

Problem

Roper St. Francis was looking to ensure their medication utilization practices were maximizing clinical care – at the best cost.

Solution

AmerisourceBergen's Medication Utilization and Recovery Solution helped to develop the benchmark data and best practices needed to create a lower-cost formulary and make adjustments to physician prescribing patterns.

Results

Roper St. Francis realized a savings of \$989,710 which enabled them to justify an additional, desired clinical position that could focus on historically unrecognized clinical issues such as drug therapy alteration, allergies, incorrect name dosage form or abbreviation, dosage miscalculation and frequency.

Roper St. Francis saves nearly \$1 million on drug expenses — justifying additional clinical staff

Best practices for implementing clinical practice guidelines and pharmaceutical formulary enhancements.

It's critical for successful healthcare systems to continually find ways to provide transparent quality care in an era of rapidly escalating costs. Hospital margins are low and are constricted by labor costs and a demand to care for patients with higher acuity levels. Pharmaceutical costs continue to average around 15%. As a result, health systems are getting more aggressive in the way they establish drug formularies and implement clinical practice guidelines.

Their objective is to find ways to encourage the appropriate use of lower-cost drug equivalents that enable the hospital to reduce the cost of care, while continuing to ensure patient safety, medication effectiveness and outcomes. A well-planned and executed medication utilization management and recovery program can help achieve both these financial and clinical goals.

Situation

Roper St. Francis Healthcare is located in Charleston, SC and represents more than 150 years of providing high quality, personalized healthcare. The 594-bed system comprises 20 facilities in four counties including freestanding centers for 24-hour emergency and urgent care, diagnostic laboratory and radiology, and outpatient surgery. With more

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than 3,800 employees, Roper St. Francis Healthcare is Charleston's largest non-governmental, private employer. Its medical staff includes more than 700 physicians representing every medical specialty. Ranked among the Top 100 Integrated Health Networks in the nation, Roper St. Francis Healthcare recently earned 63 National Awards recognizing high levels of patient, physician, and employee satisfaction.

The two-hospital system was undergoing a significant assessment of its supply chain. The objective was to identify and implement changes in materials management, physician preference items and clinical pharmacy that would drive significant cost savings opportunities, without sacrificing quality of care and patient, physician and employee satisfaction. In fact, the goal was to use some of the cost savings to help justify adding additional clinical staff in order to further enhance Roper St. Francis' ability to provide quality patient care.

Challenges

Roper St. Francis faced several challenges as it sought to evaluate medication utilization and lower the cost of pharmaceutical care. This included a lack of evidence-based data

to support adjustments in physician prescribing patterns, which was also needed to maximize the potential of an existing gain-sharing model. They also desired a multi-disciplinary approach for change management to further enhance clinician commitment.

Solution

AmerisourceBergen's Solutions Group performed a six-week assessment that included reviewing reports, performing surveys and conducting interviews to gain a baseline understanding and benchmark of current medication utilization performance levels. From the assessment, 12 projects were identified that called for changing formularies and implementing new clinical practice guidelines across 11 therapeutic classes. AmerisourceBergen led weekly meetings with the pharmacy project team to manage the projects. In addition, they worked with the clinical coordinator and physician stakeholders to implement the new clinical practice guidelines. AmerisourceBergen also provided in-service meetings for key pharmacy and nursing stakeholders to ensure adoption and ensure success.

The result

Roper St. Francis Healthcare saved nearly \$1 million in pharmacy costs in the first year, providing them with enough additional budget dollars to justify hiring an additional clinical pharmacist who will enhance clinical and economic outcomes by focusing on implementation of clinical practice guidelines.