

## 2019 PHARMACY

# FACTS & FIGURES

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

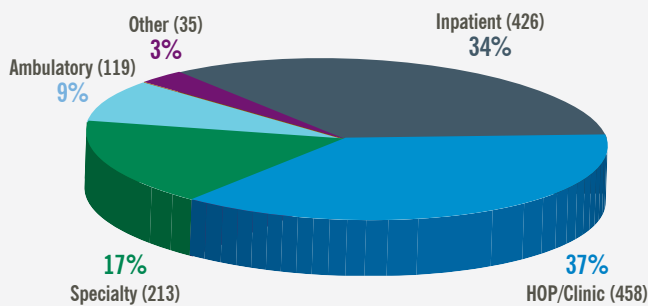
**Our Mission:** To provide patient-focused pharmacy practice across the continuum of care through innovation, education and research.

### 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

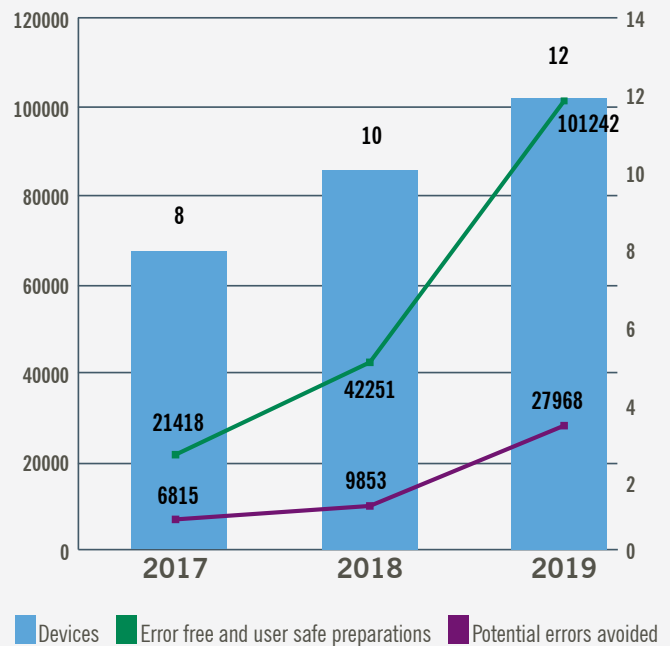
### AUTOMATION, INNOVATION AND TECHNOLOGY

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.

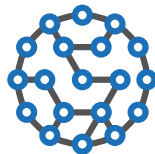
## POPULATION HEALTH

### 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.

