Dispensary of Hope Advancing Medication Access Tool

First Step: Evaluating your organization's readiness to advance medication access services. During this stage, facilities are organizing and prioritizing their resources before implementing new partnership strategies. The topics below have questions to think about before taking some of the recommended steps (in **BOLD)**.

<u>Engagement</u>

1. Think about your sphere of influence – who do you know that could help. Is senior administrative and clinical leadership engaged? Is there a champion (or advocate) who can communicate the purpose and need for the program to stakeholders and colleagues?

Set up meetings with leadership to provide training about the program. Share the Advisory Board white paper as evidence that supports the benefits of the program (shows value for either hospital or community based programs). Share an actual patient story (refer to Dispensary of Hope patient videos for inspiration at http://dispensaryofhope.org/stories/). Ask these leaders to convene a meeting of stakeholders to promote drug donations and how the program works.

2. Does leadership provide the support and resources that improvement teams need, and holds improvement teams accountable for driving and sustaining outcomes?

Ask leadership to help charter the efforts and help with convening stakeholders.

3. Do stakeholders appreciate the impact of improving care delivery through donated pharmaceuticals and appropriately allocate time and resources to it?

Train every pharmacy staff member (and new staff members) about the program. Refer to Dispensary of Hope Access Site Reference Guide or contact your Account Manager to assist with training. Dispensary of Hope can do webinars for a new group learning about the program (i.e. introducing it to Case Management Dept. or Nursing Dept.)

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<u>Adoption</u>

4. Is there an interdisciplinary team structure in place with the capacity to spread the word and convene to make improvements on the program?

Gather members from other departments to form an interdisciplinary team to educate them about the program and decide how to grow the program. Example: Brainstorming session – invite members from other teams to help identify how to roll out or improve the program. We have participated in brainstorming sessions with a hospital system who gathered pharmacy managers, case managers, community benefit managers, nurse managers, financial assistance/revenue cycle management to come together to address topics to implement a Dispensary of Hope program and maximize its' success. Getting input from several groups helps to understand where there might be ways to identify patients and get the word out to others.

5. Do these interdisciplinary teams include people with skills and experience in driving and sustaining outcomes using quality improvement, change management, analytic methodologies, and effective communications?

Define roles & responsibilities for members of the team (ex. who owns what area) or Identify existing committees dedicated to access to care or quality. What's your measure of success?

i.e. Informatics/Analytics team – can identify how to track the value (i.e. reduced readmissions, ED visits, or decrease in cost spent on medications)

Case Management – this team can help identify patients

Nurses/Pharmacists – can share the Dispensary of Hope formulary with prescribers

6. Do you have change leaders (e.g., pharmacy managers, operational leaders) who champion outcomes improvement initiatives and promote adoption of best practices?

Identify change leaders (e.g., pharmacy managers, physicians, nurses, case mangers) who can champion outcomes improvement initiatives and promote adoption of medication donation programs and ask for their advice on better promoting/utilizing the program.

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Partnerships

7. Remember the sphere of influence. Are you partnered with other teams within your own organization & within the community to fully promote our service of medication access for the vulnerable?

Identify partners (from our List of Potential Partners) within your own organization & within the community to educate and promote the medication access for the poor. Ask them to begin referring potential patients to your program.

Data/Analytics

8. Do you know what metrics you want to capture and measure to ensure success?

Identify metrics to capture and measure to ensure success (i.e. preventable hospitalizations, ED visits, office visits, etc. or the amount that the patient would have had to pay but did not because of access to donated medication?)

Identify number of increased patient visits from different referring partners.

9. Are we capturing the value of the services provided?

Talk with IT team (if available) or partner with School of Pharmacy with informatics faculty & students to identify measurable outcomes. Other ways to measure such as an MTM platform (OutcomesMTM or Mirixa) can help track outcomes.

Best Practices

10. Do you have a standardized method for ensuring that current proven and evidence-based best practices are integrated into our care delivery guidelines and processes?

Share what's worked for you with us and others! Let your account manager know and Dispensary of Hope can highlight your team's great work.