Enhancing Health System Specialty Pharmacy Productivity Through a Multi-Step Order Transmittal Tool and Executive Claims Dashboard

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Background

Health system specialty pharmacies (HSSPs) face increasing pressure to improve operational efficiency, optimize prescription capture, and enhance financial performance while maintaining high standards of patient care all without additional staffing resources. Fragmented workflows and limited visibility into claim status can result in missed opportunities for timely intervention and reduced productivity[1].

Objectives

To evaluate the **impact** of implementing a multi-step order transmittal tool in the form of an outpatient prescription verification queue (VQ) within the EMR and an executive dashboard on **prescription volume**, **insurance eligibility** visibility, and overall **prescription capture rate** within an integrated HSSP.

Description

VQ Integration

- Standardizes prescription routing
- Reduces provider burden by decreasing prescription reordering
- Standardizes workflow to ensure PA on file prior to order release

Executive Dashboard Creation

- Provides real-time visibility into HSSP volume, revenue, capture rate and patient and payor eligibility

Timeline

2021: Implemented verification queues across embedded clinics

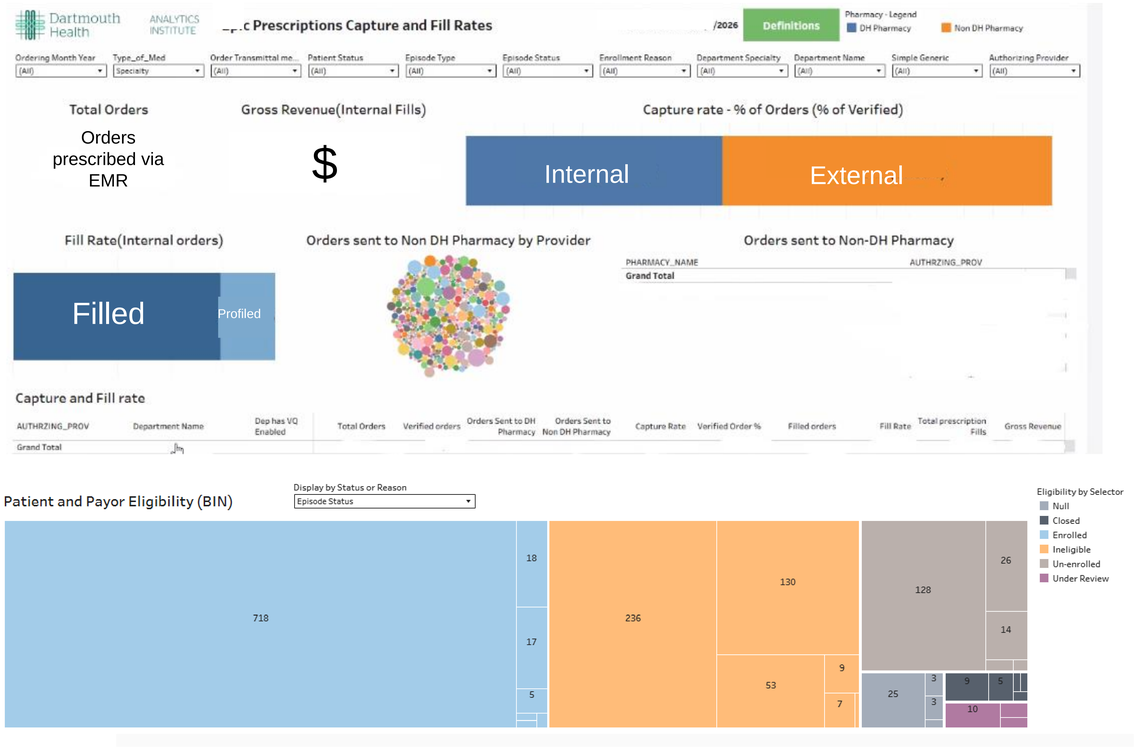
2023: Continued expansion across system, currently supporting 62 clinics

2025: Leaders identified the need for better reporting with opportunity to automate reporting

2025: Leveraged analytics team to explore software capabilities for dashboard functionality

2026: Gathered feedback from executive team to expand upon data visibility and information captured

Sample Dashboard



Discussion

Impact:

- Developed a centralized platform that integrates data from multiple sources to improve visibility

Utilization:

- Identified targeted expansion opportunities by medication or clinic location
- Identified the need to retarget specific populations for conversion conversations
- Increased provider buy in through accessible data review of utilization
- Capture utilization of verification queue by provider and RPH to ensure accuracy of order
- Identified opportunity to improve payor eligibility documentation

Future:

- Targeting payors for insurance contracts
- Continue to expand the use of the VQ to additional clinics throughout the system

Conclusion

Implementation of a multi step order transmittal tool in combination with creating an executive dashboard allowed senior leadership the opportunity to clearly identify volume of prescriptions sent internally or externally and extrapolate data by medication, provider or clinic location. This tool also provided the visibility to identify payor access expansion opportunities. This dashboard gave the executive team a high level overview of the HSSP's financial impact for the system with the ability for real time review.

References

1) Shay B, Louden L, Kirschenbaum B. Specialty Pharmacy Services: Preparing for a New Era in Health-System Pharmacy. Hosp Pharm. 2015 Oct;50(9):834-9. doi: 10.1310/hpj5009-834. Epub 2015 Oct 14. PMID: 26912924; PMCID: PMC4750833.

Disclosure

Authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.