

DRAFT

Time: 3:35 p.m.

Location: WebEx

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

Present (Non-Voting): Chad Bianchi, Jeffrey Geoghegan, Attorney Danielle Ives, Chris Hyers,

I. *The meeting was called to order at 3:35 p.m.*

II. Public Comment – *there was no public comment.*

III. Votes/Approvals

a. Appointment of Officers

On a motion duly made Bruce Liang and seconded by Radenka Maric, 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 20, 2022 meeting

On a motion duly made by Bruce Liang and seconded by Radenka Maric, the Board approved the minutes of the September 20, 2022 meeting.

IV. TREASURER’S REPORT

Chad Bianchi reviewed the unaudited results of UConn Health Pharmacy Services, Inc. 2023 with the Board of Directors.

V. OPERATIONS REPORT

Kevin Chamberlin, Associate Vice President & Chief Pharmacy Officer reported the following:

He explained that UConn Health Pharmacy Services, Inc (UHPSI) is a walk-in retail and mail order/delivery pharmacy focused on specialty and limited distribution drug medications for patients of UConn Health, citizens of CT, and beyond.

Staffing:

- Started 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, and 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 technician2)]
 - 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
- Recreditation 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

Dr. Liang commended Kevin Chamberlin for accomplishing so much in a short period of time as Chief of Pharmacy and mentioned that the amount of growth experienced by Pharmacy offers a justification for more space for Pharmacy Services (for compounding, home infusion therapy etc).

With no further business, a motion was duly made by Bruce Liang and seconded by Radenka Maric to adjourn the meeting at 3:59pm. The next regularly scheduled meeting is tentatively scheduled for: September 2024.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Chad Bianchi".

Chad Bianchi
Chief Financial Officer, Finance Corporation