

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

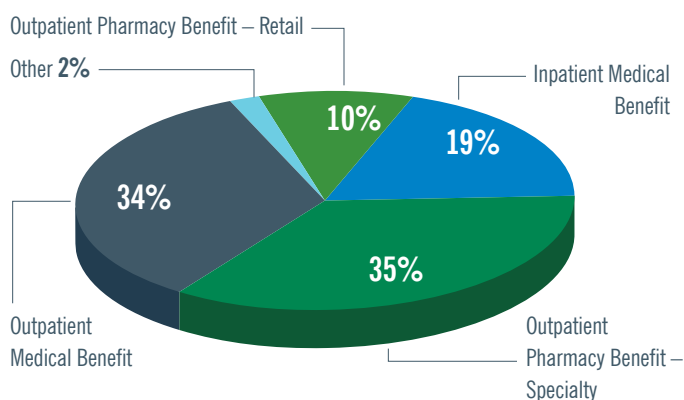
MISSION : **One pharmacy community:**

- Serving patients
- Advancing practice
- Investing in caregivers

WHO WE ARE

23	Hospitals
7,332	Inpatient Beds
284	Outpatient Locations
32	Outpatient Pharmacies
1,066	Pharmacists
942	Technicians and Allied Health Professionals
95	Pharmacy Interns
74	Residents
640	APPE/IPPE Rotations Completed at and Florida Sites
141	Publications Reported by Pharmacy Caregivers
9	External Research Grants Awarded across U.S. and Abu Dhabi markets, representing \$468,337 USD and AED 2M (≈\$544,514 USD equivalent)
4	Pharmacy Enterprise Research Committee Grants, Totaling \$15,613

2025 CC PHARMACEUTICAL PURCHASES | \$2.78 BILLION



AWARDS AND RECOGNITION

- 2025 ASHP Distinguished Leader Award ★ ★ ★
- Patient Safety Hero Award and the Medication Star Awards at multiple locations
- Multiple Caregiver Excellence Awards for Innovation, Safety & Quality, and Teamwork
- Enterprise Teaching Excellence Awards
- Weston Hospital High Reliability Coach of the Year Award
- Enterprise Annual Celebration Award: Medication Access Coordinator Team
- Enterprise CEO Award: Anti-Venom Delivery Team

AUTOMATION AND TECHNOLOGY

- Implemented Bluesight diversion monitoring software for pharmacy service lines
- Launched Compass Rose within Ohio and Florida Value-Based Care teams
- Expanded APOTECaps to Martin Health, exceeding 225,000 annual dispenses
- Expanded Epic Systems functionality in Abu Dhabi, including antimicrobial stewardship and MMED modules, and added POS signature pads in ambulatory pharmacy
- Home Infusion team implemented CareTend and launched remote monitoring for high-risk medications
- Piloted Epic AI tool for prior authorization in outpatient pharmacies

OPERATIONAL EXCELLENCE THROUGH LEAN TRANSFORMATION AND CONTINUOUS IMPROVEMENT

Across 2025, pharmacy teams advanced operational excellence through disciplined Lean practices, frontline engagement, and data driven improvement — delivering measurable gains in safety, quality, efficiency, and patient experience.

- Demonstrated strong safety culture through Patient Safety Day 2025 participation
- Standardized high-risk workflows, including Pyxis refrigeration and chronic care order processes
- Optimized Stericycle to reduce variation and waste
- Implemented a standard Bedside Delivery consult process across all Ohio hospitals
- Launched Operational, Clinical, and Engagement CI Committees
 - Completed A3 improvement projects targeting insulin workflows and code cart optimization
 - Established a Pharmacy Practice Council to support shared governance
 - Implemented 13 frontline driven Kaizen improvements
 - SolVE project for pyxis stock outs exceeding enterprise target

with 0.88% (enterprise target <1.0%)

- South Pointe Hospital Improved HCAHPS “Communication on Medications” **from 5th to 51st percentile** (2023–2025) and delivered 3,014 personalized medication education encounters
- **Reduced oncology medication-to-patient turnaround time** from 45 to 32 minutes
- **Reduced waste** through IV antibiotic optimization and daily bag rotation
- Improved **CMS Star Ratings**: SUPD: 2 → 4 stars and SPC: 4 → 5 stars
- **Implemented EPIC Willow** inventory tracking and shortage module for improved control and visibility
- Generated 162 improvement ideas, completing 44 **Community and Specialty Pharmacy Committee** projects
- **Established department OKRs** and **daily performance metrics** to sustain accountability and improvement

REVENUE AND COST SAVINGS

- Supply chain pharmacy sourcing **achieved more than \$60 million in annual savings**
- Community and Specialty Pharmacy **Impact**
 - Dispensed 2.7 million prescriptions
 - 19% year-over-year volume increase
 - Delivered more than \$20 million in patient savings through Patient Assistance Programs
- **Achieved more than \$140 million** in infusion therapy savings through biosimilar utilization
- Florida market **achieved more than \$5 million** in cost savings through alternative dosing strategies
- **Achieved \$850K in FL cost savings** through centralized repackaging (+\$300K vs. 2024)
- Expanded Oral Chemotherapy Repository Program to include over 100 agents, **generating more than \$2 million** in cost avoidance and supporting over 130 patients



RESEARCH AND EDUCATION

- Implemented **Pharmacy Technician Leadership Practicum**, a six-month leadership development program for pharmacy technicians
- **80 pharmacy technicians** completed ASHP/ACPE accredited training program
- **Residency Program Accreditations**
 - Weston Hospital PGY-1: 8-year reaccreditation
 - Martin North PGY-1: 8-year reaccreditation
 - Abu Dhabi PGY-2 Infectious Diseases: 8-year reaccreditation
 - Abu Dhabi PGY-1: accredited by National Institute for Health Specialties (NIHS)
- Launched a **standardized resident research project idea submission platform** and optimized the Quality Improvement submission process
- **Hosted conferences**
 - Medication Analytics, Safety, and Technology (MAST) at Main Campus
 - Cleveland Clinic **Abu Dhabi Pharmacy Conference**



EXPANSION OF PHARMACY SERVICES AND PRACTICE

- Implemented **pharmacist-led clinical programs** across the enterprise
 - **Heart failure GDMT** stewardship services
 - Pharmacist-managed aminoglycoside **dosing protocols**
- **Established new ambulatory and specialty pharmacy services** and expanded inpatient pharmacy services
 - Embedded pharmacists in **additional primary care practices**
 - Introduced services in **pediatric complex care** and **transplant clinics**
 - Increased **number of clinical pharmacists** enterprise-wide, including opioid stewardship and nutrition consults
- **Enhanced oncology and infusion pharmacy capabilities**
 - Increased oncology infusion chair capacity and **implemented pharmacy automation in Florida Submarket**
 - Opened a **Neurology Infusion Center** pharmacy and **advanced Cell & Gene Therapy services**
- Developed a **Hospital Care at Home (HCAH) Command Center Pharmacist service** in Florida
- **Strengthened transitions of care** pharmacy services in the Florida Submarket
 - **Added** medication history and discharge medication reconciliation programs
 - Introduced **Meds-to-Beds services** at additional hospitals
- Integrated pharmacogenomics **clinical decision support indicators** across the enterprise
- **340B milestones achieved**:
 - **Completed 68,018 audits** covering individual patient and data validation
 - **Hosted HRSA in March 2025** for an onsite audit of **Lutheran Hospital's 340B program**, which resulted in zero adverse findings
 - **340B benefit utilization**
 - **Standardized and implemented** an emergency medication access process across our community pharmacies
 - **South Pointe Ambulatory Pharmacy** opened in September 2025, addressing a pharmacy desert and expanding medication access for patients in nearby communities



CC MEDICAL STAFF ADULT AND PEDIATRIC P&T COMMITTEE ACTIONS (N=201)

