Our Vision: To be the world leader in pharmacy practice.

Our Mission: To provide patient-focused pharmacy practice across the continuum of care through innovation, education and research.

WHO WE ARE

656 Pharmacists
559 Technicians
62 Pharmacy Residents
1,076 APPE/IPPE Student Rotations Completed
81 Peer-Reviewed Publications
92 Platform Presentations
61 Posters Presented
5932 Total hospital beds
40 Pharmacy caregivers onboarded at Cleveland Clinic London
300% Increase in the number of Emirati pharmacists in Cleveland Clinic Abu Dhabi

$45M Cost savings due to improvements in pharmacy sourcing and purchasing performance
$41M Employee Health Plan enterprise-wide savings
$37M Savings on goods sold through 340B drug discount program

AUTOMATION, INNOVATION AND TECHNOLOGY

Utilizing Artificial Intelligence (AI) laser cutting technique to make tablet and capsule unit doses at Cleveland Clinic London.

The Joint Commission identified Pharmacy Robots as one of the 15 New Best Practices at Cleveland Clinic.

- Implemented continuous improvement huddles for pharmacy technicians to generate new ideas for performance and operational improvements.
  - Completed 57 projects.
  - Led to substantial improvements in workflow, increased engagement, and a cost savings of $82,000 from waste and inventory reduction.

2019 CC PHARMACEUTICAL PURCHASES

1.26 Billion

Ambulatory (119) 9%
Specialty (213) 17%
HOP/Clinic (458) 37%
Other (35) 3%
Inpatient (426) 34%

Source: Pharmacy Purchasing Datawarehouse YTD through Q4 2019

clevelandclinic.org/pharmacy
**AUTOMATION, INNOVATION AND TECHNOLOGY**

Leveraging Technology for Optimization

- Completed an automated dispensing cabinet expansion project leading to a **56%** improvement in medication turnaround times at Fairview hospital.
- Reduced cartfill by **28%** by batching oral syringes at main campus.
- Reduced medication messages by **50%** with the optimization of Omnicell automated dispensing machines at Martin South hospital.

Union Hospital implemented the alternative to opioids program in the emergency and obstetrics and gynecology departments, which resulted in a **70%** reduction in the number of post-C-section patients using opioids, and a **30%** reduction in opioids prescribed for patients presenting to the emergency department with migraine.

Akron General opened a state-of-the-art compounding suite in the main pharmacy and began remodeling four off-site compounding suites within the infusion centers.

**POPULATION HEALTH**

Transitions of Care

- Reached an all-time high of **1,755** bedside delivery prescriptions in a single month to provide medication access to 673 patients at Akron General.
- Completed the bedside delivery program, resulting in a **50%** decrease in prescription turnaround times at Euclid hospital.

Community Involvement

- Participated in a mentoring worksite program of the Big Brothers, Big Sisters in Lorain County (at Avon) in Ohio.
- Established barbershop hypertension screening services.
- Expanded the Medication Take Back Service in Abu Dhabi.
- Obtained more than **$4.3 million** in co-pay assistance for patients.

Primary Care

- Basal Bolus Insulin Management decreased the overall rate of hypoglycemic events by **50%**.
- Lowered readmission rate by almost **20%** for patients contacted by pharmacists compared to those patients that were not contacted.
- Increased primary care pharmacist visit volumes by **213%**.
- **23%** growth in patients seen under consult agreements in existing clinics.