



2023 CONE HEALTH

Pharmacy Annual Report



A MESSAGE FROM

Andre Harvin, PharmD, MS, MBA
Chief Pharmacy Officer



I am honored to present our Fiscal Year 2023 Department of Pharmacy Annual Report for Cone Health. This report allows us to highlight and record the significant achievements and milestones

of the past year, setting the tone for our shared vision of pharmacy services for the future. It must be stated that this report could not possibly highlight all the incredible work that our team of professionals accomplish each day. Instead, we focus on those areas that proved critical to ensuring the health, wellness, and prosperity of the Cone Health Community. Like most other health systems, recovering from a global pandemic has been challenging

for our staff and community. We've dealt with unrelenting pressures in global inflation, fierce competition in a shrinking talent pool, and a delivery model shifting from volume to value. In the face of these challenges, I'm most inspired by how our team has responded with a renewed commitment to our community by delivering innovative strategies founded in clinical and operational excellence. At the forefront of our efforts were tackling health equity issues, establishing our role in value-based care, and creating a foundation for a service model of the future.

I encourage you to take a few minutes to review our FY23 Annual Report to appreciate and celebrate this team's accomplishments. We know the year ahead will continue applying pressure to our mission and team. I'm more confident than ever that we, as a team, will redefine the value of pharmacy services to Cone Health and the communities we serve.

Pharmacy Executive Team



Patrick Cline, PharmD, MHA
Executive Director of
Pharmacy, Business and Non-
Acute Care Services



**Rebekah Matthews, PharmD,
MS, DPLA**
Executive Director of
Pharmacy, Systemwide Acute
Care Pharmacy Services



Michael Hayes, PharmD, MBA
Director of Medication Safety
and Quality

Our Values: caring for our patients, caring for each other, and caring for our communities

221
PHARMACISTS

246
PHARMACY
TECHNICIANS

19
CURRENT CONE
HEALTH RESIDENTS



5 Acute Care
Hospitals



1 Specialty
Pharmacy



6 Community
Pharmacies



7 Cancer
Centers



5 Ambulatory
Clinics

Quality Metrics

- 33.8% of all Moses Cone patients leave the hospital with their prescriptions
- 26.5% of all patients being discharged from the hospital have a pharmacist review their medications
- Our pharmacists intervened on 50 patients per month to reduce the risk of acute kidney injury
- Our pharmacy staff assisted with over 1,400 prior authorizations and medication assistance applications each month

Financial Impact

Over \$9M contribution to fueling our future in savings system-wide!

- Acute Care was able to contribute over \$3M to cost savings through medication optimization
- Cancer Centers had growth of 12.55% year over year in operating margin with a total operating margin of over \$68M

- Community pharmacies had growth of 46.38% year over year in operating margin with a total operating margin of over \$22M
- \$119.5M in savings from the 340b program

On the Horizon

- Centralized pharmacy distribution center with expanded ambulatory pharmacy services
- New Asheboro Cancer Center
- Started an ambulatory pharmacist-led DVT referral clinic for all of Cone Health
- Growth of specialty volume by 22% with the addition of LeBauer Neurology, LeBauer Gastroenterology/Endoscopy, Cone Health Asthma & Allergy Center, and Guilford Neurological Associates clinics
- Acute Care Pharmacy has led the interdepartmental USP compliance updates

Acute Care

- Our pharmacy staff completed **179,106** medication histories systemwide
- Our residents completed **20** research projects and **15** medication use evaluations
- Pharmacists provided over **208 months** of student precepting
- Pharmacists reviewed **20,756** patient discharge orders and intervened on **3,525**
- Pharmacist interventions on discharge reviews saved the health system an estimated **\$388,738**

Cancer Centers

- **\$4.2M** obtained in manufacturer assistance
- **976 hours** in chair time reduction through advanced prep and IV robotic batching
- **279 visits** led by a clinical pharmacist practitioner in our metastatic breast cancer clinic
- **>700** treatment plans reviewed, standardized, and updated for the Cone Health Cancer Center integrated scheduling project

Specialty Care

- **>92%** adherence in all **12** specialty disease states supported
- **>90%** of specialty pharmacy calls answered within **30 seconds**
- Average **2-day** turnaround time for new specialty prescriptions
- New HIV/PrEP pharmacist-led injectable clinic at Regional Center for Infectious Disease with **>7%** of all HIV patients on injectable therapy (compared with 1% nationally) and **90%** with viral suppression

Community Pharmacies

- **\$8.5M** obtained in copay cards and grants to cover patient copayments
- Average prior authorization turnaround time of **1-day** with **71%** of prior authorizations approved **<30 minutes** from receipt
- Our community pharmacies filled **456,871** prescriptions and our specialty pharmacy filled over **17,000** prescriptions in FY23
- Assisted patients across **10 specialty service lines** in addition to nonspecialty medication

Pharmacy Technician Academy



**TECHNICIAN ACADEMY
GRADUATES EARNED
PTCB CERTIFICATION**



**ENROLLED IN
TECHNICIAN ACADEMY
FOR 2024**

The Pharmacy Technician Academy is a 20-week program consisting of online academic instruction and hands-on learning.

Medication Safety

- 2,052 adverse drug events were reported
- 78% of reported events were considered “no harm” or “near miss”
- Administration/Documentation initiatives were the most common type of safety event; followed by Clinician Prescribing and Pharmacy Operations

Automation

- Our non-hazardous robotic program has made greater than 87,000 doses of shortage protocol medications with a total number greater than 528,000 doses made since program inception
- Of our non-hazardous preparations, there is a 99.5% sterility pass rate.
- Our hazardous robotic program has made greater than 63,000 doses for our Cancer Center patients
- Our hazardous robotic program has less than a 2% failure rate
- Systemwide Pyxis stock out percentage for all facilities fell to 0.84%

Caring for Our Community

- The pharmacy department had 7 community service events per service area
- Our residents established weekly pharmacy participation in the Urban Ministries clinic
- The pharmacy department raised \$4,273 from the Celebrate the Children campaign in 2022 which helped sponsor 28 foster children’s Christmas presents
- The pharmacy MATCH program filled 2,921 prescriptions for an estimated patient cost savings of \$117K



Cone Health Medical Group and Health Plan

- Added new services in Managed Medicaid, Population Health, and Remote Patient Monitoring
- 5,638 virtual visits were completed by pharmacists
- With pharmacist engagement at CHMG, on average A1C was reduced by 0.9% and LDL fell by 58
- When a pharmacist intervened for blood pressure control in our African American population, blood pressure fell on average by -35/-17
- Our employee health plan has over 18,000 members with 82% of prescriptions staying in-house
- Cone Health obtained \$4.4M in manufacturer assistance to lower health plan and member cost