

Background

- Outpatient Pharmacy Services (OPS) at Yale New Haven Health is an integrated health system specialty pharmacy (IHSSP).
- OPS's specialty clinical pharmacists (SCP) have dual responsibilities for the accreditation standards of the specialty pharmacy and the health system's cancer center.
- SCPs clinically review medications in the treatment plan, provide patient education for new or dose changes of oral anticancer medications, and complete ongoing assessments of the patient's progress.
- SCPs carry out the above tasks regardless of the patient's dispensing pharmacy to fulfill the health system's cancer center accreditation requirements.
- In May 2023, OPS transitioned from an in-house electronic health record documentation platform to Epic Systems' care management application, Compass Rose.
- Customized tools were needed to facilitate the intricacies of the oral anticancer medication workflow.
- As of May 2023, the total number of oral anticancer patients enrolled was 6,000 (approximately a third of the total specialty pharmacy patient population).

Objectives

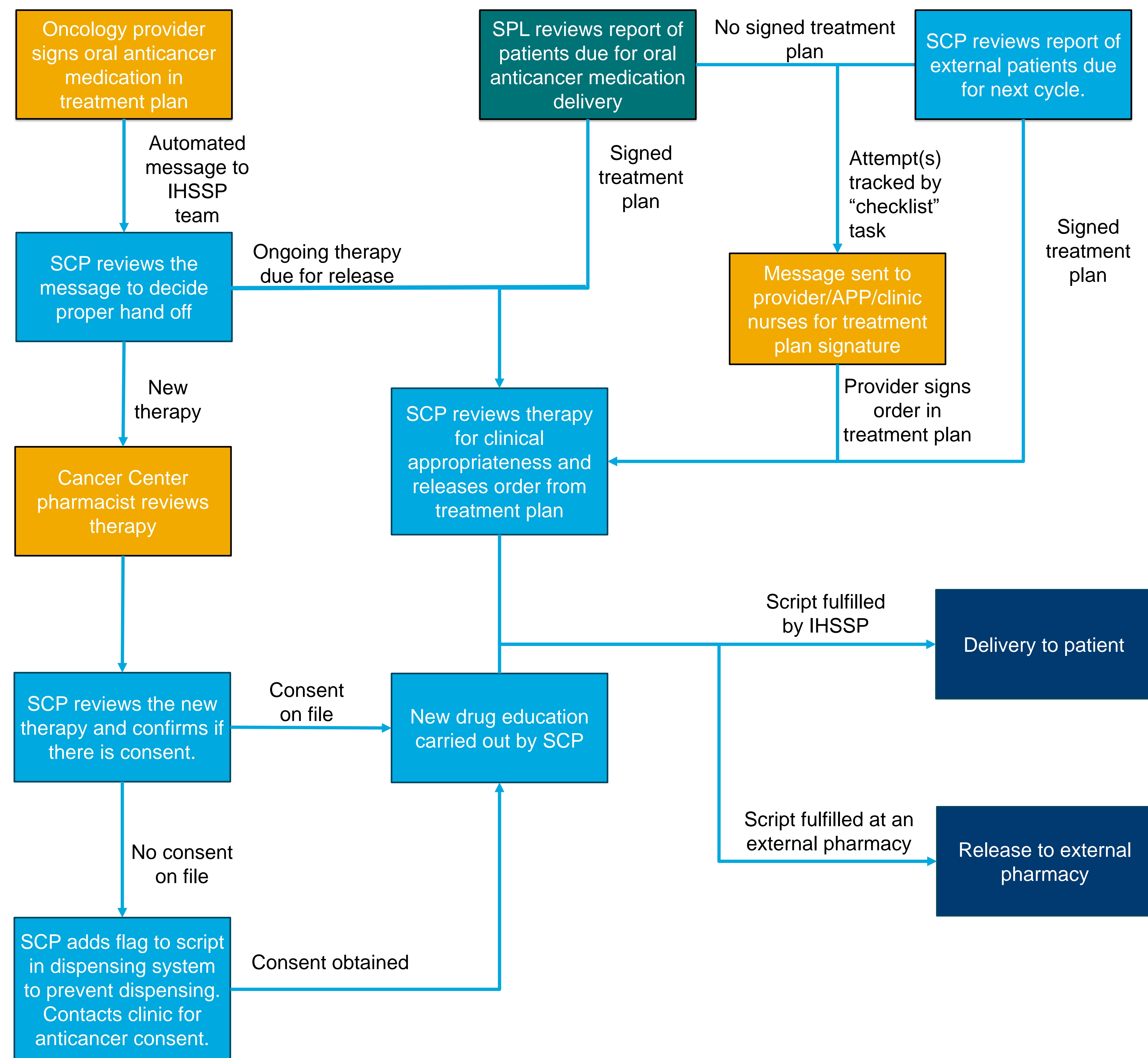
To customize a new care management application to facilitate a novel comprehensive oral anticancer medication workflow.

Description

- A multidisciplinary group of SCPs, specialty pharmacy liaisons (SPL), information technology experts and pharmacy clinical leadership was created.
- The group examined the current capabilities of the care management application documentation system, and identified areas where modifications were needed for the oral anticancer workflow.
- Specific issues identified included:
 1. Use of treatment plans instead of refills on the order
 2. The SCP's responsibility for managing the treatment plan orders for patients filling at non-health system pharmacies
 3. Oral anticancer therapies require a signed patient consent before dispensing
 4. A trackable method to gather treatment plan request data

Evaluation

Figure 1. Workflow for Managing Oral Anticancer Medications



Unique Workflow Steps	Workflow modifications
Management of treatment plans	<ul style="list-style-type: none"> • A novel automated message was created, where an automated message is sent whenever an oncology provider signs a specialty oral anticancer medication • "External Treatment release" with a date for when the patient is due for their next release added by SCP
Requesting signed orders in the treatment plan	<ul style="list-style-type: none"> • A "Renewal Review" task was created specifically for the oral anticancer receiving patients • A manual "checklist task" was developed
Signed consent review	<ul style="list-style-type: none"> • A "Consent Required" flag was created and manually added to orders in the dispensing system

Discussion

- At initiation of the new care management application, the external patient management tasks, request "checklists" and consent flag were integrated into workflow.
 - From May 2023 to May 2024, 6,367 external patient release tasks were completed.
- After initiation of the new care management application, it was deemed that optimizations were necessary to better accommodate the intricacies in the oral anticancer medication workflow.
 - In April 2024, a new task, "Renewal Review" was developed to manage future deliveries for oral anticancer medication patients.
 - As of August 2024, 2,165 Renewal Review tasks had been completed by IHSSP staff.
- In April 2024, a report was developed to analyze the treatment plan signature request information submitted in the "checklist" task.
 - From August 2023 to August 2024, greater than 6,000 "checklist" tasks were completed in the pursuit of treatment plan signatures.

Conclusion

The oral anticancer medication specific tasks were successfully adapted in the new care management application.

Future Direction

- Ongoing education of the IHSSP staff and cancer center staff on the nuances of the oral anticancer medication workflow and proper steps for adding and documenting the "checklist" task.
- Analyze data from the treatment plan request "checklist" data to identify deviations in prescribing practices and find targets of reeducation.
- Consideration of Epic Systems' care management application, Compass Rose by care centers, thus furthering pharmacy and clinic integration.

References

1. DelVecchio et al. Development of a Workflow to Manage Non-specialty Medications at a Specialty Pharmacy. Poster presented at: NASP Annual Meeting & Expo, Sept 18-21, 2023; Grapevine, TX.
2. Tong et al. Implementation of a new patient case management system at a large health system specialty pharmacy. Poster presented at: NASP Annual Meeting & Expo, Sept 18-21, 2023; Grapevine, TX.
3. Riccardi M et al. Developing a disease state specific patient management program at an integrated health system specialty pharmacy. Poster presented at: NASP Annual Meeting & Expo, Sept 18-21, 2023; Grapevine, TX.
4. Wright S et al. Education and evaluation strategies to implement a new care management documentation system in a health system specialty pharmacy. Poster presented at: NASP Annual Meeting & Expo, Sept 18-21, 2023; Grapevine, TX.