

ASHP BEST PRACTICES AWARD

Expanding Access and Elevating Care: The Success of the Pharmacotherapy Clinics Across a Community Hospital Healthcare System

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Introduction

Ascension Illinois Health System

- Community nonprofit hospital system with 14 sites
- Located in Chicago, IL and surrounding suburbs
- Serves roughly 680,000 patients annually

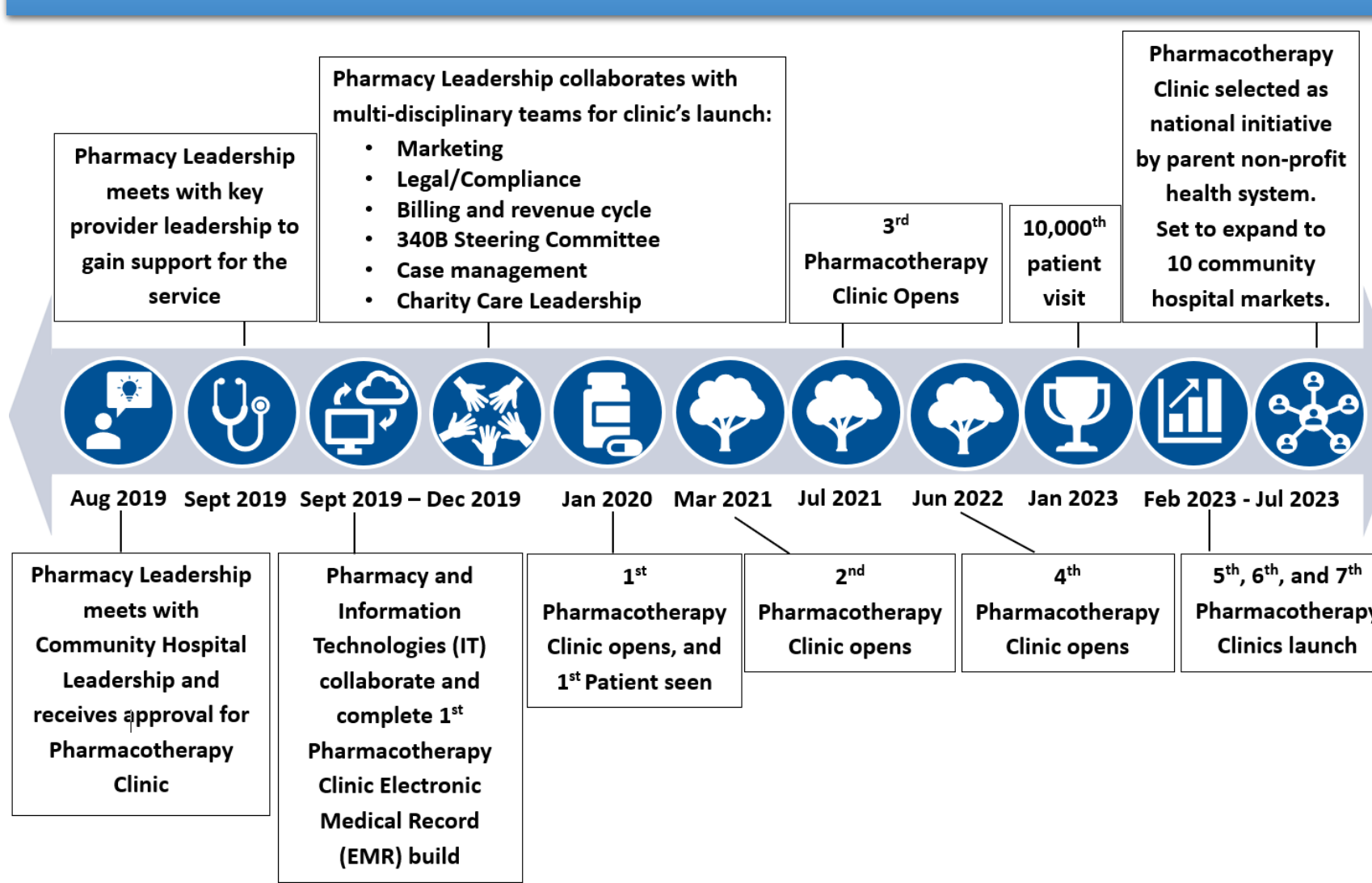
Pharmacotherapy Clinics Overview

- Pharmacist managed, referral-based clinics
- Embedded in hospital outpatient departments
- First clinic launched in January 2020
- Current footprint in 7 of 14 network hospitals
- Utilize collaborative practice scope of services policy
- Telehealth and in-person appointments offered

Program Purpose

- Improve medication access for patients in need
- Provide comprehensive medication management
- Reduce 30-day hospital readmission rates
- Remain fiscally viable to foster growth

Growth Timeline



Description of the Program

Comprehensive Services

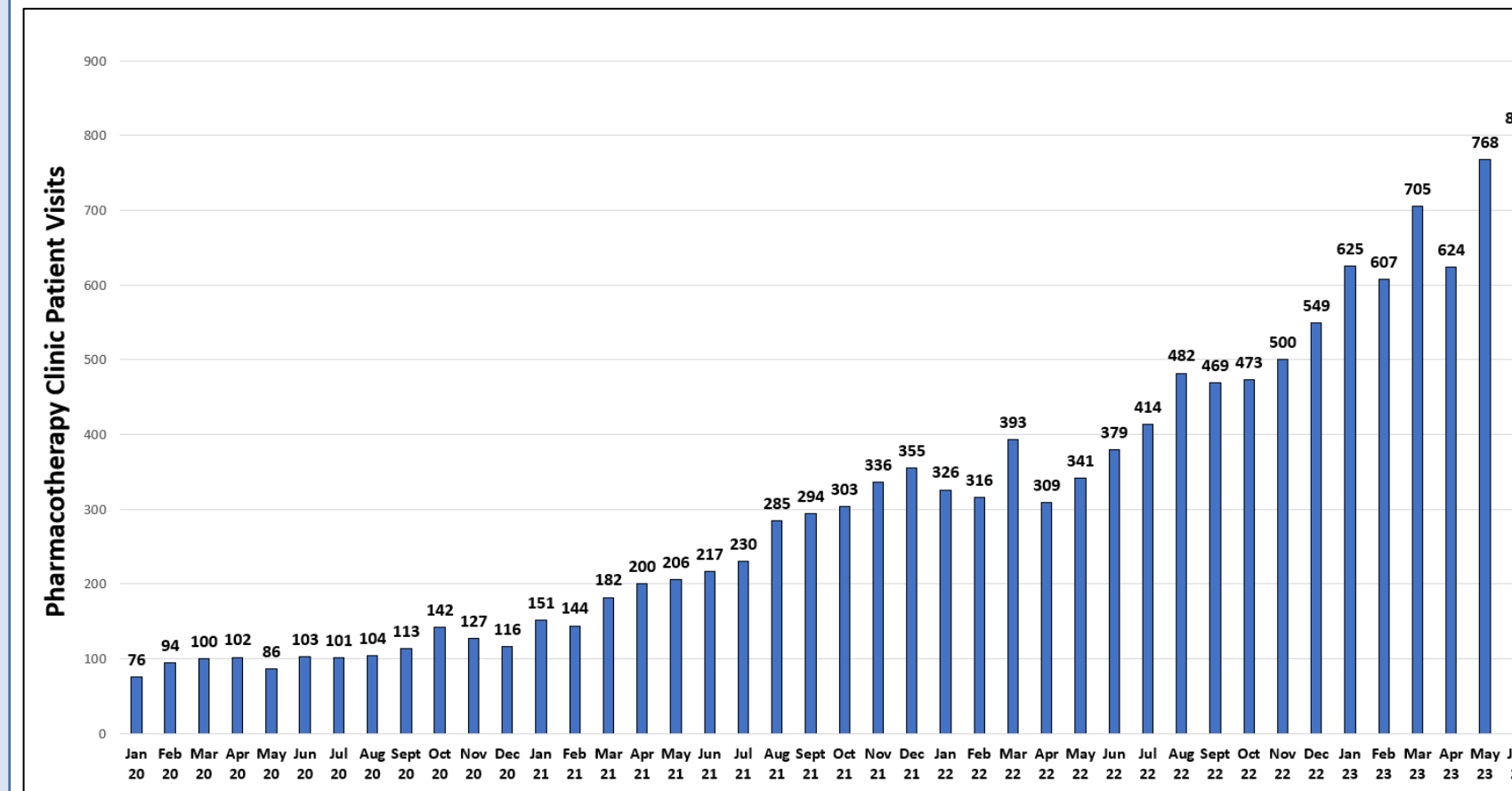
Types of Patient Care Visits

- Post-Discharge**
 - Patients recently discharged
 - Referrals from hospitalist providers, focused on patients at high-risk for readmission
 - Pharmacist completes medication reconciliation and disease state management to prevent readmission
- Chronic Disease**
 - Patients from community-based clinics with uncontrolled chronic disease states
 - Referrals from community-based providers
 - Pharmacist performs chronic care management for patients with DM, HLD, HTN, asthma, COPD, HF
- Employee Medication Therapy Management**
 - Patients are associates on high-risk and high-acuity specialty medications
 - Referral from specialist providers within the community
 - Pharmacist performs medication reconciliation and evaluates appropriateness of specialty medication

Experience with the Program

Operational Metrics

- Clinic volume has doubled each year since 2020
- Over 13,000 billable patient visits as of July 2023



- Collaboration with providers and patient assistance coordinator pharmacy technicians has led to high referral volume and conversion rate

Provider Referral Source, Indication, and Conversion Rate

	2020	2021	2022	2023*	Total
Referral Source					
Hospitalist	151	360	861	433	1805
Primary Care Provider	152	430	667	552	1801
Specialty Provider	11	174	397	366	948
Family Medicine Residents	8	230	322	144	704
Referral Indication					
Medication Assistance	89	637	990	731	2447
Diabetes	250	398	464	357	1469
Heart failure	61	100	164	102	427
Hypertension	119	113	120	52	404
Asthma/COPD	99	111	120	22	352
Hyperlipidemia	8	3	1	5	17
Other	167	214	512	311	1204
Average Referral Conversion Rate	65%	67%	70%	85%	72%

Experience with the Program (continued)

Clinical Outcomes

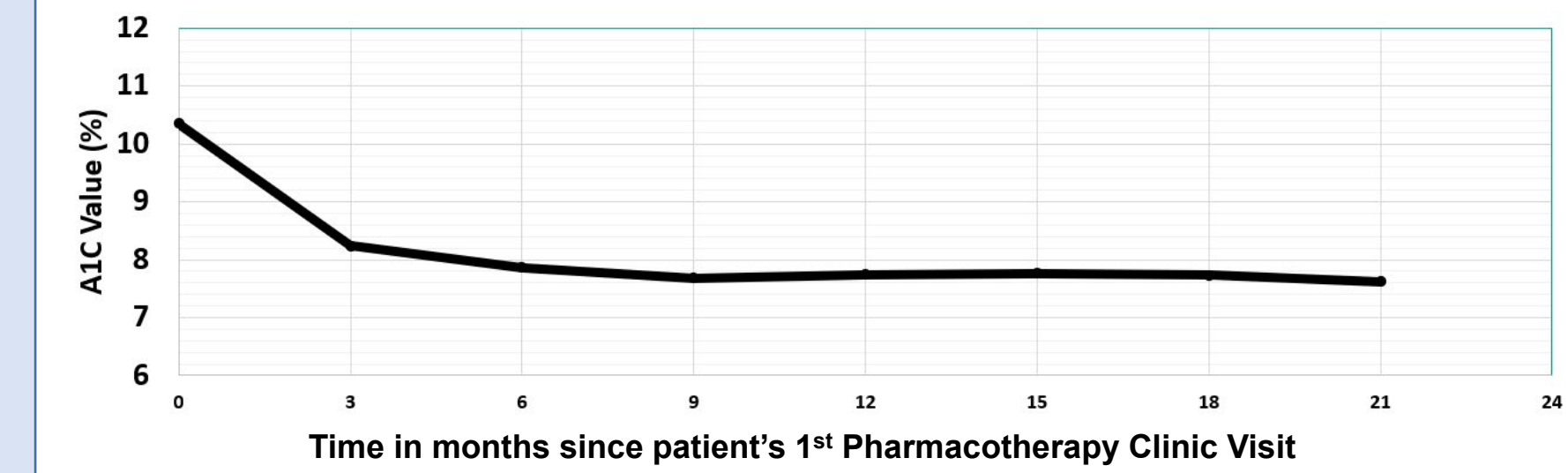
- Primarily focused on reducing 30-day readmission rates and improving A1C in patients with DM

30-day Readmission Rates

	2020	2021	2022	2023*	Total
Pharmacotherapy Clinic Post-discharge Patient Episodes	119	290	356	101	866
Number of Post-discharge Pharmacotherapy Patients Readmitted with 30-days	1	15	16	2	34
Pharmacotherapy Clinic 30-day Readmission Rate	1%	5%	4%	2%	4%
Community Hospital Average 30-day Readmission Rate	14%	14%	13%	12%	13%

Diabetes Management

- Patients (N = 340) average baseline A1c of 10.4% decreased to 8.2% within 3 months of first clinic visit



- In March 2021, expanded into CGM management

Practice Advancement

- Created 13.0 new pharmacist FTE and 8.0 new technician FTE across 7 clinics
- Created new role of Pharmacotherapy Patient Care Coordinators for pharmacy technicians
- Facilitated the establishment of a PGY2 Ambulatory Care Residency Program
- Fostered the expansion to ambulatory pharmacy practices such as embedded specialty pharmacists and population health pharmacists

Patient Assistance Provided

- Federal 340B funds utilized to provide assistance for prescriptions written by pharmacists in clinic
- Prescriptions filled at health-system retail pharmacy

	Number of Prescriptions Written Eligible for Medication Assistance	Total Out of Pocket Patient Dollars Reduced
2020	1,534	\$270,016
2021	2,935	\$469,056
2022	7,745	\$818,559
2023 through June	5,510	\$584,511
Total	17,724 Rx	\$2,142,142

Experience with the Program (continued)

Financial Viability

- Program's financial successes are driven from the billable visits reimbursed by insurance, as well as the net benefit generated from eligible 340B prescriptions written within the clinic

	Amount				Total
	2020	2021	2022	2023*	
Realized Revenue					
Total Pharmacotherapy Clinic Charge Reimbursed	\$63,042	\$113,035	\$250,838	\$138,896	\$565,811
Total Revenue from Rx written within Pharmacotherapy Clinic	\$5,758,053	\$10,767,229	\$13,255,043	\$8,212,908	\$37,993,233
Total Realized Revenue	\$5,821,095	\$10,880,264	\$13,505,881	\$8,351,804	\$38,559,044
Operating Expenses					
Labor and Supplies	\$316,435	\$565,509	\$1,064,500	\$765,250	\$2,711,694
Cost of Goods Sold from Rx	\$2,511,804	\$3,660,348	\$3,962,603	\$2,722,335	\$12,857,090
Patient Assistance Dollars Provided	\$270,016	\$469,056	\$818,559	\$584,511	\$2,142,142
Total PC Operating Expenses	\$3,098,255	\$4,694,913	\$5,845,662	\$4,072,096	\$17,710,926
Total Net Benefit	\$2,722,840	\$6,185,351	\$7,660,219	\$4,279,708	\$20,848,118
Total Net Benefit of Pharmacotherapy Clinic					\$20,848,118

- The clinics generated \$38.6M in realized revenue and \$20.8M in net benefit for the health system

Conclusion

- The Pharmacotherapy Clinic has proven to be a transformative and innovative program that addresses the significant healthcare challenges faced by non-profit community hospitals and can serve as an inspiration and blueprint for other healthcare institutions looking to enhance patient care

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