

VISION: To be the best place to receive and provide pharmacy care

MISSION : **One pharmacy community:**

- Serving patients
- Advancing practice
- Investing in caregivers

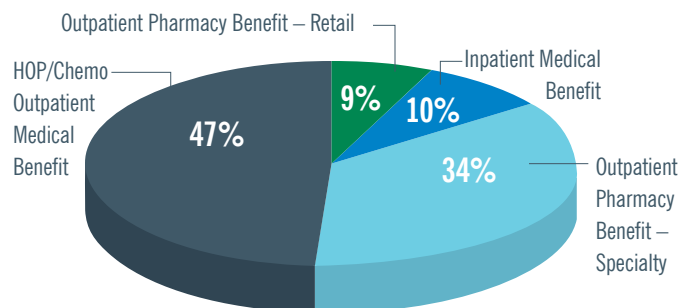
WHO WE ARE

23	Hospitals
6,728	Inpatient Beds
280	Outpatient Locations
26	Outpatient Pharmacies
912	Pharmacists
940	Technicians and Allied Health Professionals
94	Pharmacy Interns
71	Residents
577	APPE/IPPE Rotations Completed at Ohio Sites
39	Publications Reported by Pharmacy Caregivers
9	External Research Grants Awarded, Totaling \$399,819
4	Pharmacy Enterprise Research Committee Grants, Totaling \$31,825

AWARDS AND RECOGNITION

- 2024 Enterprise Health Professions Educator Award: Recognized two pharmacy recipients ★ ★ ★
- 2024 OSHP Annual Awards: Honored Best Practice Award Advancement Success Award for Family Medicine and a Residency Program Director Award
- Patient Safety Hero Award and the Medication Star Award at Martin North
- Multiple Caregiver Excellence Awards for Innovation, Safety & Quality, and Teamwork

2024 CC PHARMACEUTICAL PURCHASES | \$2.3 BILLION



AUTOMATION AND TECHNOLOGY

- Implemented ConsortiEx to meet standards for DSCSA at Children's Rehabilitation, Akron General and Union
- Implemented key technology platforms, such as Pyxis and Logistics ES expansion at Avon, Mercy, Martin South
- Florida market implemented compounding and repackaging in community pharmacies
- Expanded indications for use for antimicrobial stewardship tracking in Epic
- Installed Apoteca Syringe Robot in Children's Pharmacy
- Apoteca PS implemented across Ohio and Florida.
- We surpassed 500,000 preparations compounded using Apoteca in one year, reflecting a 12.5% increase from the previous year



OPERATIONAL EXCELLENCE THROUGH LEAN TRANSFORMATION AND CONTINUOUS IMPROVEMENT

- Paper reduction in community pharmacies by transition from hardcopy monographs and medguides to electronic Epic MyChart impacting 34,000 patient lives
- Administered over 4,000 vaccinations at five travel vaccination hub locations
- Approved over 16,000 prescription refill requests by the refill authorizations team on behalf of providers
- Completed over 9,800 prior authorizations on behalf of patients and providers
- Responded to four hundred "Ask a Drug Information Question" for caregivers throughout the enterprise
- Implemented two-way MyChart messaging for medication adherence outreach



- **Standardized vancomycin competency** across the pharmacy enterprise
- Migrated Kaizen Boards to virtual Teams platform enhancing accessibility and participation for all pharmacy caregivers in five services lines resulting in **over 300 improvement ideas completed**

REVENUE AND COST SAVINGS

- Biosimilar and generic conversion enterprise wide resulted in **over \$146.8 million in savings**
- **Adherence Pharmacy prescription growth of 34%** with a second robotic packager installed to support patient volume
- Community and Specialty Impact
 - **Surpassed \$1 billion** in total prescription revenue
 - **Increased trade prescription volume** by 23%
 - **Total prescriptions dispensed rose to 2.3M**, an increase of 19% vs 2023
- **Florida Market saved \$820,000** by 2,243,220 solid dosage forms repackaged to UD resulting in an 18% increase over 2023.



RESEARCH AND EDUCATION

- **Hosted the second annual Medication Analytics, Safety, and Technology (MAST)** conference for over 200 attendees and 8 vendors
- Residency program accreditations:
 - Main Campus **Internal Medicine PGY2** 8-year initial accreditation
 - Main Campus **Community-Based Specialty PGY1** 8-year initial accreditation
 - Martin Health South **PGY1 4-year** initial accreditation
 - Main Campus Community **PGY1 4-year** accreditation
 - Main Campus Health-System Pharmacy Administration and Leadership (HSPAL) **PGY1/2 8-year** reaccreditation
 - Martin Health North **PGY1 8-year** reaccreditation
 - Indian River Ambulatory **PGY1 Ambulatory 3-year** reaccreditation
- **Established a PGY-2 Neurology Pharmacy Residency Program**
- **31 technicians** graduated from the School of Pharmacy Technician training program
- **60 pharmacists** participated in ASHP Leadership Basics Certificate Program
- Awarded a Cleveland Clinic **Education Institute Grant** to support the Pharmacy Research Traineeship for 9 Pharmacists
- Launched an **Enterprise Resident Research Mentorship Group**



- **Implemented** a pharmacy resident research IRB pre-review process
- **Developed** Preceptor Research Curriculum for New Preceptors

EXPANSION OF PHARMACY SERVICES AND PRACTICE

- **Renovated a USP 795 & USP 800 compliant non-sterile compounding lab** at the Euclid Avenue community pharmacy
- Akron General expanded neonatal care by **opening a neonatal ICU**
- Added a **new community pharmacy in Indian River**
- Launched an inpatient opioid stewardship program across the enterprise
- The Florida market **expanded hospital at home services to all five hospitals**
- Expanded Main Campus **heart failure transitions of care services**:
 - Heart failure medication reconciliations increased **from 68.1% to 72.7%**
 - **Ensured delivery of discharge prescriptions** to 59.8% of heart failure patients
 - Developed a **referral for home delivery services** which averaged 11 referrals per month leading to 1,300 prescriptions filled
- Expansion of Transitions of Care Services at Main Campus **Bedside Delivery** Consult Order Optimization
 - Pediatric units saw an increase from **59.9% to 81.6% usage**; cardiology units from **84.5% to 91.9%**.
 - Improved the percentage of **patients discharged before noon** from 27% to 36%.
- Discharge **Turn Around Time** Improvement at Main Campus
 - Realized a **31.58% reduction** in Turnaround Time for discharge prescriptions in 2024



CC MEDICAL STAFF ADULT AND PEDIATRIC P&T COMMITTEE ACTIONS (N=178)

