?
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 Assembly last month. We had...

READ MORE

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

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
- Specialty Pharmacy Accreditation - Version 5.0 Overview (pdf)
- Download the Specialty Pharmacy Accreditation Standards-of-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
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