

Duke University Health System

Department of Pharmacy Fiscal Year 2021 Annual Report



A Message from the Chief Pharmacy Officer

I am glad to present to you the Fiscal Year 2021 report for the Department of Pharmacy. This is our first Duke University Health System (DUHS) Pharmacy report. This year brought unique challenges as we faced a global pandemic that impacted our lives in many ways. I am extremely proud of the resiliency and determination of our pharmacy team. We did not waiver in our commitment to care for our patients, our loved ones, and each other. In the support of our vision to be a global leader in pharmacy care, our team supported scholarship and research activities with more than 66 peer reviewed publications, grants, and abstracts presented. In support of our mission to deliver exceptional pharmacy service for a healthier tomorrow, our Population Health team made 5,300 patient, caregiver, and team member contacts to optimize medication therapy and patient care.

As we all did our part to help battle the COVID-19 pandemic, we prepared and administered 370,000 COVID-19 vaccines, bringing hope and protection to many. The Duke Compounding Facility prepared more than 500,000 sterile products to support patient care across DUHS. Our Investigation Drug Service had a productive and impactful year managing 551 active protocols. The Duke Children's Hospital and Health Center pharmacy team supported the design and construction of our first fully autonomous central pharmacy in the Duke Central Tower. Our inpatient pharmacists and technicians processed and optimized 4.7 million medication orders across the system.

To continue to focus on being good stewards of our resources while managing the additional financial pressures of the pandemic, the Pharmacy Utilization Management Program (PUMP) realized \$6,300,000 in savings across the health system. In support of our formulary and medication management efforts, the Center for Medication Policy coordinated 100 medication formulary reviews and the Medication Safety group investigated over 7,900 adverse drug events.

As we continued to focus on providing excellent pharmacy services across the continuum of care, the Duke HomeCare and Hospice pharmacy team made 26,000 medication deliveries to our patients at home. The Outpatient and Retail Pharmacy teams filled 460,000 prescriptions. They enrolled over 3,000 patients in patient assistance programs to make their medications more affordable. The Retail Pharmacy team through our system Meds to Beds Program delivered 26,000 prescriptions to the bedside, putting crucial medications in the hands of our patients and providing medication education at the time of discharge.

These are just some highlights of the many accomplishments the DUHS Pharmacy Team had in Fiscal Year 2021. We have much to be proud of, and I applaud you all for your magnificent work. Thanks to each of you for your perseverance, dedication, and contributions to the care of our patients.

We look forward to the work ahead as we continue to manage through the pandemic. We will continue to focus on system integration and alignment as we are *One Pharmacy, One Team, One Standard of Care for all Patients*.

Sincerely,

Bryan E. Yourich, PharmD
Chief Pharmacy Officer, Duke University Health System

Vision

To be a distinguished global leader in pharmacy care

Our Team



350

Pharmacists

350

Pharmacy
Technicians

22

Pharmacy
Residents



Our Hospitals

1,500

Hospital beds

23

Pharmacy locations



Scholarship & Research

66

Peer-reviewed
publications, grants,
and abstracts presented

Mission

We deliver exceptional pharmacy services for a healthier tomorrow

Population Health

Duke Primary Care pharmacists improved metric outcomes by:

12.8% for hypertension

10% for diabetes

13.9% for cardiovascular disease

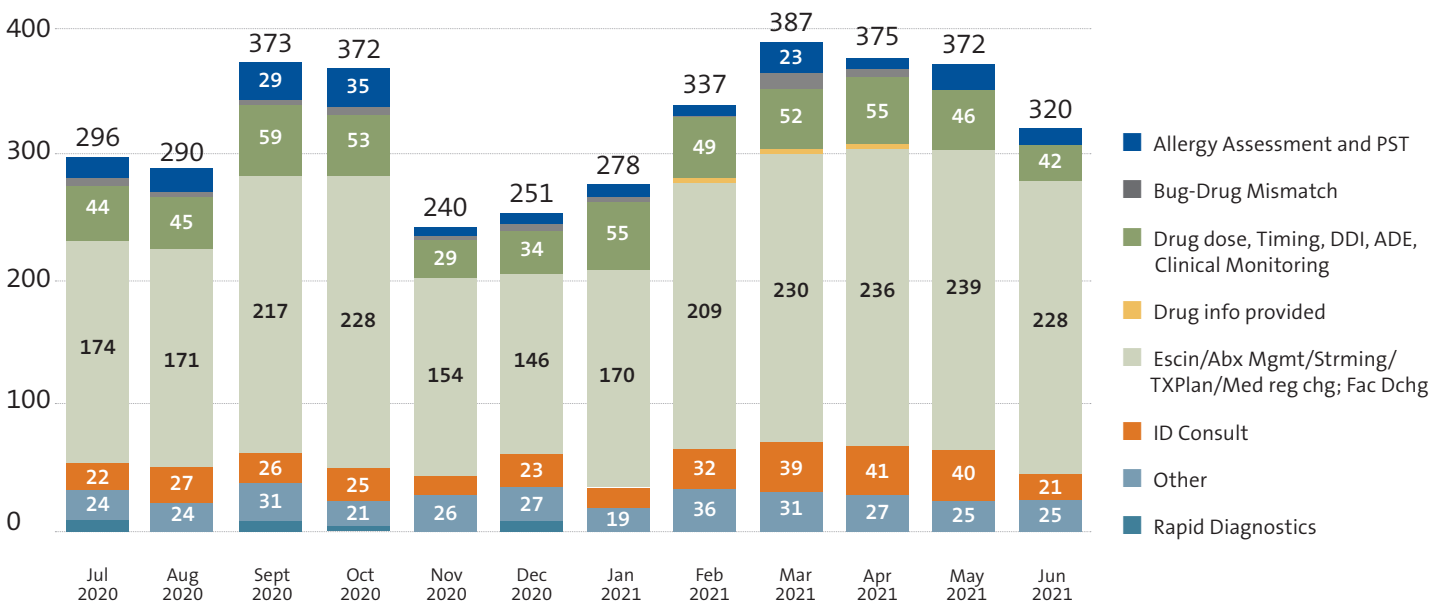
5,300 patient, caregiver, and other team member contacts to optimize medication or care

379 provider referrals and 57 e-consults from Duke Primary Care sites

100+ patients enrolled in new chronic care management pharmacist billing for Duke Primary Care

Infectious Diseases and COVID-19 Response

Total Interventions: 8,078



371,000 COVID-19 vaccine doses prepared and administered

50,000 COVID-19 vaccines delivered to community providers and public health departments

Duke Compounding Facility

507,000 compounded sterile products

83,000 non-sterile compounds



Investigational Drug Services

551 active protocols

10,816 active dispenses

Pharmacy Utilization Management Program (PUMP)

\$6,300,000

in savings realized

Duke Children's Hospital and Health Center

240 pediatric beds

522,484 orders processed

320,543 oral syringes prepared

11,134 total parental nutrition orders processed

Supported design and construction of the first fully autonomous pediatric central pharmacy in Duke Central Tower



Medication Policy and Safety

- 100 medications reviewed for formulary
- 22 medication policy reviews
- 12 medication guideline reviews
- 25 drug shortage action plans implemented
- 266 pharmacists and 123 pharmacy technicians participated in medication safety reporting
- 7,954 adverse drug events were investigated
- 42.8% of medication related reports deemed "good catches"

Duke HomeCare and Hospice

3,100 unique patient encounters

26,000 medication deliveries

514,000 compounded doses

Duke University Health System Pharmacy Services

Central

3.9 million doses dispensed

1.7 million liquid and solid oral unit doses repackaged

9.4 million automated dispensing cabinet doses restocked

700 code cart exchanges

1.3 million compounded sterile products prepared

200+ automated dispensing cabinets replaced



Inpatient

4.7 million orders processed

14,980 pharmacokinetic consults

22,000 medication histories

6,000 discharge medication reconciliations

15 unit moves (DUH)

2 new inpatient units opened (DUH)

Outpatient

96% patient satisfaction score

460,000 prescriptions dispensed

\$175,000,000
in revenue generated

3,300 patients enrolled in
patient assistance program

26,000 bedside
prescriptions delivered

Pharmaceutical Contracting

\$1.68 million estimated savings from targeted suppliers

\$8.2 million in pharmaceutical rebates negotiated and processed

181,000 flu vaccine doses managed for patients and employees

570 pharmaceutical recalls reviewed

230+ contracts managed across 130+ suppliers

FY22 transitioning majority of contracts to Vizient GPO

Our Leadership Team



Matt Kelm



Rebecca Richmond

From Left; Back Row: Benjamin Smith, Aaron Will, Bryan Yourich, Evan Frasure; Middle Row: Lynn Whitt, Gene Rhea, Kuldip Patel, Kriss Petrovskis; Bottom Row: Tracy Stillwell, Nicole Panosh, Bonnie Bass. Not Pictured: Sherry DeLoach