

AmerisourceBergen

Pharmacy  
Navigator  
case study

## Pharmacy Navigator case study

### Pharmacy Navigators improve patient care and pharmacy revenue

In 2020, a growing health system in the midwestern United States needed support to expand its pharmacy services to its ambulatory clinics. Its multiple mature pharmacies were routinely serving employees and discharged hospital patients from their high-volume facilities.

#### The challenge

The health system sought help with managing direct patient care for its ambulatory patients, including focused support for diabetic patients, one of its largest patient populations.

#### The solution

After a strategic analysis of the health system's needs and capabilities, AmerisourceBergen's pharmacy solutions team developed and implemented a plan to improve patient care and increase pharmacy revenue by placing four in-clinic pharmacists to serve as Pharmacy Navigators.

#### The result

This health system achieved significant improvements in prescription internalization and revenue growth with help from these Pharmacy Navigators, including:

Medication optimization

Quality measure-focused activities

Clinical education

Serving as a "physician extender" where appropriate

Access, affordability, and adherence support

## In-clinic pharmacist

### Endocrinology monthly ROI trend

[\*Program return on investment through March 2022, Rx funded view. Program pilot clinic launch 2/2020, full tech liaison launch 8/2020, RPh launch 11/2020, full 16 clinic coverage 6/2021]

Internalized Rx CM/mo. <sup>1</sup>	\$206,511
Incremental RVU billing/mo. <sup>2</sup>	\$12,499
Monthly GM net of costs <sup>3</sup>	\$202,429
<b>ROI</b>	<b>1221%</b>

## Enhanced diabetes care

For this health system's diabetic patients, the intensive care provided by Pharmacy Navigators had a positive impact on A1C levels and overall diabetes management. A sampling of 750 diabetes patients saw an impressive A1C reduction average of **2.34 percent** after nine months.

## Pharmacist-managed A1C impact

Endocrinology embedded preliminary look

**10.5%**  
Average A1C  
on referral



**8.1%**  
Average A1C  
at last check

Total patient sample size	750
Patient managed > 6 months + initial A1C > 9	113
Patient A1C < 9.0% at last follow up	69.9%
Patient A1C < 8.0% at last follow up	47.8%
Patient A1C < 7.0% at last follow up	27.4%
Average A1C reduction at 9 months	2.34%

## Custom solutions for better patient care and revenue enhancement

AmerisourceBergen's pharmacy solutions team can create a customized Pharmacy Navigator plan to help your health system achieve better outcomes for your patients and your balance sheets. For more information about this program, please contact your AmerisourceBergen representative.

1. Average of 3 months, adjudicated gross margin from pharmacy claims with a supported sublocation tag
2. Encounter billing / payment data reported from EMR, averaged for the trailing 3 months (Oct-Dec 2021)
3. Average 2021 YTD monthly patient savings secured by liaison from manufacturer or foundation assistance
4. Captured gross margin minus the "fully-loaded" cost of the supporting resource (salary + benefits + program management fees)