

Duke University Health System

Department of Pharmacy Fiscal Year 2024 Annual Report



Our Mission

We deliver exceptional pharmacy services for a healthier tomorrow

Vision

To be a distinguished global leader in pharmacy care

A Message from the Chief Pharmacy Officer

Dear Colleagues,

As we reflect on the accomplishments and challenges of the past year, it is with great pride and gratitude that I present to you our DUHS Pharmacy Department Annual Report for Fiscal Year 2024. This report highlights not only the remarkable progress we have made, but also the unwavering dedication and exceptional care demonstrated by each member of our team.

This past year brought its share of challenges, but it also presented opportunities for growth, innovation, and collaboration. Together, we have made significant strides in improving patient outcomes, advancing medication safety, and enhancing the efficiency of our operations. These achievements would not have been possible without the hard work, commitment, and expertise of our pharmacists, technicians, and support staff.

I want to take this opportunity to express my sincere thanks to each of you for your tireless contributions. Your passion for patient care, professionalism, and resilience is the foundation of our department's success. It is through your collective efforts that we continue to set new standards of excellence in patient care and pharmacy services.

Looking ahead, we remain committed to our strategic aims of providing exceptional service, advancing clinical pharmacy practices, and fostering a culture of continuous improvement. I am confident that, with your ongoing dedication, we will continue to thrive and make a lasting impact on the health and well-being of those we serve.

Thank you once again for all that you do. Your hard work and commitment are truly appreciated. We are *One Pharmacy, One Team, One Standard of Care for all Patients*.

With gratitude,

Bryan E. Yourich, PharmD

Chief Pharmacy Officer, Duke University Health System

Our Team



442

Pharmacists

463

Pharmacy
Technicians

26

Pharmacy
Residents



Our Hospitals

1,676

Hospital beds



Our Pharmacies

39

Area locations

DUHS Pharmacy by the Numbers

DUHS Population Health and Ambulatory Care Pharmacy Services

9,289

arrived patient visits with a Duke Health pharmacist

55%
increase

7,831 patient, caregiver, and other contacts by technicians to optimize medication or care

2,500 provider referrals **47%** increase

58% increase and **268** e-consults from Duke Primary Care sites

1,124 chronic care management visits with Duke Primary Care pharmacists **50%** increase

Duke Primary Care pharmacists improved metric outcomes by:

12.2% for hypertension

14.2% for diabetes

10.8% for cardiovascular disease

Duke Compounding Facility

3,051 compounded sterile batches

513,587 compounded sterile products

32,765 non-sterile compounds

620,190 total doses

26% increase in batch volume



Investigational Drug Services

668 active protocols at the end of FY24

654 average open protocols per month

301 protocols closed

285 protocols opened

1,118

audits, monitoring visits, meetings with study teams

10,778

dispenses during FY24

898 average per month

Medication Policy and Safety

53 medication formulary reviews and revisions

12 medication class reviews

40 medication policy reviews

50 medication guideline reviews

29 new drug shortage action plans implemented,

11 updated action plans implemented, and

26 drug shortage resolutions

287 pharmacists and **63** pharmacy technicians participated in medication safety reporting

7,560 adverse drug events were investigated

214 significant and meaningful actions that resulted from preventable adverse drug event reporting



38.7% of reports deemed “good catches”

Duke Children’s Hospital and Health Center

206 pediatric beds

547,484 orders processed

397,275 oral syringes prepared

294,321 IV medications prepared

10,674 total parenteral nutrition orders processed

31,859 unit dose/bulk orders prepared

20 Children’s Health Center pediatric specialties

Pharmacy Renewal Program –
Formulary and Utilization

\$4,049,275

in savings realized

Duke HomeCare and Hospice

10,864 visits

28,578 infusion deliveries

156,743 compounded doses

Infectious Diseases

100+ patients initiated on long acting injectable antiretrovirals

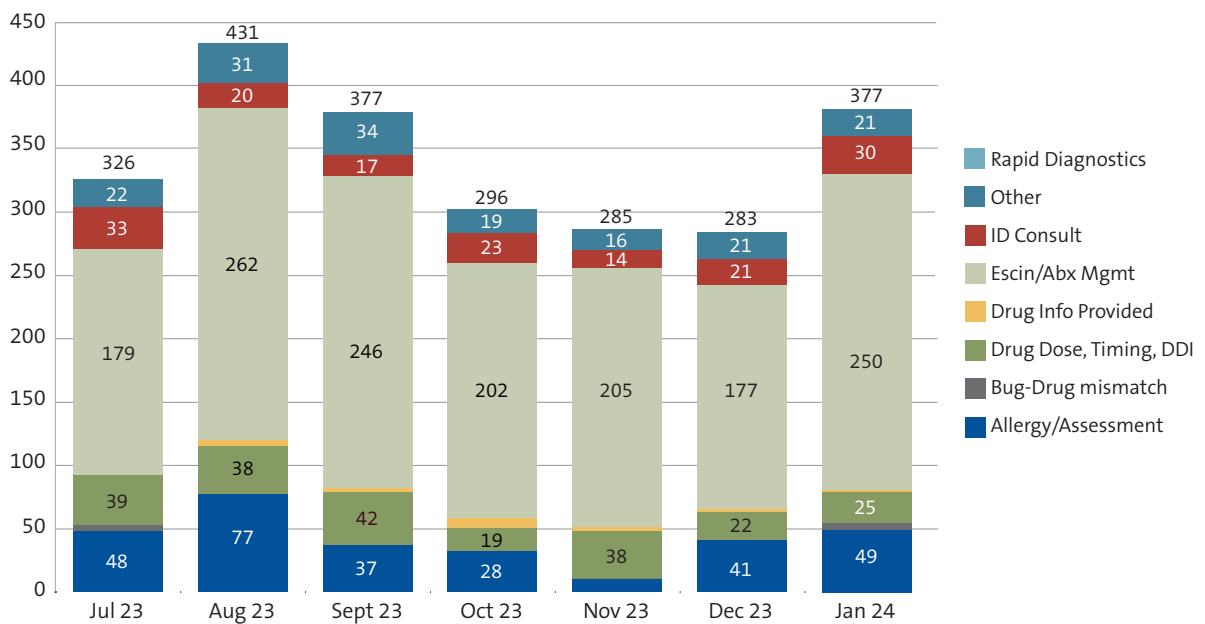
150+ patients cared for on outpatient parenteral antimicrobial therapy

387 allergy assessments completed

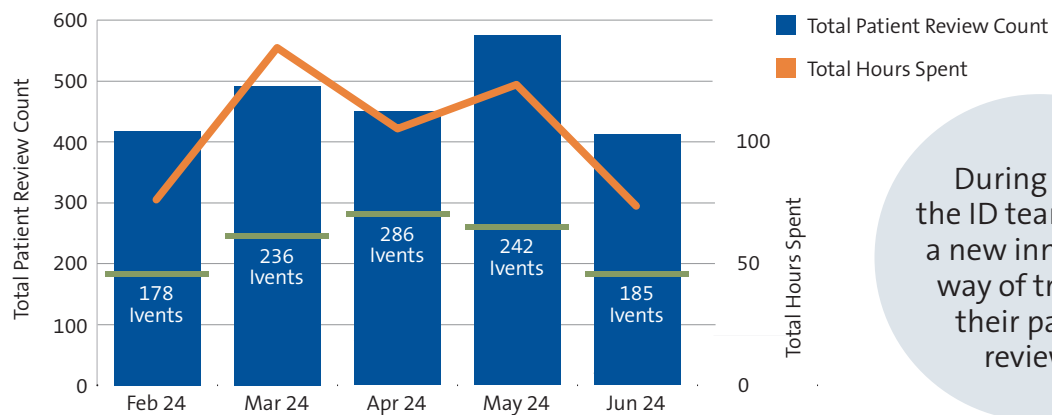
82 patients de-labeled through oral penicillin challenge (N=68) or penicillin skin testing (N=14)

DRAH Outpatient Parental Antimicrobial Therapy Clinic (OPAT) opened

Infectious Diseases 2,375 Total Interventions



Total Antimicrobial Stewardship List Review



During FY24, the ID team found a new innovative way of tracking their patient reviews!

DUHS Inpatient Pharmacy Services

6 million doses dispensed

3.1 million liquid and solid oral unit doses repackaged

48%
increase

11.6 million automated dispensing cabinet doses restocked

697 code cart exchanges

1.3 million compounded sterile products prepared

7 graduates from technician training program



DUHS Acute Care Pharmacy Services

142,037 interventions (iVents)

26,970 pharmacokinetic consults

32,877 medication histories

3,971,122 medication orders verified

9,882 discharge medication reconciliations

413 new chemotherapy patient education encounters

5 new inpatient units opened

87 total new beds in expanded coverage

DUHS Retail and Specialty Pharmacy Services

591,010 prescriptions dispensed

26,459 Meds-to-Beds prescriptions delivered

6,272 Meds-to-Beds patient enrollments

11,100 specialty discharge medications delivered

9,630 patient assistance referrals processed

\$109 million in documented savings for patients

27,300 packages mailed to patients from Duke Specialty Pharmacy, including **6,900** cold packages

38,120

Prior Authorizations Worked

27% increase



96%

patient satisfaction score



DUHS Oncology & Infusion

103,294 doses dispensed, including
88,511 sterile compounded preparations
(53% hazardous sterile compounded preparations)

Supporting Patient Visits:

46,726 for the Oncology Treatment Center

25,004 for the Blood Cancer Center Clinic
and Treatment Center

8,370 for the South Durham Infusion Clinic

31,576 for Clinic 2A



13,238

encounters with oncology
clinic pharmacists

5,153

oncology clinical
pharmacist notes

Pharmacy Services Contracting

\$25 M/5yr

estimated savings with new primary distribution agreement

\$7.7 million estimated savings from local and GPO contracts

\$8.3 million in pharmaceutical rebates from local contracts

674 pharmaceutical recalls reviewed

92+ contracts managed across 88+ suppliers

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

5 contracts negotiated for new novel immunotherapies



DUHS Pharmacy Commitment to Learning & Education



Months Precepted

758 months overall (student & residents)

434 months DUHS students

324 months DUHS residents

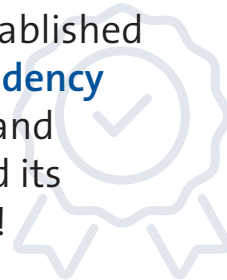
New Preceptors

50 new student and resident preceptors

Resident-Presented, ACPE-Accredited Continuing Education

73 hours total

DRAH received full accreditation for newly established **PGY1 Residency Program** and graduated its first class!



Work Culture Champion Recognition Program

73 unique employees nominated

Congratulations to our Work Culture Champions!

Amanda Branda
Erin Eberwein
Jason Funaro
Evan Frasure

Erin Kennedy
Courtney Pringley
Elizabeth Rogers
Caitlin Rossano

Jennifer Schultheis
Daniel Schrum
Morgan Trammel

Education Committee

Kelsey Stilley

Blake Barta
Lindsey Burgess
Jenn Garson
Evan Frasure
Iliana Morataya
Ann McGee
Jenelle Montgomery
Sean Kitson
Kuldip Patel
Nicole Panosh
Austin Motteler
Rebecca Richmond
Dave Sugrue
Aaron Will
Dustin Wilson

Research Committee

Kelsey Stilley

Amanda Ball
Jennifer Byrns
Catie Cash
Connor Deri
Darrick Emery
Patrick Evans
Matt Harris
Travis Heath
Jenna Januszka
Deanna Malone
Jessica Michal
Meredith Moorman
Manali Patel
Nicole Panosh
Cindy Leslie Roberson
Pandora Sanders
Stephanie Shuey
Dave Sugrue

Preceptor Development Committee

Jenelle Montgomery

Holly Alvarado
Holly Canupp
Jordan Carrera
April Cooper
Patrick Gregory
Maegan Greenland
Justin Jones
Sean Kitson
Sarah Kokosa
Cindy Leslie
Syreeta Malloy
Jessica Michal
Drashti Patel
Cindy Roberson
Jennifer Schriber
Kelsey Stilley
Dave Sugrue
Marie Tuft
Briana Wernet

Pharmacy Noon Conference Coordinators

Kelsey Stilley

Liz Eubanks
Amy Ryan
Lisa Sadolf


Work Culture and Employee Activities Committee

Madison Hooker

Charlotte Pastoor

Ashley Peekstok

Ingrid Amsden
Amanda Ball
Sally Barbour
Ireland Caldwell
George Fultz
Evan Frasure
Jason Funaro
Heather Hills
Sarah Kokosa
Matthew Kelm
Heather Leonard
Vaibhavi Pandya
Kuldip Patel
Rebecca Richmond
Kevin Straughn
Erin Squires
Morgan Stroud
Bryan Yourich



Thank you
to all staff
that serve on
committees,
listed here and
beyond!

Bold indicates committee leads

We Are Better Together



Our Leadership Team



Bonnie Bass



Sherry DeLoach



Evan Frasure



Matthew Kelm



Stephen Odell



Nicole Panosh



Kuldip Patel



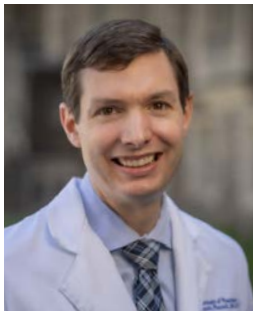
Kriss Petrovskis*



Rebecca Richmond



Gene Rhea



Benjamin Smith



Tracy Stillwell



Lynn Whitt



Aaron Will



Andrew Wright



Bryan Yourich