

## PELA® MODELS TO IMPROVE PATIENT ACCESS AND CAPACITY OPTIMIZING PHARMACIST-PROVIDED CARE

### STRATEGIES AND TACTICS FOR MULTI-HOSPITAL HEALTH SYSTEMS

The ASHP Pharmacy Executive Leadership Alliance (PELA®) convened a virtual conference to discuss current experiences, challenges, opportunities, and innovative strategies to improve patient access, across all service lines and settings, throughput, and capacity by integrating pharmacists into care delivery across all service lines and settings.

### ALIGNING CAPACITY, CARE MODEL, AND OPERATIONS TO MEET PATIENT DEMAND AND PATIENT DELIGHT



#### DEMAND

Patients seeking care, when and how they want it



#### SUPPLY

Availability of the health system to provide clinical care



#### CLINICAL AND OPERATING MODEL

Defining the model for service delivery and who is involved

### INNOVATIVE SOLUTIONS AND NEW PHARMACIST ROLES



POPULATION HEALTH TEAM



EMBEDDED PHARMACIST MODEL



DIGITAL HEALTH AND REMOTE MONITORING



INFUSION CARE NAVIGATOR

# STRATEGIC THEMES TO SUPPORT IMPLEMENTATION



**1 CREATING THE VALUE PROPOSITION**

Attribute value by using a multi-pronged approach, based on not only revenue, but also improvement of metrics that drive value-based incentives, including population health management.

**2 ORGANIZATION ALIGNMENT, INTEGRATION, AND COLLABORATION**



Engage stakeholders including physicians and payers to highlight how pharmacists can impact population health management.

**3 BUILDING CAPACITY TO IMPROVE PATIENT ACCESS**



Build on prior successes and continually describe the benefit of utilizing pharmacists to increase patient access to care.

**4 LEVERAGING TECHNOLOGY**



Leverage technologies, such as remote monitoring and artificial intelligence, can improve access to care and efficiency.

**5 REDEFINING THE PHARMACY WORKFORCE**



Clearly define roles and responsibilities and explore care delivery models that prioritize efficiency and expand patient access to pharmacist-delivered care.

For more insights from the PELA® Models to Improve Patient Access and Capacity Optimizing Pharmacist-Provided Care visit

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