

2019 PHARMACY

FACTS & FIGURES

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

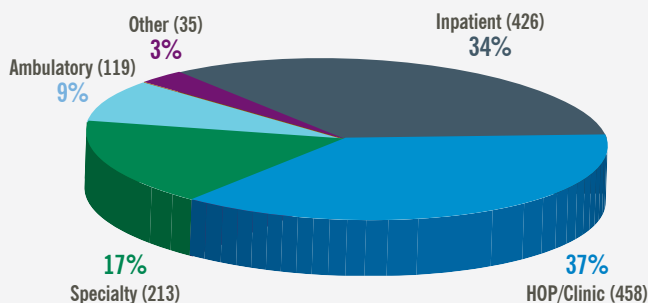
Our Mission: To provide patient-focused pharmacy practice across the continuum of care through innovation, education and research.

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
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\$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

2019 CC PHARMACEUTICAL PURCHASES

1.26 Billion



Source: Pharmacy Purchasing Datawarehouse YTD through Q4 2019

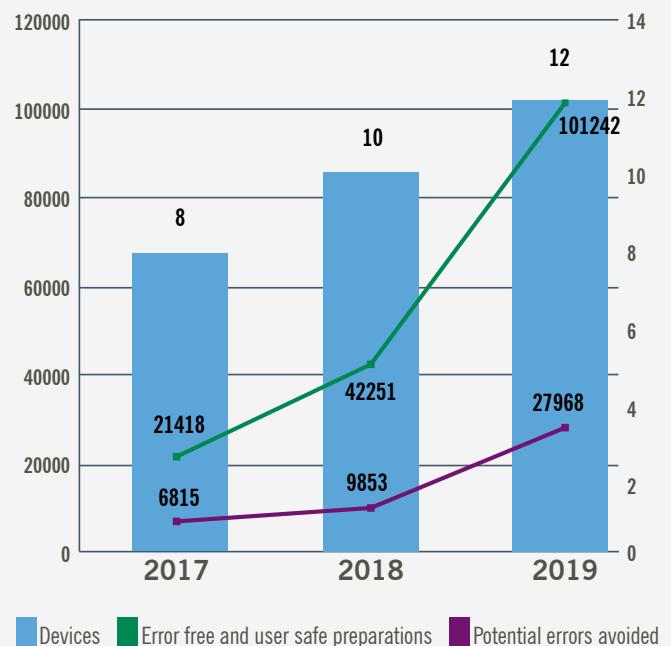
AUTOMATION, INNOVATION AND TECHNOLOGY

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.

APOTECA ROBOT ADVANCEMENT Cleveland Clinic main campus



- 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.



AUTOMATION, INNOVATION AND TECHNOLOGY continued

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.

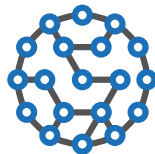
POPULATION HEALTH

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.

REVENUE AND COST SAVINGS

Contract Savings

- Realized **\$7 million annualized cost savings** for newly acquired hospitals in Florida through contracting and distribution alignment.
- Distributed **\$7.9 million in rebates**, processed \$1.9 million in manufacturer Failure to Supply claims, and captured **\$1.6 million in cost compliance**.
- Obtained access to limited medications for Specialty Pharmacy, resulting in more than **\$15 million in annual revenue**; specialty pharmacy annual revenue **increased to 43M**.
- Negotiated pharmaceutical expenditures of **\$1.25 billion** from about 800 manufacturers and suppliers.
- Reduced expenses for contract pharmacies by **\$653,000** through the 340B program.



Employee Health Plan (EHP)

- Delivered a per-member per-month net cost that was **\$26.02 lower** than other hospital employers in our pharmacy benefit manager's book of business.
- Achieved an additional **\$11 million in savings** to the enterprise through the EHP's dispensed days' supply market share of 92% captured by Cleveland Clinic pharmacies.
- Achieved generic dispensing rates of **90%** for active employees and **89%** for Medicare Part D retiree population.
- 160,000** Caregivers served.



Selected Drug Use Savings

- Removed intravenous acetaminophen from formulary, resulting in **\$1 million in cost savings**.
- Converted from 5% lidocaine topical patch to 4% lidocaine topical patch, resulting in **\$165,000 in cost savings**.
- Saved \$476,732** by decreasing use of bivalirudin, batching mupirocin nasal ointment, integrating CAPS deliveries, and switching products to Safecor Health repackaging.

