In 2021, we updated our vision and mission.

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

AUTOMATION, INNOVATION AND TECHNOLOGY

- Increased medication availability within automated dispensing cabinets:
  - South Pointe: 96%
  - Main Campus: 92%
  - Indian River: 91%
  - Akron: 78%

- Implemented SlicerDicer, an Epic data analysis tool allowing caregivers to run their own reports, and pharmacists were recognized among the highest utilizers across the enterprise

- Epic Super-User Committee was established, consisting of 38 pharmacists representing all Florida and Ohio sites. The committee supported the use of new Epic functionalities, including:
  - 2 system upgrades
  - Pharmacist hand-off tool
  - Anesthesia & narcotic reconciliation
  - Charge on administration

- Main campus implemented the APOTECA syringe robot as the fifth robot in sterile products, filling and labeling more than 20,000 syringes monthly

- APOTECAps gravimetric technology was implemented at 11 new sites, totaling 33 devices across the enterprise

- APOTECA oncology preparations increased by 295% from January to December 2021

REVENUE AND COST SAVINGS

Pharmacy Enterprise Savings
- Pharmacist interventions led to a total cost avoidance of ~$1.5 million

Employee Health Plan (EHP) Savings
- Achieved a net cost per member per month of $33.51 less than other hospital employers in our pharmacy benefit manager’s employer book of business
- Completed more than 12,800 clinical reviews for prior authorization requests and 10,700 customer relationship management interactions
- Achieved $15 million in enterprise cost avoidance through EHP’s ongoing Mandatory Maintenance Program

CONTINUOUS IMPROVEMENT INITIATIVES

- Medina’s continuous improvement efforts led to a savings of nearly 200 hours and more than $140,000 through inventory and workflow upgrades
- Taussig Cancer Center pharmacy realized cost savings of more than $250,000 in eight months through targeted high-cost infusion management
- Abu Dhabi reviewed more than 1,300 medication safety events leading to 85 system improvements and 40 safety briefs
FACTS & FIGURES

AUTOMATION, INNOVATION AND TECHNOLOGY (CONT’D)

Board of Pharmacy Automated Dispensing System Waiver
- Demonstrated over 99% accuracy of doses filled from automated dispensing systems across five inpatient pharmacies at main campus and Akron General to maximize the use of technology as the final check of medications dispensed from carousels and static shelving
- Waiver allows 11 million doses annually to be checked via dispensing software, with only 5% of doses requiring pharmacist quality assurance
- Allowed for optimization of Pyxis replenishment schedules and repurposing of pharmacist time toward direct patient care

COVID-19 TREATMENT AND PREVENTION

Awards
- Two pharmacy caregivers received the Commendation Medal from the Governor of Ohio
- Best practice recognized by CDC for vaccine storage and monitoring, and cold chain handling and logistics strategies
- Best practice recognized by FEMA for quality assurance processes

Vaccines
- Implemented freezer storage to house nearly 100,000 doses of frozen vaccine for up to six months at main campus
- Administered 787,284 vaccines to patients and caregivers
- Distributed more than 1 million doses across Northeast Ohio
- Procured and stocked vaccines for more than 100 primary care clinics
- Collaborated with Ohio Department of Health, utilizing the standard work developed from internal caregiver vaccination sites to provide vaccines to more than 255,000 patients at the FEMA mass vaccination site at Cleveland State University
- Established 11 mass vaccination sites in Ohio, achieving less than 0.1% waste realized from vaccine doses drawn

Treatment and Prevention
- Marymount was the first hospital in Northeast Ohio to administer monoclonal antibody infusions to COVID-19 patients and performed more than 1,300 infusions over the year
- Community pharmacies dispensed 28,831 COVID-19 self-check kits

PHARMACY AND PRACTICE EXPANSION

Clinical Practice
- Anticoagulation team recognized as Anticoagulation Forum Center of Excellence
- Akron General implemented an inpatient opioid stewardship pharmacist-driven program and reduced discharge prescription morphine milligram equivalents by ~30%
- Medina expanded consult agreements to include pharmacist-driven services for anticoagulation, administration routes, laboratory monitoring, renal dosing and vancomycin dosing
- Avon implemented a pharmacist-driven C. difficile prophylaxis screening process, strengthening antimicrobial stewardship activities
- Primary thrombolytic for acute stroke response was converted to tenecteplase and standardized across the enterprise
- Main Campus Euclid Avenue Pharmacy team created a pediatric medication synchronization and delivery service to serve high-risk children with complex medical needs
- Ambulatory care pharmacists provided patient care at 175,000 visits and expanded services, such as gender care and inflammatory bowel disease

Professional Development and Advancement
- First department across the system to create and offer apprenticeships through the OneTen coalition (an initiative to hire, promote and advance 1 million Black Americans in the next 10 years), for which Cleveland Clinic is a founding member
  - 8 locations (Euclid, Fairview, Hillcrest, Lutheran, Medina, Marymount, main campus, South Pointe) expanded technician apprentice positions
- South Pointe created a bedside delivery technician role, and Akron added a sterile compounding technician position
- Abu Dhabi developed pharmaCEries, providing webinars for continuous education and professional development, and Hillcrest developed a board certification course for future BCPS pharmacists
- Pharmacy Professional Development Connect Today page launched, serving as an interactive location for clinical resources, educational opportunities and peer-to-peer pharmacy caregiver interactions