



Improving Access to Essential Medications and Healthcare Services

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Authors of this presentation have the following to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation:

The authors have nothing to disclose.

Introduction

The Organization

- WellSpan Health is an integrated health system serving the greater York-Adams County region of Pennsylvania
- WellSpan Health is a community-based, not-for-profit organization dedicated to improving the health of the people it serves
- WellSpan Pharmacy is a for-profit outpatient pharmacy organization with seven community sites
- WellSpan Pharmacy had historically provided discounted medications for low-income, uninsured WellSpan Health patients

Problems

- Rising cost of providing discounted medications and associated charitable pharmacy services to uninsured patients
 - Annual cost exceeded \$1 million in fiscal years 2003 and 2004
- Access to discounted medications was limited to patients of WellSpan Health only
 - 2400 patients annually
- Primary and specialty care in local community for uninsured patients was limited and uncoordinated
- Few preventative care services provided
- Growing need for medications and healthcare
- Inability to track care provided to uninsured patients across the health system and local community

Goals

- Improve access to healthcare services
- Expand access to primary and specialty care providers
- Increase access to medically appropriate, affordable medications
- Provide disease management services
- Understand and manage health care costs

Description of the Program

Healthy York Network (HYN)

Consortium of healthcare providers, a managed care organization, and local community action agencies

- Established a partnership in 2002

- \$2.5 million HCAP grant
- Members
 - WellSpan Health, including WellSpan Pharmacy, South Central Preferred, York Hospital, and WellSpan Medical Group
 - The Spanish American Center and Family Progress Council
 - Family First Health (FQHC)
 - Memorial Hospital

Healthy Community Pharmacy

- Established to meet the goal of increasing access to medications
- Opened August, 2004
- Charitable, 501©3 organization
- Located in the city, close to the greatest concentration of low-income, uninsured individuals and network providers
- Unique design allows increased access to medications and pharmacy services



Pharmacy Model

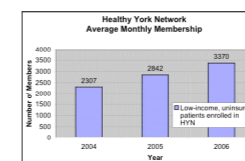
How does Healthy York Network work?

- The patient's financial need is evaluated by Healthy York Network caseworker
 - Income must be <200% Federal Poverty Level
 - Assistance provided with applications for state and federal insurance programs
- If eligible, a membership card is provided
 - Patient can access healthcare services from any consortium member organization by presenting their card
 - Patient may utilize Healthy Community Pharmacy for discounted pharmacy services

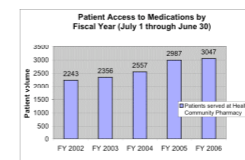
How does Healthy Community Pharmacy work?

- Clinical Pharmacist reviews medication orders for appropriateness and affordability
- Therapeutic interchange is utilized for approved drug classes
- Each medication is provided to the patient through one of three methods
 - Direct sale of inexpensive generic medications
 - Provision of donated medications
 - Pharmaceutical manufacturer assistance programs
- Coordination of care with disease management program nurses

Experience with the Program



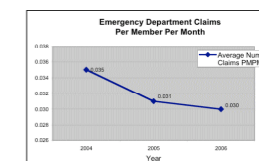
Healthy York Network Membership



Uninsured/Underinsured Patient Access to Medications

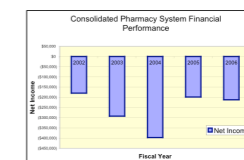
- Disease-state management
 - Implemented for five chronic diseases
 - 100% of patient health assessment forms are reviewed by Network disease management nurses
 - After enrolling in disease-state management, available HgA1C testing for HYN patients increased from 12% to 63%
- Patient satisfaction
 - 93% satisfaction with the Network and 96% satisfaction for pharmacy services

- Emergency department
 - Decrease in average number of claims per member per month is 0.005 from 2004 to 2006
 - Savings of 16.8 emergency department visits per month resulting in an expected savings to the health systems of \$19,171 per month or \$230,054 per year



Emergency Department Claims per Member per Month

- Sustained outpatient pharmacy system financial improvement
 - In 2005, a net income improvement of \$198,000 as compared to fiscal year 2004
 - In 2006, a net income improvement of \$185,000 as compared to fiscal year 2004
 - Notable, considering the 46% growth in the patient population over the two year period



Consolidated Pharmacy System Financial Performance

Conclusion

By leveraging the unique expertise of a consortium of health care providers and community action agencies, the low-income, uninsured patients of one community now have improved access to clinical pharmacy services, affordable medications, and coordinated, high quality health care.