

The Challenge

Specialty Pharmacy was on the minds of pharmacy leaders at Akron Children's Hospital, a 400 bed free-standing children's hospital. John Lepto, Director of Pharmacy, had observed other children's hospitals making excellent gains in patient care and provider satisfaction while generating significant contributions to the bottom line.

Creating a specialty pharmacy from scratch involves a lot of moving parts:



Facility Planning



Drug
Purchasing



Staffing



Running Daily
Operations



THE BENEFITS OF HIRING A CONSULTING FIRM

While hiring a consulting firm was a new approach for Lepto and team, the results of the engagement were tremendous.

The specialty pharmacy exceeded performance expectations in its first year, surpassing projected volumes and margin. This will enable Akron Children's to invest new resources into patient care and population health efforts within the community that otherwise would be difficult to fund.

The Visante team collaborated with ACH to recruit and onboard well-qualified pharmacy leaders who stepped in to manage the operation. Visante also recruited and trained medication specialists to provide these essential services.

The Approach

Lepto knew the many advantages for kids and their families of having an in house specialty pharmacy, and he and the team were determined to find a way to move this forward. Talking with other hospitals about their experiences, they followed recommendations to build a high-performing internal operation that Akron Children's Hospital would own and manage, versus outsourcing the pharmacy to an outside firm. Lepto and the team were referred to Karl Kappeler at Visante, formerly a Director of Pharmacy at another Children's Hospital. Kappeler brought in Visante's specialty pharmacy expert Joe Cesarz.



Kappeler, Cesarz and the rest of the Visante team helped Lepto illustrate the benefits of opening a specialty pharmacy at ACH and the future opportunities for growth that would increase services for kids, their families and the care teams.

Upon gaining approval, the team quickly went into action to develop a business plan with financial projections and staffing requirements. What Lepto thought could take two to three years to complete, the team was able to accomplish in just six months, adding incredible value to the hospital organization and – most importantly – providing an important service to children and families that ultimately improved patient care and satisfaction.



JOHN LEPTO SAID OF HIS SPECIALTY PHARMACY TEAM,

This group of dedicated pharmacists and technicians successfully operationalized our internal specialty pharmacy within 6 months of the start of the project! Working alongside Visante, they realized full URAC accreditation only 6 months from the first specialty prescription being filled. Our team is able to deliver specialty medications to patients within 3 days or less of receiving a prescription! This can take up to 3 weeks with external specialty pharmacies! Truly great patient care and a remarkable feat! Very proud of this team!"

Quality Metrics

Time to fill: **2.38 days**

Medication Adherence: **96%**

Patient Quality of Life Score: **100**

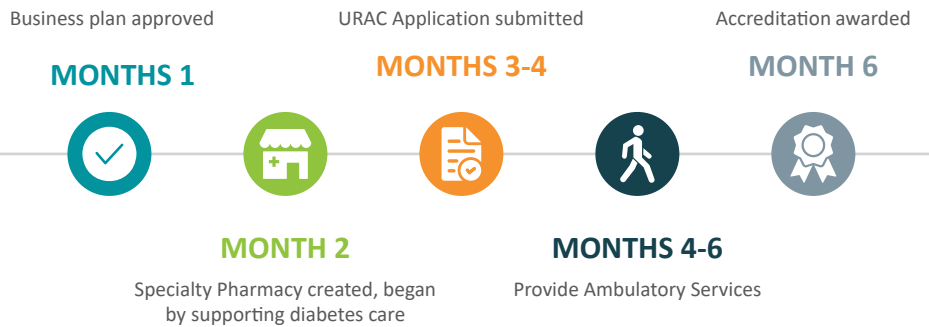
Promise to Deliver: **100%**

Percent of Prescriptions Approved: **84%**

Patient Satisfaction Score: **97.5%**

Provider Satisfaction Score: **100%**

Key Milestones



1st year exceeded budget projections for quality, volumes and financial health.

Visante's Approach is Unique:

We help you stand up your own specialty pharmacy so you fully enjoy the financial and patient care benefits:



Well-developed business plan customized for client



Hire and train supporting staff



Sound financial outlook and pro forma



Operations set up for future expansion



Detailed implementation plan and milestones, all of which are led by Visante



Pharmacy informatics and analytics that demonstrate value



Top-notch pharmacy management recruiting



Executive leadership reporting and communication