

April 14, 2021 3:00 p.m. EDT / 12 p.m. PDT

Revolutionizing Patient Safety: The Patient-Centric Supply Chain for Prescription Drugs



The Axia Institute:
Delivering Value Chain Solutions®
MICHIGAN STATE UNIVERSITY

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Welcome and Introduction



Bahar Aliakbarian
Ph.D., Research Associate
Professor,
Michigan State University



Mark Karhoff
Founder, Principal Consultant,
Ten Count Consulting, LLC

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Housekeeping

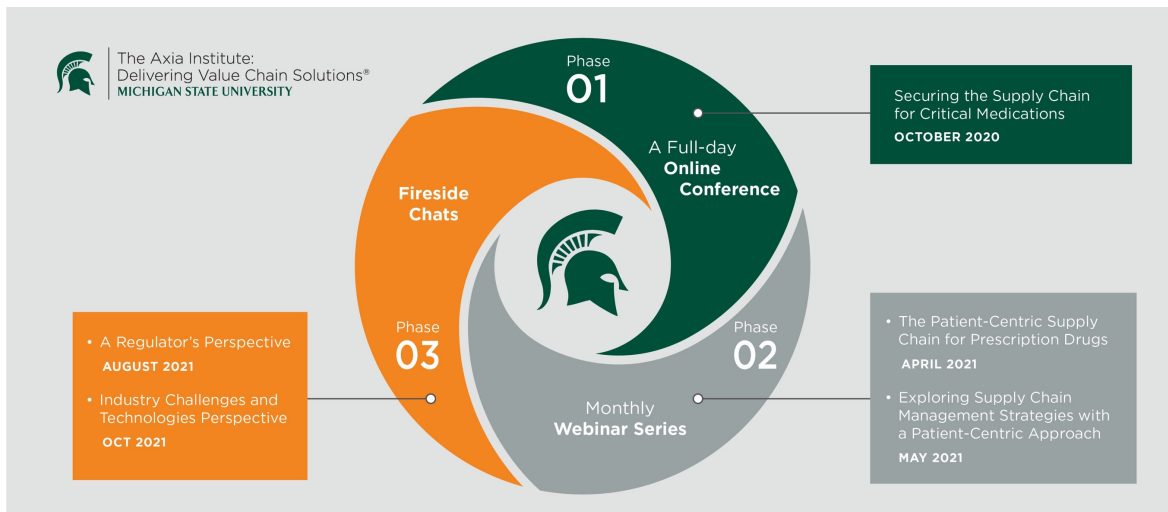
Attendees will have the opportunity to ask questions using the question box in the Zoom interface.

When we are finished, we'd like your help in completing a survey regarding this session.

Copies of today's presentation will be available following the event.

We will be recording this webinar and will post it to our website by next week.

The Axia Institute Explores Patient Safety



Our Panelists



Ghada Ashkar

Pharm.D., Director of
Ambulatory Pharmacy
Services, UCLA Health



Jillian Foster

Pharm.D., Pharmacy Service
Line Administrator, Baptist
Memorial Health Care

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Ghada Ashkar
Director of Ambulatory
Pharmacy Services -
UCLA Health

Ghada Ashkar, PharmD brings deep knowledge of all aspects of the retail and ambulatory pharmacy operations. Ghada is currently the Director of Ambulatory pharmacy services at UCLA Health where she oversees all the Institution's retail pharmacies and the specialty pharmacy, as well as the meds to beds programs.

Ghada is leading the operational strategies of multiple pharmacy programs including starting and expanding the specialty pharmacy at UCLA, enhancing the drug inventory systems, expanding the meds to beds program, implementing regulatory compliance requirements as well as spearheading cost savings initiatives and 340B program optimization. Prior to her UCLA appointment, she served in numerous leadership roles at CVS health and managed multi-unit districts.

Jillian Foster, Pharm. D, MBA, FACHE, FASHP is currently the System Pharmacy Service Line Administrator for Baptist Memorial Health Care Corporation (BMHCC). She provides strategic direction to the BMHCC pharmacy teams at all Baptist hospitals, infusion centers, retail pharmacies, home infusion, mail order and specialty pharmacy in MS, TN, and AR.

Jillian graduated from the University of Mississippi School of Pharmacy after completing a Health Policy Fellowship with United States Senator Thad Cochran. She also completed a Pharmacy Practice Residency (PGY1) and Specialty Residency (PGY2) with an emphasis in Pharmacy Management and Administration at North Mississippi Medical Center (NMMC) in Tupelo, MS



Jillian Foster
Pharm.D., Pharmacy Service
Line Administrator, Baptist
Memorial Health Care

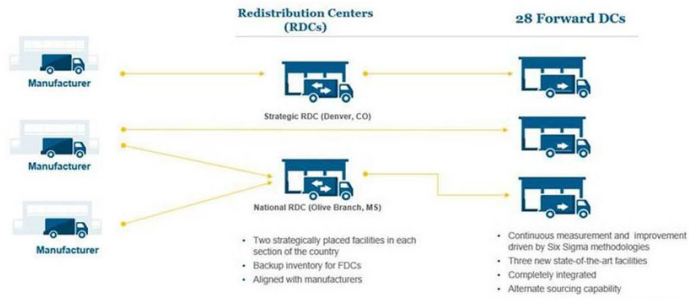
1

What supply chain looks like for your pharmacies?

Workflow Overview (Upstream)

Supply Chain Excellence

First two-tier, fully integrated supply chain provides optimal inventory you can count on



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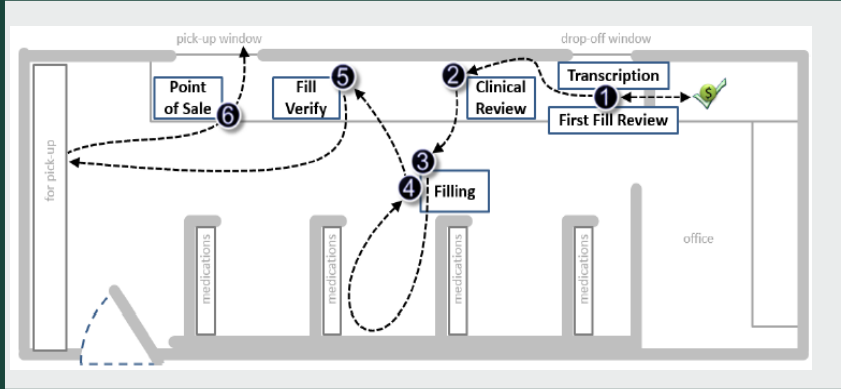
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1

What supply chain looks like for your pharmacies?

Workflow Overview (Downstream)



2

What do you see as the biggest challenge to providing the best care to patients when it comes to prescription drugs?



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Jillian:

1. Lack of interoperability
 - a. Recent History
2. Vertical Integration
3. Costs
 - a. Drugs
 - i. Rebates vs. upfront best price
 - b. Labor
 - c. Overhead
 - d. Inpatient vs. Outpatient Payer Incentive
 - e. Patient Assistance
 - i. Long-term implications

Ghada:

1. Human factors
2. Technical limitations
3. Distribution issues
4. Supply chain issues/Formulary issues

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Given the role each of you are in, what factors support your decisions of choosing the best practices for your patients?



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Jillian:

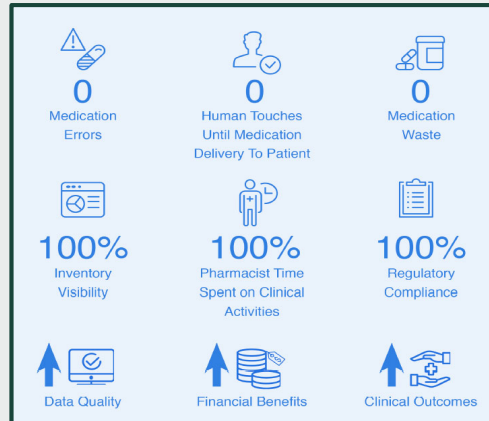
1. Affordability
2. National Guidelines
3. Literature
4. Consensus from experts

Ghada:

- Patient safety
- Patient satisfaction
- Patient access to drugs
- Situational decisions
- Workflow and efficiency enhancements
- ROI supported – savings generator

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Which manual processes do you believe could benefit from technological advancements?



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Jillian:

1. Diversion Management
 - a. EHR, Automation integration
2. Pharmacist order and product verification
 - a. Centralized, remote
3. Pharmacy Drug Inventory

Ghada:

Technological advancements should always be at the forefront of our operation in order to keep advancing our practice and stay innovative. Technological advancements are important in all areas of the pharmacy workflows:

1. Ordering and Inventory management
2. Prescription filling processes
3. Distribution and delivery processes
4. Chain supply transparency
 - a. DSCSA compliance

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What hurdles exist to technological advances in hospital pharmacy management?



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Jillian:

1. Cost
 - a. Capital vs. Operational
2. Redundancy
3. Multiple Vendors
4. Working well as is...
 - a. Others unaware of potential error

Ghada:

1. IT Resources
2. Operational resources
3. Budgets
4. Infrastructure
5. Regulatory limitations – data protection
6. Leadership buy-in and prioritization
7. Unforeseen circumstances/Pandemic

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What impacts do issues in your supply chain have on the availability of medicines in your pharmacies? Do issues like drug shortages, inventory transparency or timely delivery effect supply?



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Jillian:

1. Shortages: Several times a year
2. Inventory transparency: daily
3. Timely deliveries: once a year

Ghada:

1. Inventory management – Lack of automation/340B complexity
2. Supply and demand
3. Price variations and reimbursement
4. Formulary limitations
5. Substitution errors
6. Short date inventory- expired medication
7. Recall pulls

Challenges can take place at any step within a pharmacy workflow, but if the wrong/ counterfeit drug is received and dispensed or if the drug is not received at all, patient safety is at risk no matter how accurate or efficient are all the other workflows.

Where is the greatest opportunity for human error in your drug supply chain?



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Jillian:

1. Affordability
2. National Guidelines
3. Literature
4. Consensus from experts

Ghada:

1. IT issues - Order not received by supplier or not processed timely
2. Drug shortages - need for substitution - cause for delay
3. Drug shortages - need for alternate ordering from a different source
4. Expired and recall drug pull - Lack of automation
5. Operational inefficiencies and inability to integrate into the daily workflows

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Are there entities your organization works with that we should learn more about and/or engage with at a deeper level?

Many across the supply chain listening in today are trying to understand where the “dispenser” sector may align on standards and best practices.



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Jillian:

1. Regulatory bodies
 - a. The Joint Commission
 - b. Institute for Safe Medicine Practices (ISMP)
 - c. Various Boards of Pharmacy
2. Professional Associations
 - a. American Society of Health-System Pharmacists (ASHP)
 - b. American Hospital Association (AHA)

Ghada:

In addition to the above:

1. URAC - Specialty Pharmacy Accreditation
2. UCLA collaborates with the other 5 University of California Pharmacies across statewide system

Q&A



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Thank you



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