



Duke Pharmacy

Duke University Health System

Department of Pharmacy Fiscal Year 2023 Annual Report



Our Mission

Delivering
exceptional
pharmacy services
for a healthier
tomorrow

A Message from the Chief Pharmacy Officer

It is my pleasure to share with you the Fiscal Year 2023 report for the DUHS Department of Pharmacy. This annual report highlights the amazing work our Duke Pharmacy team does to care for our patients, their loved ones, and each other. Along with the accomplishments listed below, we focused on maintaining and promoting a positive work culture. 48 pharmacy staff members were nominated and 9 received recognition in the Work Culture Champion Recognition Program, a 73% increase in nominations.

In the support of our vision to be a global leader in pharmacy care, our team supported scholarship and research activities with 57 peer reviewed publications, grants, and abstracts presented. In support of our mission to deliver exceptional pharmacy service for a healthier tomorrow, our Population Health pharmacy technician team made 7,300 patient, caregiver, and team member contacts to optimize medication therapy and patient care. The team completed 5,960 patient care visits with a Duke pharmacist.

The Duke Compounding Facility prepared more than 523,000 sterile products and 31,000 non-sterile products to support patient care across DUHS. Our Investigational Drug Service had another productive year managing 626 active protocols. The Duke Children's Hospital and Health Center pharmacy team prepared 387,000 oral syringes and compounded 299,000 IV medications for our pediatric patients. The inpatient pharmacy team dispensed and stocked 10,000,000 million medication doses in our automated dispensing cabinets.

Our transition of care teams completed 32,000 medication histories for admitted patients. They also completed 8,900 discharge medication reconciliations for high risk patient populations.

As we continue our efforts around financial renewal, the Pharmacy Utilization Management Program (PUMP) realized \$4,600,000 in savings across the health system. Through our pharmacy contracting efforts, the team generated another \$13,400,000 in savings. In support of our formulary and medication management efforts, the Center for Medication Policy coordinated 49 medication formulary reviews, 53 medication policy reviews, and 36 medication guideline reviews. Our Medication Safety group investigated 7,135 adverse drug events.

As we continued to focus on providing excellent pharmacy services across the continuum of care, the Duke Home Care and Hospice pharmacy team made 41,000 medication deliveries to our patients at home. The Outpatient and Retail Pharmacy teams filled 534,400 prescriptions. They enrolled 7,800 patients in patient assistance programs to make their medications more affordable. The Retail Pharmacy team through our system Meds to Beds Program delivered 31,000 prescriptions to the bedside, putting critical medications in the hands of our patients at the time of discharge.

Our operational and clinical pharmacy teams partnered with our facilities planning colleagues to complete the planning, design, and construction of a new location for the Duke Compounding Facility and a Pediatric Central Pharmacy in the DCT. Both of these new facilities will open in early 2024.

We have so much to be proud of and celebrate. I thank you all for your great work and delivering excellent and timely care to our patients. *We are One Pharmacy, One Team, One Standard of Care for all Patients.*

Sincerely,

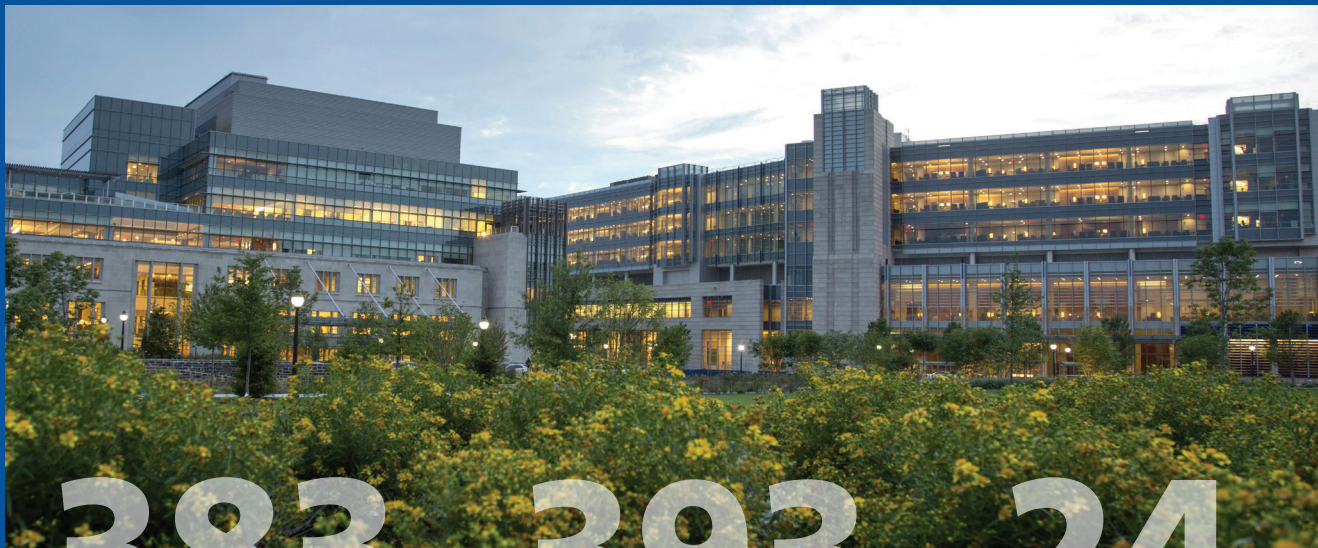
Bryan E. Yourich, PharmD

Chief Pharmacy Officer, Duke University Health System

Vision

To be a distinguished global leader in pharmacy care

Our Team



383

Pharmacists

393

Pharmacy
Technicians

24

Pharmacy
Residents



Our Hospitals

1,679

Hospital beds

39

Pharmacy locations



Scholarship & Research

57

Peer-reviewed
publications, grants,
and abstracts presented

DUHS Pharmacy by the Numbers

Population Health

Duke Primary Care pharmacists improved metric outcomes by:

17.8% for hypertension

19.6% for diabetes

3.1% for cardiovascular disease

5,960 arrived patient visits with a Duke Health pharmacist

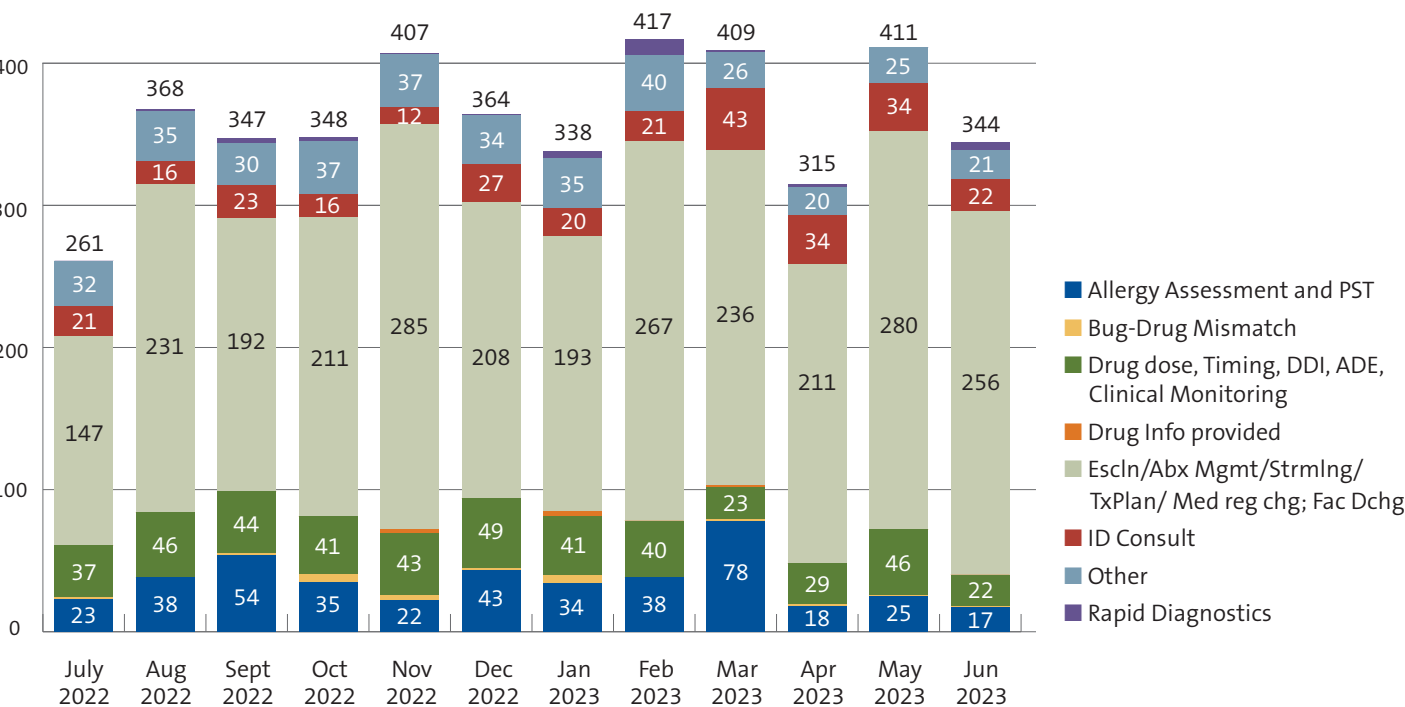
7,300 patient, caregiver, and other contacts by technicians to optimize medication or care

1,700 provider referrals and 170 e-consults from Duke Primary Care sites

750 chronic care management visits with Duke Primary Care pharmacists

Infectious Diseases

Total Interventions: 4,329



Duke Compounding Facility

523,000 compounded sterile products

31,000 non-sterile compounds

Investigational Drug Services

626 active protocols

9,600 active dispenses

Pharmacy Utilization Management Program (PUMP)

\$4,600,000

in savings realized



Duke Children's Hospital and Health Center

205 pediatric beds

667,000 orders processed

387,000 oral syringes prepared

299,000 IV medications prepared

10,000 total parenteral nutrition orders processed

10,000 interventions (iVents)

25 Children's Health Center pediatric specialties

Duke HomeCare and Hospice

14,000 visits

41,000 medication deliveries

153,000 compounded doses



Supported design and construction of the first fully autonomous pediatric central pharmacy in Duke Central Tower scheduled to open in early 2024!

Medication Policy and Safety

- 49 medications reviewed for formulary
- 53 medication policy reviews
- 36 medication guideline reviews
- 49 drug shortage action plans implemented
- 290 pharmacists and 68 pharmacy technicians participated in medication safety reporting
- 7,135 adverse drug events were investigated
- 39% of reports deemed "good catches"
- 203 significant and meaningful actions resulted from preventable adverse drug event reporting

Duke University Health System Pharmacy Services

DUHS Acute Care Pharmacy Services

5.8 million doses dispensed

114,000 interventions (iVents)

18,000 pharmacokinetic consults

32,000 medication histories

8,900 discharge medication reconciliations

250 new chemotherapy patient education encounters

57 total new beds in expanded coverage

1 new inpatient unit opened

DUHS Outpatient Pharmacy Services

96% patient satisfaction score

534,400 prescriptions dispensed

\$222,000,000
in revenue generated

7,800 patients enrolled in patient assistance programs

30,000 prior authorizations

8,800 specialty discharge prescriptions delivered

31,000 Meds-to-Beds prescriptions delivered

DUH Inpatient Pharmacy Services

1.6 million doses dispensed

2.1 million liquid and solid oral unit doses repackaged

10 million automated dispensing cabinet doses restocked

719 code cart exchanges

1.1 million compounded sterile products prepared

13 graduates from technician training program



Pharmaceutical Contracting

\$13.4 million estimated savings from local and GPO contracts

\$5.4 million in pharmaceutical rebates from local contracts

7% compliance improvement with GPO private label program

564 pharmaceutical recalls reviewed

55+ contracts managed across 22+ suppliers

86 CAR-T, cell, and gene therapy purchase transactions managed

4 contracts for novel immunotherapies negotiated and managed

Our Leadership Team



From Left; Back Row: Gene Rhea, Bryan Yourich, Benjamin Smith, Kriss Petrovskis, Tyler Vest, Aaron Will, Evan Frasure, Matt Kelm, Bonnie Bass, Nicole Panosh and Tracy Stillwell



Sherry DeLoach



Stephen Odell



Kuldip Patel



Rebecca Richmond



Lynn Whitt



Duke Pharmacy

DUHS Student and Resident Precepting

378 student months planned for precepting

288 resident months precepted

Work Culture Champion Recognition Program

Congratulations to our Work Culture Champions!

Reika Breeze

Jennifer Byrns

Kayla Ciarrocchi

Jordan Huckabee

Sarah Karkanawi

Jenny Mando-Vandrick

Rachel Moshkowski

Luther Stevens

Pamela Supernaw

48

pharmacy staff
members nominated

73%

increase in nominations!