



# Temple University Hospital Expands Drug Access, Financial Growth 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). 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. 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 would also help Temple bypass manufacturer-enforced 340B discount restrictions on contract pharmacies, ensuring affordable drug availability to its patients while promoting the financial growth of the health system.



**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

- 205% increase in providers served
- 526% increase in patient volume
- 97.2% LDD access
- 45% growth in daily specialty pharmacy sales

## The Solution

Temple took a hybrid approach to its specialty pharmacy initiative, maintaining control of 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 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 Omnicell.

**Flexibility:** “Unlike other vendors, Omnicell didn’t push a prepackaged specialty pharmacy program on us,” says Rastogi. “They recognized the specialty pharmacy experience we already had 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 within 9 months of opening, navigate manufacturer-imposed restrictions on contract pharmacies, and build physician trust with established policies and procedures for specialty pharmacy.

## The Impact

Since launching its entity-owned specialty pharmacy, Temple has grown daily specialty sales by 45%. From September 2022 through December 2023, Temple realized a 205% increase in providers served and a 526% growth in patient volume. Moreover, Temple has significantly increased its number of drug contracts, enabling them to provide patients with access to 97.2% of LDDs.

Moving forward, Temple University Hospital plans to spur additional growth by implementing key 340B access improvements and launching an in-house home infusion program.

---

“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

---

Visit [Omnicell.com/specialty-pharmacy](https://Omnicell.com/specialty-pharmacy) to learn more today.