
Medically Integrated Pharmacy Model: Challenges, Opportunities and Role of Pharmacist in Oral Oncolytic Management

Orlando Florida. October 2023

Speakers:

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OBJECTIVES

- Understand the fundamentals of a Medically Integrated Oncology Pharmacy
- Discuss applicable methods to leverage better oral adherence and effectively manage adverse events
- The uses and needs of a new era of digital technology in the pharmacy
- Recognize the importance of accreditation requirements for specialty pharmacy accreditation bodies
- Review the pharmacist's role in optimizing patient outcomes in the management of oral oncolytics

Definition Of Medically Integrated Pharmacy



"An MIP or in-house pharmacy model is defined as a dispensing pharmacy within an oncology center of excellence that promotes a patient-centered and multidisciplinary team approach. It is a collaborative and comprehensive model that involves oncology health care professionals who focus on the continuity of coordinated care for cancer patients" - NCODA, Inc.

MIP Models

Organization Type

Community Practice

Health System Outpatient

Academic Medical Center

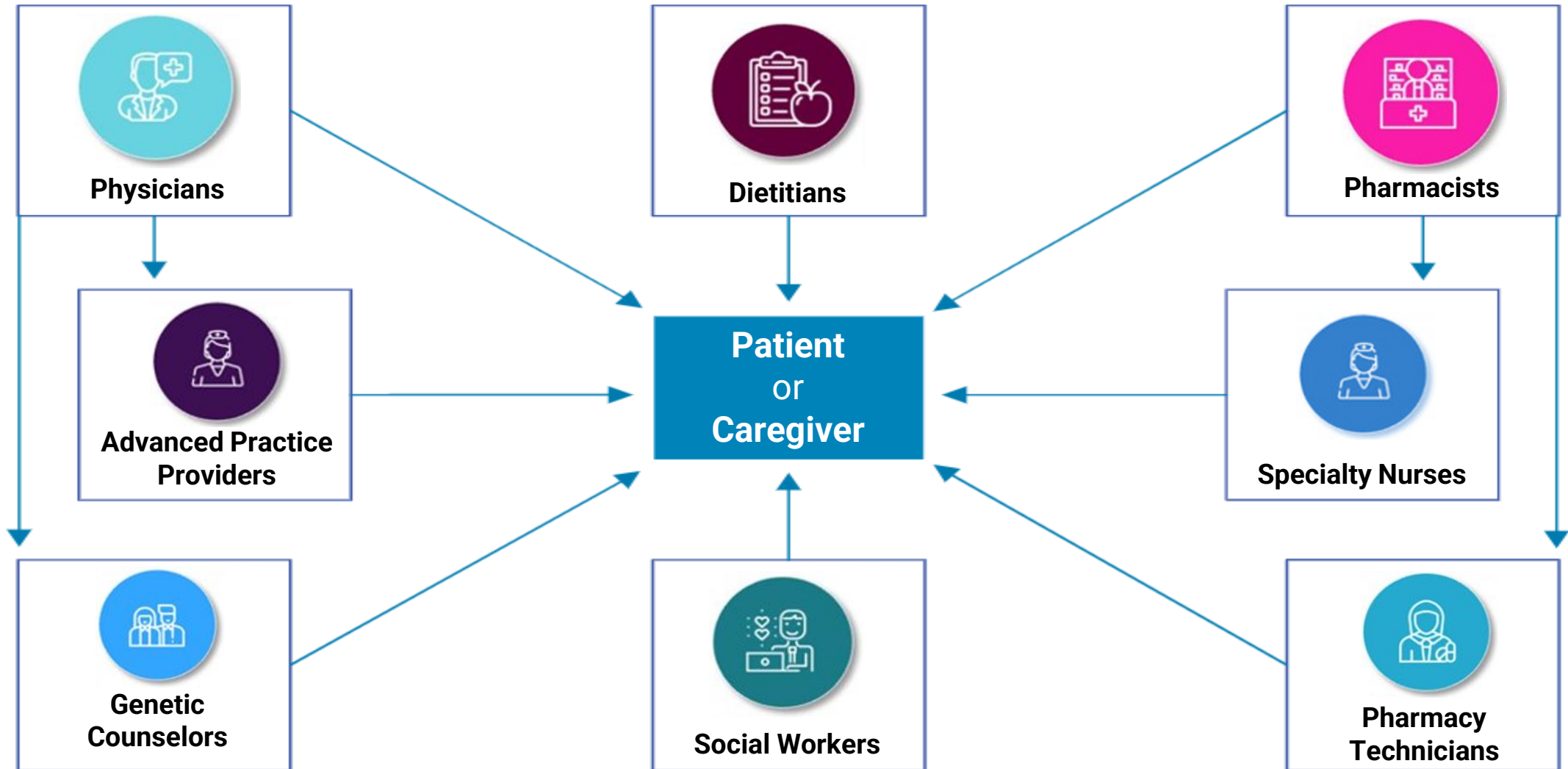
- **Community Oncology Practice** owns and operates oral dispensing pharmacy within their practice.
 - Practice can set up a prescriber dispensing operation in a clinic if state regulations allow it.
 - Practice can design a pharmacy hub operation to process, dispense, and manage oral oncology medications for their patients.
 - IV therapies reimbursement and administration are managed on site in clinics.
- **Hospital and Academic Centers** have a dispensing pharmacy within their system.
 - These pharmacies often provide broader formulary, including specialty oral oncology drugs.
 - Patients pick up meds on site.
 - Patients will have clinical counseling with an oncology-trained health-care professional on site.
 - IV therapies administered in the institution ambulatory centers.



Benefits Of Medically Integrated Pharmacies: Hub for All Services

- Immediate, unlimited access to electronic health records (EHRs) (MD notes, test and lab results, medication list, NGS reports, patient schedule, drug regimens)
- Prior authorization process handled by internal team of trained experts in oncology
- Financial assistance handled internally
- Timely medication deliveries are handled by technology and assigned team
- Availability of a pharmacist to **individualize** patient education, monitoring, and follow-up to improve safety, adherence, and persistence
- Streamlined and more accessible communication: EMR notes, triage, TEAM emails, direct phone line to clinic personal
- Pharmacy field-team working as liaisons
- Increased patient and prescriber satisfaction

Teams Collaboration and Dedication to Patient Care



Clinical Team Structure and Responsibilities

Focus on patient adherence and persistence on therapy

Prior Authorization Team (remote)

Initial PA submission via Cover My Meds

Submission of Appeals

For Off label Prescriptions:

- Was the patient evaluated for clinical trial
- Is Rx written for targetable biomarker
- Is Rx written for “unapproved” target based on NGS
- MolecularHelp and Trained in genomics Pharmacist collaborate

Clinical Pharmacist Team (hybrid)

Mandatory review of all E Prescriptions against EMR chart. Clinical interventions as needed

Patient counseling on new medication with the use of patient management protocols built in ORCA application

Side effects and Supportive care counseling. OTC supportive care tools sent dispensed with RX

Follow-up scheduled in accordance with internal protocols (frequency varies)

Specialty Pharmacy Nurses (remote)

LPN’s team manages REMs program

RN’s team manages monthly reassessments prior to refill

RN’s team works in patient management Qs with pharmacists

- Clinical follow-up for drug tolerance and the use of supportive care
- Waste Management program contributes to patient safety and financial savings to patient’s insurance and assistance funds

Adherence Pharmacy technicians (remote)

Certified technicians registered in State of Florida

Provide timely initial and refill scheduled meds
Assign new medication counseling to pharmacist team

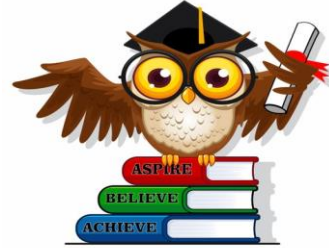
Ask scripted questions related to pt’s adherence to treatment, changes in therapy, holds, reasons. Communicate to pharmacist
Handle cost-avoidance program

The Pillars of Success



INTEGRATION

- ❖ Immediate access to patients Electronic Medical Records
- ❖ IT support: Pharmacy dispensing platform (operational) and Adherence Platform (clinical) Telepharmacy!



EDUCATION

- ❖ Training members of interdisciplinary team: pharmacists, nurses, physicians, pharmacy technicians.
- ❖ Patient education provided by team of experts on subject matter: pharmacists, nurses, and physicians.



COMMUNICATION

- ❖ Efficient internal communication and collaboration across entire multi-disciplinary team to achieve high standards of patient care, improve patient adherence on therapy that ultimately leads to longer persistence on therapy.

FOUNDATION OF SUCCESS: Continuous Practice Leadership commitment to support pharmacy initiatives, vision and mission to support our patients.



ID	List Name
1	Incoming Faxes
2	Patients w/ Incomplete Info
3	Order Entry / Completion
4	Rx Setup
5	Claims to Adjudicate - New Rx's
6	Benefits Verification - New Rx's
7	Rx Verification
8	Claim Exceptions
9	Authorization Tracking
A	Patients to Contact - New Rx's
B	Patients to Contact - Refills
C	Claims to Adjudicate - Refills
D	Benefits Verification - Refills
E	Print Labels / Documentation
F	Select Lots / Fill Rx
G	Order Verification
H	Delivery Ticket Confirmation
I	Rx Expiration / Zero Refills
J	Rx's to Discontinue
K	Clinical Follow Up
L	Billing Follow Up
M	TherigySTM Activity Manager
P	ePrescription Manager



Right Technology Better Outcomes

- Oncology Resources and Compliance Application is a proprietary platform that integrates with dispensing platform, exchanging live data
- Clinical and Operational tools for every team.
- Patient Management and Drug-specific protocols built by Clinical Team
- The Accreditation Standards are part of ORCA forms, processes and data
- All data are purposefully structured to answer clinical questions and support operational workflow



Orca

Inside ORCA Capabilities

Events x

Manage Events | Layout Utilities

Show Events Through: 8/12/2023 | Show Completed and Cancelled: 7/29/2023

Select Layout to Display: Prior Authorization (Shared)

#	Next Action Date	Event Create Timestamp	Hosp MRN / ...	Last Name	First Name	Order Description	Last Action	Assigned User	Insurance Type	CPR+ Last Event
Last Action : (2)										
Next Action Date : 8/1/2023 (3)										
1	8/1/2023	8/1/2023 4:25:09 PM				Oral Tablet 120MG #30* Tabl...		Sarah.Ice	OptumRx Part D & MAPD - Catama...	PA- ORCA
2	8/1/2023	8/1/2023 4:16:22 PM				Oral Tablet 400MG #30 Tabl...		Sarah.Ice	BCBS of FL - Prime	PA- ORCA
3	8/1/2023	8/1/2023 3:16:23 PM				Oral Capsule 80MG #120 Cap...		Sarah.Ice	Aetna Medicare D	INT - VOUCHER

Overview Reviewed

- Dosing / Directions
- Administration
- Drug Interactions
- Adverse Effects
- Contraindications
- Storage and Handling
- Additional Information
- Side Effects Mapping
- Patient Management Protocol
- Metformin
- Skin toxicity
- Hyperglycemia
- Education Handout FCS
- Supportive care kit

Details- Checkpoint.-

Dose change details: Increase Decrease

Dose Increase- Checkpoint-

Dose Increase due to: Escalation per MD Other

Pertinent Labs- Checkpoint.-

Event	Form Name	Order Description	Form Answer Status	Therapy Type	Last Event	Last Action	Next Action	Next Action Date
Clinical Counseling	PMP- Initial Assessment	Oral Capsule 75MG #120 Capsule PO	New	ORAL CTX		Scheduled Call	Call pt back.	8/8/2023
Clinical Counseling	PMP- Initial Assessment	Oral Tablet 2MG #30* Tablet PO	New	ORAL CTX		Scheduled Call	Call pt back.	8/8/2023

Accreditation



- Accreditation helps specialty pharmacies position themselves to demonstrate their value in delivering specialized clinical services



- Healthcare is transitioning to value based payment models

- Recognizes the expanding role of pharmacy and pharmacist beyond dispensing by ensuring pharmacies abide by the highest safety standards



- Establish benchmarks, standards, and goals to prove the quality of pharmacy practice to improve patient care, and enhanced clinical outcomes



- Expanded access to select payer networks and medications as payors are starting to require pharmacies meet these basic requirements to be a part of their network



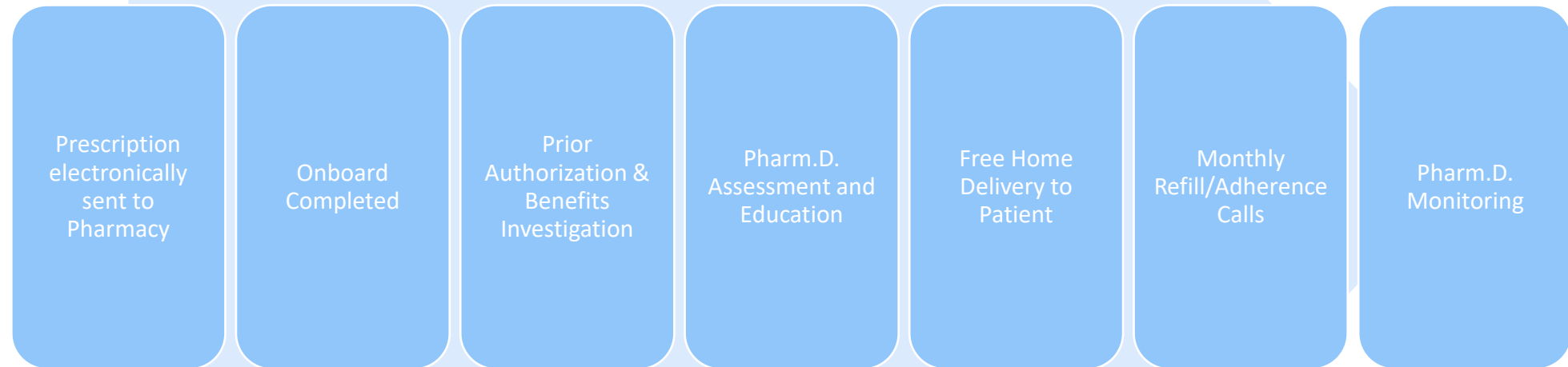
Pharmacist Role in Oral Oncolytic Management

- Collaborative care approach
- Staff education
 - Proactive risk assessment of recently approved oral oncolytic, place in therapy, and financial assistance
 - Access to medication - formulary review
 - REMS or Limited drug distribution (LDD) requirements
- Clinical chart review and detailed initial education prior to dispense
 - Drug Interactions
 - Appropriateness of therapy (diagnosis, and dosing)
 - Baseline labs and monitoring
 - Prior authorization support

Pharmacist Role in Oral Oncolytic Management

- Pharmacists provide clinical considerations and operational best practices to optimize oral oncolytic dispensing and management
- Ensuring the clinical protocols are based on specific clinical guidelines and are not generalized for all patients
 - Periodic pharmacist monitoring up to 2 weeks after dispense of medication, follow up evaluation up to every 3-6 months
- Monthly refill adherence assessments and monitoring of missed doses, adherence, quality of life, and response to therapy
- Documentation of clinical notes within the electronic medical record on updates
- Serve as a patient advocate

Pharmacy Workflow Model





Challenges and Opportunities

- ❖ Optimization of technology. Interoperability or integration of diverse platforms into one efficient environment to support business growth and staff productivity
- ❖ Pharmacy Metrics/Data pool development and management.
- ❖ Developing a thorough approach to obtaining and maintaining specialty pharmacy accreditation requirements and standards
- ❖ Growth of Pharmacogenomics and precision medicine field requires continuous training of personal on many levels: prescribers, nurses, pharmacists, prior authorization teams, and development of patient facing education. Digital learning and training
- ❖ Building Clinical Team of Oncology Trained Pharmacists through Pharmacy Residency Program



Summary

- ❑ Medically Integrated Pharmacies with a patient-centric approach operating inside of Oncology Practices provide better opportunities in managing patient adherence and persistence on Oral Oncolytics.
- ❑ MIOP residency is supported by NCODA and can attract new pharmacy graduates to join Community Oncology practices and Oral Oncology pharmacy teams.
- ❑ Virtual pharmacy has become a reality. The demand for continuous virtual training and safe communication tools for healthcare professionals and patients surpassed the development of available tools. How can we change it?



Thank you

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