

Children's Mercy Kansas City

SHARE @ Children's Mercy

Posters

10-2019

Collaboration Between Rheumatology Clinic and Specialty Pharmacy to Positively Impact Patient Experience and Hospital Stewardship

Alaina Linafelter

Children's Mercy Hospital, aelinafelter@cmh.edu

Julia G. Harris

Children's Mercy Hospital, jgharris@cmh.edu

Robert Herr

Children's Mercy Hospital, rjherr@cmh.edu

Stephanie Quinn

Children's Mercy Hospital, scquinn@cmh.edu

Ashley M. Cooper

Children's Mercy Hospital, amcooper@cmh.edu

Follow this and additional works at: <https://scholarlyexchange.childrensmercy.org/posters>



Part of the [Pediatrics Commons](#), [Pharmaceutical Preparations Commons](#), [Pharmacy and Pharmaceutical Sciences Commons](#), and the [Rheumatology Commons](#)

Recommended Citation

Linafelter, Alaina; Harris, Julia G.; Herr, Robert; Quinn, Stephanie; and Cooper, Ashley M., "Collaboration Between Rheumatology Clinic and Specialty Pharmacy to Positively Impact Patient Experience and Hospital Stewardship" (2019). *Posters*. 135.

<https://scholarlyexchange.childrensmercy.org/posters/135>

This Book is brought to you for free and open access by SHARE @ Children's Mercy. It has been accepted for inclusion in Posters by an authorized administrator of SHARE @ Children's Mercy. For more information, please contact bpfannenstiel@cmh.edu.

Collaboration Between Rheumatology Clinic and Specialty Pharmacy to Positively Impact Patient Experience and Hospital Stewardship

Alaina Linafelter, PharmD; Julia Harris, MD; Rob Herr, PharmD; Stephanie Quinn; Ashley Cooper, MD

Children's Mercy Kansas City

Introduction

Biologic medications are commonly utilized to treat pediatric rheumatic diseases. Being high-cost, most third-party payors require dispensing through a specialty pharmacy. Children's Mercy Hospital Specialty Pharmacy (CMH SP) started accepting patients in March 2015. The Rheumatology Clinic aims to improve medication delivery timeliness, patient satisfaction, and stewardship via collaboration with CMH SP.

Methods

During the last year, the rheumatology team increased CMH SP utilization through a multidisciplinary approach:

- Office manager identified potential patients
- Providers discussed CMH SP in clinic with families
- Providers communicated with the CMH SP pharmacist to determine or confirm patient eligibility
- Survey analyzed patient satisfaction

Results

Patient Service Numbers:

- Patients utilizing CMH SP increased from 2 to 67 from August 2018 to August 2019
- On average, 13.6 days elapsed between order placed and medication dispensed (compared to national average of 3-6 weeks)

Patient Satisfaction:

- 98.3% answered "yes, definitely" when asked if their medication was delivered on time
- 96.6% selected 10, and 3.4% selected 9 when asked to rate their experience 0-10

Stewardship:

- \$1,176,557 of new net revenue generated by rheumatology patients (fiscal year 2019)

"Medications delivered on time every time; I appreciate knowing the exact day of delivery. I have only experienced exceptional service from the staff at CM pharmacy. I always appreciate their time and courteous communication via text or phone call." – Patient Served by CMH SP

Discussion

The number of patients benefited by the superior service of CMH SP has risen steadily, leading to high patient satisfaction and financial benefits for the hospital. The rheumatology team plans to continue this initiative by actively identifying eligible patients. Future goals include having CMH SP recognized by other third-party payors, enabling more families to qualify for this service.

