



Temple University Hospital improves drug access, revenue with specialty pharmacy

Customer Profile

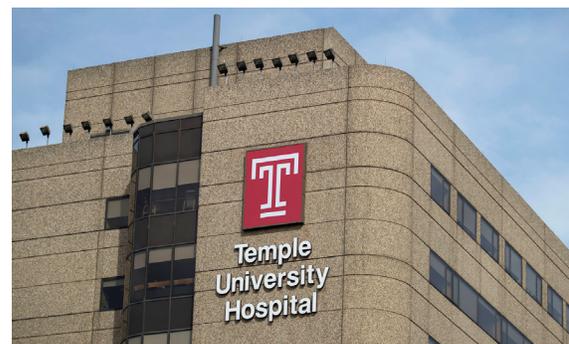
Temple University Hospital consists of multiple campuses located in North Philadelphia. The hospital's main campus is a 700-bed tertiary care facility and Level 1 trauma center that serves more than 750,000 residents and receives approximately 85,000 ED visits per year.

The Challenge

Temple University Hospital's patient population is largely disadvantaged and impacted by multiple social determinants of health (SDOH) issues. 86 percent of this population is covered by government programs (45 percent Medicaid and 41 percent Medicare) and 64 percent have a household income of less than \$20,000 annually. These patients have twice as many comorbidities as patients in neighboring zip codes and a life expectancy nearly 10 years lower.

These challenges make Temple's patients highly dependent on prescription medications, particularly specialty drugs. During an internal analysis, Temple discovered its reliance on contract specialty pharmacies often resulted in slow response times to patient questions, delaying the dispensing of specialty medications by as much as 30 days.

Temple University Hospital wanted to improve integration and communication between pharmacists, physicians, and patients by bringing the specialty pharmacy function in house. A detailed report from its electronic health record (EHR) revealed Temple prescribed a high number of specialty medications annually. By launching its own specialty pharmacy, Temple could not only enhance patient care, but also realize significant savings on these medications by eliminating contract pharmacy dispensing fees and optimizing 340B discounts. The initiative could also create a new revenue stream that could help offset some of the financial stress the hospital was experiencing in the wake of COVID-19.



Temple University Hospital
Philadelphia, Pennsylvania

Challenge

- Complex patient mix (heavy Medicaid, high comorbidities)
- Specialty medication dispensing delays
- Financial stressors due to pandemic and inflation

Solution

- Omnicell Specialty Pharmacy Services

Impact

- 45% growth in daily specialty pharmacy sales
- 30% increase in providers served
- 35% increase in patient volume

The Solution

Temple took a hybrid approach to its specialty pharmacy initiative that allowed the hospital to control the project while partnering with an outside vendor that could provide the specialty pharmacy expertise and relationships necessary to facilitate success. The hospital issued an RFP for the project and conducted a side-by-side comparison between four vendors before ultimately selecting Omnicell Specialty Pharmacy Services. According to Abhinav Rastogi, President and CEO of Temple University Hospital, there were several reasons the provider chose to partner with Omnicell.

- Flexibility – “Unlike other vendors, Omnicell didn’t push a prepackaged specialty pharmacy program on us,” says Rastogi. “The company recognized we had some specialty pharmacy experience stemming from our retail pharmacies and cancer center. Omnicell was flexible enough to leverage our strengths and augment them with their experience.”
- Access to LDDs – Improving patient access to Limited Distribution Drugs (LDDs) was extremely important to Temple. Omnicell was able to deliver this access through its established manufacturer relationships.
- Staffing – “Omnicell staffed our specialty pharmacy within the first two months and have continued to add staff as volume has grown,” says Rastogi. “I don’t know how Omnicell does it, but they find staff even in today’s tough labor market.”
- Expertise – Omnicell helped Temple secure ACHC and URAC accreditations, navigate manufacturer-imposed restrictions on contract pharmacies, and build physician trust with established policies and procedures for specialty pharmacy.

The Impact

Since launching its specialty pharmacy, Temple University Hospital has realized a 45 percent growth in daily sales, a 30 percent increase in providers served, and a 35 percent growth in patient volume. According to Rastogi, these results are just the beginning.

Moving forward, Temple University Hospital plans to spur additional growth by enhancing its specialty pharmacy program through additional physician and clinic partnerships, improved patient management programs, increased employee access to specialty medications, and expanded financial support for patients.

“ Omnicell’s support accelerated our speed to market. We signed our contract with Omnicell in October 2021 and filled our first script in March 2022.”

“ Since the inception of our specialty pharmacy initiative, we expected the growth generated by the program to follow a hockey stick graph where it starts slow before rising quickly. We are currently in the early stages of the rapid upward trajectory of that graph.”

■ Abhinav Rastogi
President and CEO

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