2022 Pharmacy Facts & Figures

**Vision:** To be the best in pharmacy practice for our patients, caregivers and community

**Mission:** Providing a lifetime of exceptional care through patient-centered pharmacy practice, research and education

**WHO WE ARE**

- **22** Hospitals
- **6,496** Total Hospital Beds
- **24** Outpatient Pharmacies
- **709** Pharmacists (282 board certified – 40%)
- **660** Technicians
- **64** Residents
- **87** Interns
- **1,112** APPE/IPPE Rotations Completed

One paper or presentation published every 5.7 days in 2022

- **33** Peer Reviewed Publications
- **16** Poster and Platform Presentations
- **4** Book Chapters
- **11** Miscellaneous Publications

2022 CC Pharmaceutical Purchases | $1.42 Billion

**REVENUE AND COST SAVINGS**

**Pharmacy Enterprise Savings**

- Pharmacist interventions led to a total cost avoidance of $3 million
- Implemented biosimilars and generic medications saving $31.1 million
- Validated revenue integrity by reducing pre-service Prior Authorization (PA) denials with zero incorrect billing charges in November 2022
- Expanded auto referral for PAs for outpatient infusions to Kidney, Medicine and Transplant
- Increased community pharmacy services revenue by 14%

**Employee Health Plan (EHP) Savings**

- Net cost per member per month of $35.25 less than other hospital employers in our PBM’s employer book of business
- Completed 15,600 clinical reviews for PAs and resolved over 9,000 customer relationship management interactions with 82% first call resolution
- Achieved $16.5 million in enterprise cost avoidance through EHP’s Mandatory Maintenance Program

**AUTOMATION, INNOVATION AND TECHNOLOGY**

- Implemented Logistics ES at all inpatient facilities
- New Epic Go-Lives in London, Mercy, Indian River hospitals
- Installed a Parata robot at Euclid Avenue Outpatient Pharmacy
- Indian River implemented a daily cart fill that resulted in 29% decrease in medication messages sent to pharmacy in 2022
- APOTECAs expansion to Regional Hospitals: Hillcrest, Fairview Outpatient, Akron, Lutheran. >13,000 compounds per month go through the APOTECAs gravimetric system across enterprise to complete 500,000 product preparations

Source: Pharmacy Purchasing Dataverse YTD through Q4 2022
CONTINUOUS IMPROVEMENT INITIATIVES

- Hillcrest updated three carousel medication storage units and implemented a Wet Cadet for repackaging of non-sterile liquid medications

- Taussig Cancer Center expanded its Oral Chemotherapy Repository to 75+ specialty/supportive care medications

- Implemented a carboplatin dose calculator to improve safety in ordering of chemotherapy and standardized into Beacon across disease state areas

- Lutheran increased overall PharmacyKeeper compliance and documentation of activities completed on time by 10% and streamlined activities by 66% by standardizing metrics and increasing visual management

- Main Campus Anticoagulation Clinics showed pharmacist management increased Time in Therapeutic Range (TTR) from 26.8% to 44%

- Implemented G6PD, DPYD, and UGT1A1 pharmacogenomics testing

- Marymount strengthened C. difficile algorithm and increased appropriate testing by 82%

- Medina remodeled sterile compounding area, receiving area, front window, office spaces, and break room

- Avon expanded emergency services coverage with a second ED pharmacist

- Managed 369 drug shortages annually and 10 to 20 drug recalls per month

- Expanded pharmacy driven Prior Authorization Program from 500/month to > 2000/month through the Ohio Department of Medicaid and Refill Authorization Program across our Ohio network

- Pharmacy caregiver led the charge in eradicating Hepatitis C through the Ohio Hepatitis Academic Mentorship Program (OH-HAMP)

- Launched research project RedCap database and research mentorship program

- Specialty Pharmacy expanded specialty footprint to 10 states

- Investigational Drug Services Pharmacy has committed to go paper-minimal and has saved $8,000 annually

- Launched pharmacist-led Travel Medicine Clinic including decentralized vaccine and medication delivery services

- Formalized ED culture callback process for periodic review of Therapeutic Guides and designated process for quality assessment

- Lutheran completed High-risk BPA workflow implementation

COVID-19/MONKEYPOX TREATMENT AND PREVENTION

- COVID-19 Infusion Clinic supported > 800 treatment infusions and > 200 prophylaxis infusions for high risk patients

- New Monkeypox Therapeutic Guide and workflow incorporated into ED culture callbacks

EDUCATION AND TRAINING

- Indian River welcomed the first PGY-1 Pharmacy Practice Resident

- Internal Medicine PGY-2 Residency established at Main Campus

- Specialty PGY-1 program established at Beachwood Campus

- Created the first Cleveland Clinic ACPE-accredited Continuing Education program in partnership with Cleveland Clinic Continuing Education and offered 4 accredited pharmacist CE programs

2022 CC Medical Staff Adult P&T Committee Actions (N=111)

- Change in restrictions 30%
- Added with restrictions 34%
- Added 4%
- Process change 9%
- Removed from formulary 9%
- Denied 6%
- Therapeutic interchange 4%
- Removed restrictions 4%
- Added with restrictions 34%

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