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Project Description

I wanted to address the increased cost to our health care system from our patients going to outside non-340B pharmacies. I believed I could do this by improving the outpatient pharmacy experience.

Problem Statement:

Over 20% of our patients on Enbrel and Humira go to outside pharmacies. We lose millions of dollars per year from these patients not using our 340B pharmacies.

Discovery:

1. I developed an initial business model and interviewed 28 internal and 14 external customers prior to phase 1 implementation. An additional 6 customers were interviewed prior to phase 2.
2. I was surprised that only 50% of my proposed improvements were accepted by a majority of external customers interviewed.
3. Based on my interviews and research I narrowed my solution to the ideas liked best by both internal and external customers.

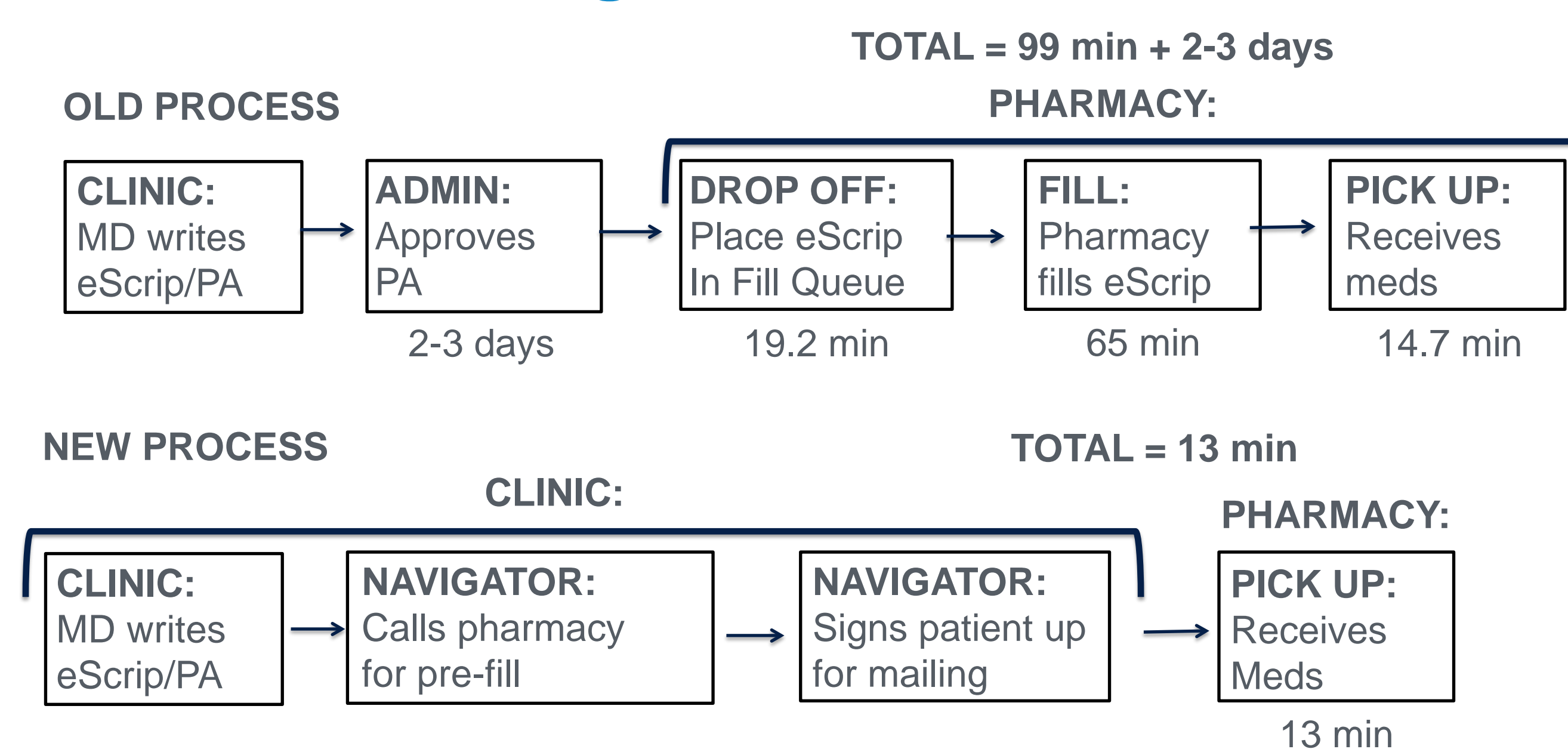
Goal: To reduce costs by decreasing the number of patients using outside pharmacies by making it easier for patients to procure their anti-TNF medications at our 340B pharmacies.

Outcome-oriented Objective: Generate cost savings of at least \$1 million annually from retention of our patients in our pharmacies by June 2018.

Proposed Improvements:

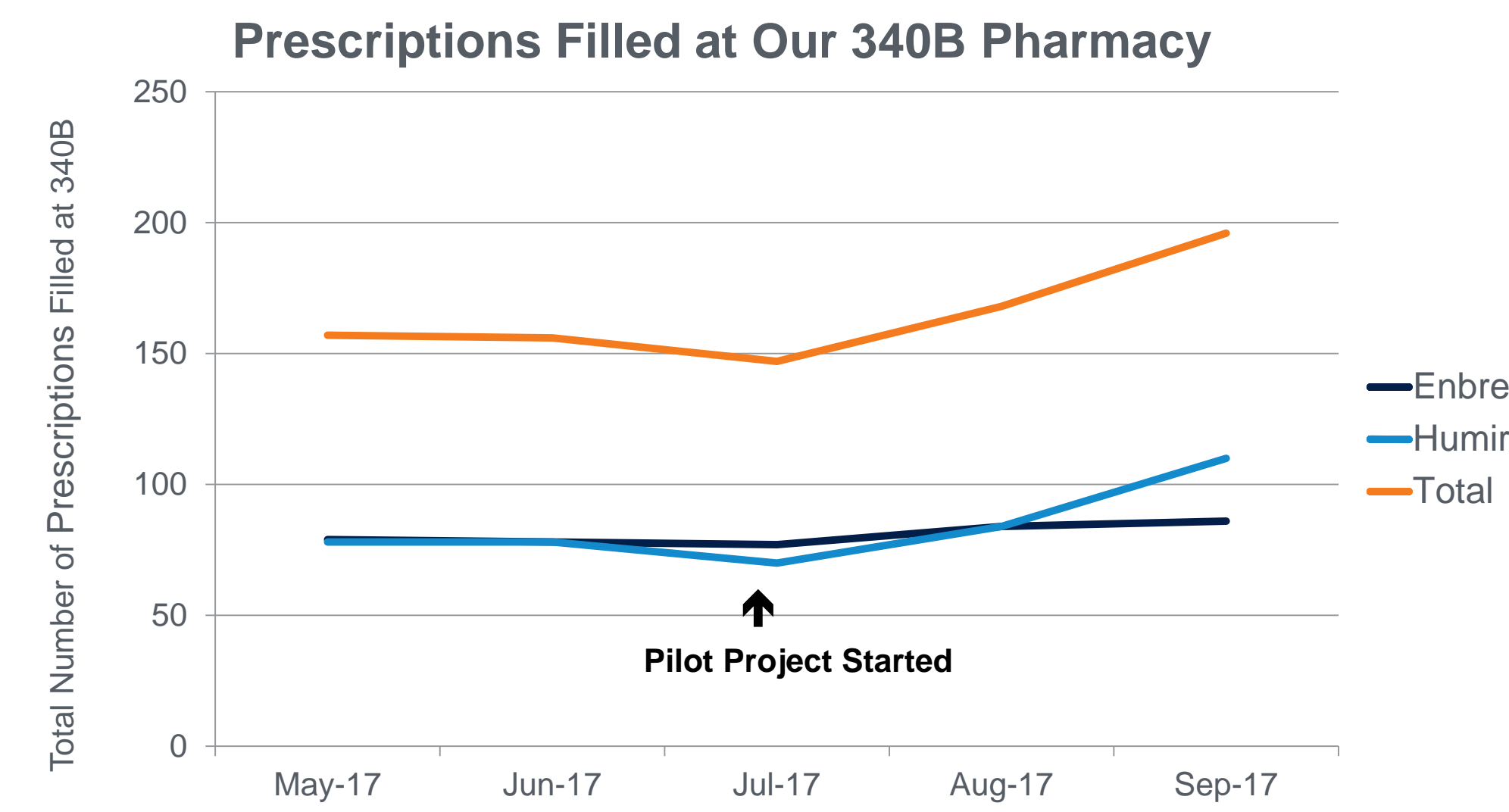
1. Removing need for prior authorization for Enbrel/Humira
2. Assigning a navigator in clinic as a single point of contact for patients to:
 - a. Work with outpatient pharmacy to “fast-track” medication fills
 - b. Help sign patients up for mailing medications

Process Flow Diagram for “Fast-Track”



Results

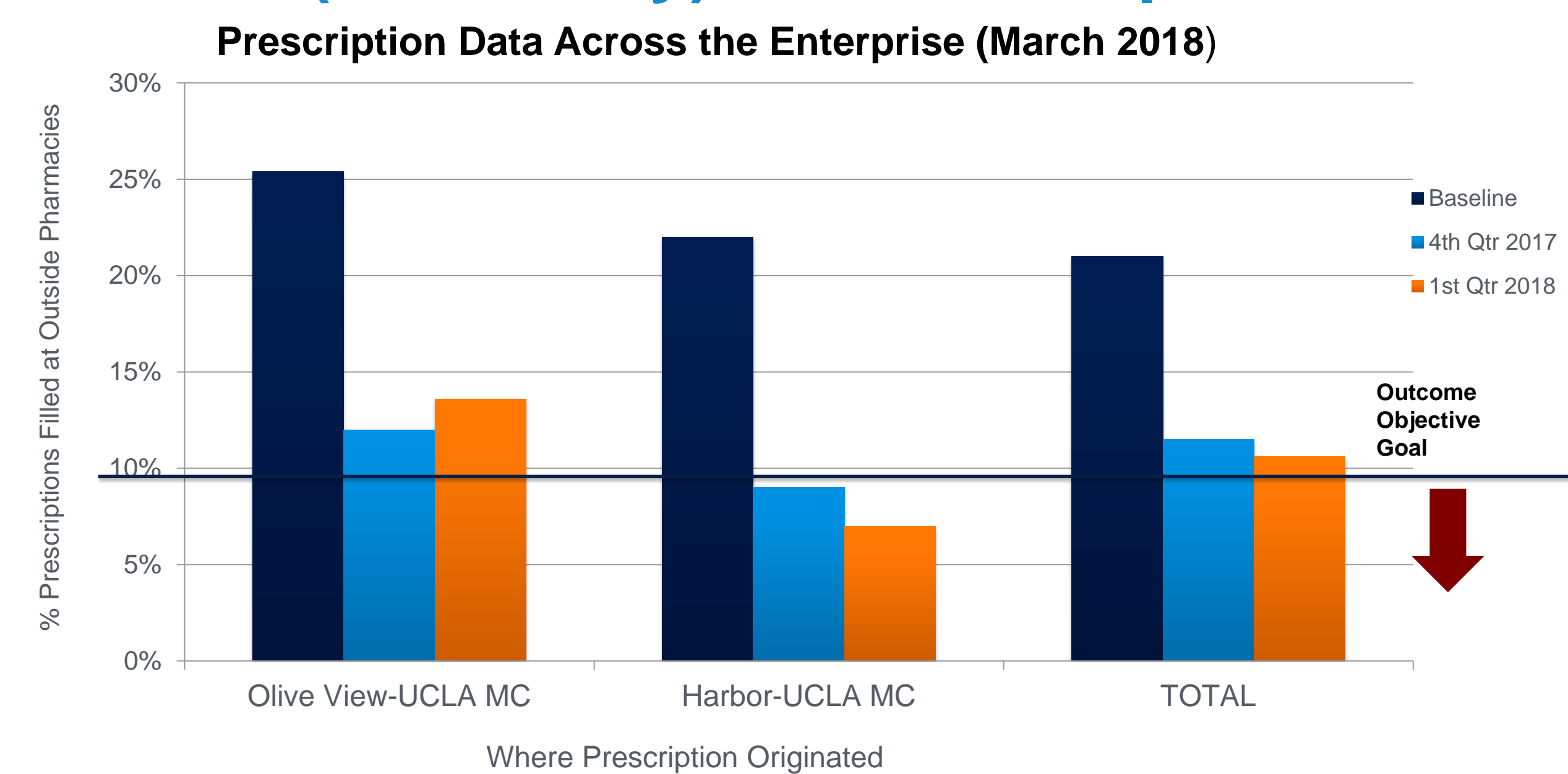
Phase 1 (Pilot): Navigator Increases 340B Usage



Post-Phase 1 Patient Satisfaction Survey

- 7 patients surveyed)
- Average rating 5 (Rating 1-5, 5 highest)

Phase 2 (Scalability): Results Duplicated



Lessons Learned

- By recapturing patients into our 340B pharmacies we were able to save over an estimated \$1.4M annually
- Emphasis on mailing was as important as navigation
- Discovery was critical in identifying the ideas most likely to be successful
- Getting buy-in before starting from all stakeholders, i.e., clinic providers, outpatient pharmacies, administration, navigators and staff was critical to the success of the project

Next Steps:

- Confirmatory trial at LAC+USC Hospital by adding navigation
- Application of the model to other medications with similar 340B cost-savings

Mission Model Canvas

Key Partners Pharma companies: <ul style="list-style-type: none"> • Abbvie (Ambassador program) • Amgen (Enbrel Support) 	Key Activities <ul style="list-style-type: none"> • Recruit patient navigator • Work with pharmacy on fast-track model for medication fill • Orient clinic staff and providers to workflow • Optimize and expand existing mailing service 	Value Propositions <ul style="list-style-type: none"> • Get medications on the same day as the clinic visit • No need for prior authorization • Less waiting in line 	Buy-in & Support <ul style="list-style-type: none"> • Convert non-340B users to 340B pharmacies • Sign patients up for mailing service • Fast-track prescription fills in pharmacy 	Beneficiaries <ul style="list-style-type: none"> • Outpatients on self-injected anti-TNF medications, e.g., Humira, Enbrel, seen in Rheumatology, GI and Dermatology outpatient clinics. • Medi-Cal managed care patients (ACA) • Medicare patients
Key Resources <ul style="list-style-type: none"> • Outpatient pharmacy • Patient Navigator • Central pharmacy (for mailing service) • Clinic Staff (Nurses) • Providers (MDs/NPs) 		Deployment <ul style="list-style-type: none"> • 340B outpatient pharmacies • Central medication fill and mailing service • Specialty clinics 		
Mission Budget/Cost <ul style="list-style-type: none"> • Additional pharmacy staff • Additional clinic NPs/Care coordinators 			Mission Achievement/Impact Factors <ul style="list-style-type: none"> • Cost savings of using 340B pharmacy (potential savings of \$1M per year) • Cost savings of using mailing service (unknown savings at this time). 	