

University of Connecticut Health Center
Finance Corporation
Pharmacy Services



BOARD OF DIRECTORS

September 19, 2023

Immediately following Circle Road Corporation Meeting

WebEx:

<https://uchc.webex.com/uchc/j.php?MTID=mc574551406e6d3ae9989d703bd5046af>

Password: September2023



UCONN HEALTH
PHARMACY SERVICES, INC.
Board of Directors

Meeting Agenda

September 19, 2023

Time: Immediately following UCHCFC Circle Road Corporation

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AGENDA

- I. Call Meeting to Order
- II. Public Comment
- III. Votes/Approvals
 - a. Appointment of Officers*
 - b. Review and approval of minutes of the September 20, 2022 meeting*
- IV. Treasurer's Report – Jeffrey Geoghegan/Chad Bianchi
- V. Operations Report - Kevin Chamberlin
- VI. Adjournment

*Action Item

Next Meeting: September, 2024

UConn Health Pharmacy Services, Inc.

MEMORANDUM

TO: UConn Health Pharmacy Services, Inc.

FROM: Jeffrey Geoghegan
Executive Director



DATE: September 19, 2023

SUBJECT: APPOINTMENT OF OFFICERS

RECOMMENDATION: That the following persons are hereby appointed to the offices of the Corporation set forth opposite their respective names, to serve until their successors are duly appointed and qualified:

<u>Name</u>	<u>Office</u>
Daniel Toscano	Chair
Jeffrey Geoghegan	Treasurer
Danielle Ives	Secretary

Time: 4:00 p.m.

Location: AG 078

Present On Phone - (Voting): Kevin Chamberlin, Bruce Liang, Radenka Maric,
Daniel Toscano

Present On Phone - (Non-Voting): Chad Bianchi, Jeffrey Geoghegan, Kerri Goodwin, Attorney
Danielle Ives

I. The meeting was called to order at 4:15 p.m.

II. Public Comment – there was no public comment.

III. Votes/Approvals

a. Appointment of Officers

On a motion duly made Radenka Maric and seconded by Bruce Liang, the Board approved the appointment of Officers to the UConn Health Pharmacy Services, Inc.:

Daniel Toscano, Chairman
Jeffrey Geoghegan, Treasurer
Danielle Ives, Secretary

b. Minutes of the September 28, 2021 meeting

On a motion duly made by Daniel Toscano and seconded by Bruce Liang, the Board approved the minutes of the September 28, 2021 meeting.

IV. TREASURER’S REPORT

Chad Bianchi reviewed the unaudited results of UConn Health Pharmacy Services, Inc. 2022 with the Board of Directors.

V. OPERATIONS REPORT

Kevin Chamberlin, Interim Assistant Vice President & Chief of Pharmacy reported the following:

Staffing:

- Started FY22 with 6 FTE: 1 Pharmacy manager, 2 staff pharmacists, and 4 technicians
- Ended FY22 with 10 FTE: 1 Pharmacy manager, 3 staff pharmacists, Purchasing/Inventory specialist, lead technician, and 4 technicians
- FY23 anticipations:
 - Growth of additional 5 FTE [(Director, Clinical Coordinators (2), administrator, and technician)]
 - Addition of PGY-2 pharmacy residents (2) targeted to start in July 2023

Volume:

- Prescription volume continues steady growth from 682 prescriptions filled in July 2021 to 1158 filled in June 2022
- Total prescriptions filled in FY22: 11,001 [FY21: 5310]
- Patients on specialty service with UHPSI continues to grow with expanded clinic-level support
 - 2,034 unique patients filled with UHPSI across FY22
- FY23 anticipations:
 - Volume is expected to increase by 13%
 - This slower growth is the completion of on-boarding the smaller clinics and improving the capture in existing clinics

Service Model:

- Specialty Pharmacy Liaison presence continues to grow across the health-system
 - 8 FT liaison resources in support [started with 4]
 - Established clinics include:
 - Dermatology, Psoriasis, Neag Comprehensive Care Center, Rheumatology, Pulmonology, Sickle Cell, Infectious Disease, Endocrinology, Osteoporosis, and OPPV Neurology
 - New clinics in FY22: Neurology, Cardiology, Gastroenterology
- Liaisons worked to secure \$12.9 million in financial assistance for our patients in FY22
- FY23 anticipations:
 - Continued expansion of supported clinics: Talcott Road Psychiatry, Women's Health, multiple Internal Medicine locations

Specialty Network Payor Access:

- Maintained access to all federal payers (Medicaid, Medicare)
- UHPSI obtained network access to two major opportunities during FY22:
 - Aetna and Anthem Commercial plans for Specialty Services
- Lost credentialing and thus access to ESI in late FY22
 - Already re-credentialed (Aug '22) and re-establishing access to State of CT Employee Specialty Pharmacy plan through 2024 effective 10/1/22 with a go-live on/before 11/1/22
- FY23 and beyond anticipations:
 - Connecticare decision likely in FY23
 - United Healthcare decision possible FY23
 - Cigna targeted initiative FY24

Specialty Network Product Access:

- Limited Drug Distribution expansion over the past few months, obtained access to several key limited distribution drugs (LDD) including tafamidis (Vyndamax®), tafmidis meglumine (Vyndaqel®), abaloparatide (Tymlos®) and ambrisentan (Letairis®)
 - Already in FY23, Access has been extended to include Sublocade and Nourianz.

- FY23 and beyond anticipations:
 - Future access Biogen MS suite of products is possible, but needs to meet strict volume standards, not likely in FY23
 - As neurology clinic expands this likelihood increases
 - Will continue to pursue all new specialty medications as they come to market and will take a proactive approach to specialty products in the pipeline.

With no further business, a motion was duly made by Radenka Maric and seconded by Bruce Liang adjourn the meeting at 4:32 p.m. The next regularly scheduled meeting is tentatively scheduled for: September 2023.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Jeffrey P. Geoghegan', is written over a light blue horizontal line.

Jeffrey P. Geoghegan
Chief Financial Officer

UCONN HEALTH PHARMACY SERVICES, INC.
FY23 OPERATIONS
SEPTEMBER 19, 2023

	UConn Health Pharmacy Services, Inc. (unaudited)
Operating Revenues	
Contract and other income	\$ 1,025,232
Net patient Service revenues	<u>111,329,599</u>
Total Operating Revenues	<u>112,354,831</u>
Operating Expenses	
Internal contractual support	2,033,041
Outside agency per diems	8,209,706
Pharmaceuticals/medical supplies	104,139,390
Rent	88,453
Equipment and software leases	750
Repairs and maintenance	25,347
Interest expense	4,278
Depreciation	120,913
Amortiztion - RTU property	<u>19,800</u>
Total Operating Expenses	<u>114,641,678</u>
Operating Income	<u>(2,286,847)</u>
Gain (Loss) before Transfers	<u>(2,286,847)</u>
Net Transfers from UConn Health	9,000,000
Increase in Net Position	6,713,153
Net Position - Beginning of year (as previously state	<u>2,075,493</u>
Cumulative Effect of Implementing GASB 87	<u>(66,789)</u>
Net Position - Beginning of year (as restated 2021)	<u>2,008,704</u>
Net Position - End of year	<u><u>\$ 8,721,857</u></u>

September 19, 2023

To: UConn Health Finance Corporation - Pharmacy Services

From: Kevin W. Chamberlin, PharmD, FASCP
Associate Vice President and Chief Pharmacy Officer

RE: UHPSI Operations Annual Report for September 19, 2023 meeting

To Whom It May Concern:

This is the UConn Health Pharmacy Services, Inc. Operations Report reflective of activities from FY23.

Staffing:

- Began FY23 with 10 FTE: 1 Pharmacy manager, 3 staff pharmacists, 1 Purchasing/Inventory specialist, 1 lead technician, and 4 technicians.
- Ended FY23 with 13 FTE: 1 director, 1 pharmacy manager, 1 clinical coordinator, 3 staff pharmacists, 1 Purchasing/Inventory specialist, 1 lead technician, 5 technicians.
 - Also 1 PGY-2 Ambulatory Resident started July 2023 (falls under different budget, but affiliated with UHPSI/Ambulatory space)
- FY24 anticipations:
 - UHPSI growth of additional 5 FTE based on business growth and targeted development [(Clinical Coordinators (2, Int Med, Geriatrics), 1 informatics pharmacist (currently posted), 1 administrator, and 2 technicians)]
 - **UHIPS (Home Infusion)** inception of service line in Q2-staff, 5 FTE: 1 clinical nurse liaison, 1 pharmacy manager, 1 staff pharmacist, and 2 technicians.
 - Addition of second PGY-2 pharmacy resident targeted to start in July 2024 [part of original residency growth plan]

Volume:

- Prescription volume continues steady growth from 1070 prescriptions filled in July 2022 to 1818 filled in June 2023
- Total prescriptions filled in FY23: 18,578 [(FY22: 11,001), (FY21: 5,310)]
- Patients on specialty service with UHPSI continues to grow with expanded clinic-level support
 - 3017 unique patients filled with UHPSI across FY23 [FY22: 2034, FY21: 1030]
 - Retained 1375 patients (67.5%) from FY22

- FY24 anticipations:
 - Volume is expected to increase by 9%
 - This slower growth is the completion of on boarding the smaller clinics and improving the capture in existing clinics.
 - Inflation and new drug cost and revenue are expected to increase at 7% from last year

Service Model:

- Specialty Pharmacy Liaison presence continues to grow across the health-system
 - 10 FT liaison resources in support [started with 8]
 - Established clinics include:
 - Dermatology, Psoriasis, Neag Comprehensive Care Center, Rheumatology, Pulmonology, Sickle Cell, Infectious Disease, Endocrinology, Osteoporosis, Neurology, Cardiology, Gastroenterology, and OPPV Neurology
- Liaisons worked to secure \$29.1 million in financial assistance for our patients in FY23 [FY22-\$12.9m]
- FY24 anticipations:
 - Launched liaison support in all off-campus Endocrinology clinics and Cardiology, South Road
 - Continued expansion of supported clinics: Talcott Road Psychiatry, Women's Health, multiple Internal Medicine locations

Specialty Network Payor Access:

- Maintained access to all federal payers (Medicaid, Medicare)
- Gained in-network status for State Employees, with a zero out-of-pocket cost program (PrudentRx)
 - UHPSI obtained network access to the major PBM, ESI Specialty Network in Q2
- FY24 and beyond anticipations:
 - United Healthcare/OPTUM network scheduled access for 1/1/24
 - Connecticare decision likely in FY24
 - Cigna targeted initiative FY24

Specialty Network Product Access:

- Limited Drug Distribution (LDD) expansion continues, obtained access to several key LDD including: Sublocade, Nourianz, Tymlos, Cabenuva, Apretude, Fotivda, Epidiolex, Krazati, Mayzent, and Spravato
- FY24 anticipations:
 - Future access Biogen MS suite of products is possible, but needs to meet strict volume standards, not likely in FY24
 - As neurology clinic expands the likelihood of LDD access as our volume of these agents increase

- Will continue to pursue all new specialty medications as they come to market and will take a proactive approach to specialty products in the pipeline. Anticipated access in FY24: momelotinib, Litfulo (ritlecitinib), NovoSeven (coag factor VIIa-recomb.), and Vanflyta (quizartinib)

Performance indicators:

Continuously review the following metrics: phone metrics, medication dispensing, near miss, distribution accuracy, reshipments, compliant resolution, HIPAA/IT breaches, satisfaction surveys, patient clinical management. These metrics align with accreditation and UConn Health standards of care.

Example Telephone metrics:

Metric	FY23	FY22	Notes
Call volume/month	642	439	+146% change
Answer time (mean, seconds)	11.8	11	+0.8 seconds change
Abandon rate	1.50%	2.40%	URAC <5% Anthem <2%
Service level (speed to answer)	98.00%	94.66%	URAC >80%

Survey results:

	Spring 2023	Goal	Industry mean
Patient Net Promoter Survey	77.5%	80%	29%
Provider Survey	88.8%	90%	29%

Accreditation and Licensing:

- UHPSI Maintained Active accreditation with URAC and ACHC
- Reaccreditation scheduled for spring of 2024
- Licensed in Connecticut, New York, and Florida
- Infusion Accreditation schedule for Q1 of FY24

Other initiatives in FY23:

- Maintained drug access for UCHC patients for GLP-1 during their shortages
- Established interagency program to distribute monkeypox treatment (TPOXX) to hospitals and fill prescriptions for state residents through arrangement with CT-DPH

- Now maintaining average inventory of 7.3 days on hand
 - Decrease from 10 days on hand.
- Expanded office space to allow for future pharmacy growth into home infusion.
- Permanent Generator installed for UHPSI securing medication storage.
- Integrated operational components into UCHC standards:
 - Converted to new UCHC policy platform as an early adopter.
 - Piloted new scheduling platform Lightning Bolt.
 - Security access points now centralized.
- Clinical Neurology clinic supported by ambulatory care pharmacist.
- MTM clinic opened June 2023, FT pharmacist starting October 2023
- Anticoagulation clinic staff expanded ahead (spring 2023) of clinical expansion to cover DOAC (July 2023) treatment plans.

Future initiatives:

- Retail Business
 - Marketing and growth for on-campus discharge/office visit care
- Specialty Services
 - Talcott Road Psychiatry, Women's Health, and multiple Internal Medicine locations
- Home Infusion service
 - Targeted launch date November 2023
- MTM clinic growth to 2 FTE clinical coordinators by end of FY24
- Enhance DPH partnership:
 - Specifically for TB and STD statewide distribution program

Best,



Kevin W. Chamberlin, PharmD, FASCP
 Associate Vice President and Chief Pharmacy Officer
 UConn Health | Pharmacy
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