



Pharmacy & Tele health Futures in Pharmaceutical Care

EMPAA 2015 Meeting

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Dartmouth Hitchcock Medical Center and Health System



Dartmouth-Hitchcock (D-H) is a nonprofit academic health system that serves a patient population of 1.9 million in New England. Anchored by Dartmouth-Hitchcock Medical Center in Lebanon, NH, the system includes the Norris Cotton Cancer Center, one of only 41 National Cancer Institute-designated Comprehensive Cancer Centers; the Children's Hospital at Dartmouth-Hitchcock, the state's only comprehensive, full-service children's hospital as noted by the Children's Hospital Association; 30 outpatient clinic locations including clinics in Manchester, Concord, Nashua, and Keene, NH and Bennington, VT; and affiliate hospitals in New London and Keene, NH, and Windsor, VT. D-H provides access to more than 1,000 primary care and specialty providers in almost every area of medicine.



Goals

- Create a sustainable healthcare system
- Manage pharmaceutical challenging patients in the most appropriate level of care
- Connecting care and provide a platform for integration and management of care that is patient centric and cost effective



Traditional Ambulatory Pharmacy Practice

- Office based or regionally placed ambulatory pharmacy practitioner challenges:
 - Practice variation dependent and affected by deployment
 - Targeting which patients need pharmaceutical intervention
 - Coordination of pharmacy patient care visit during office visits or causing additional visits – Patient Convenience / Cost
 - Labor intensive with a large hit or miss affect



Disconnected Care Challenge

- Channeling of medications is forcing pharmaceutical patient care to be fractured
 - Driven by payment and cost models
 - Silo reaction to increasing costs and patient management challenges
 - Once patient is driven out of a system there is a loss of coordinated clinical data to the practitioners and patient compliance can be affected
 - Externally managed specialty pharmacy patients have a 20 – 40% rate of abandonment and a 20-40% lack of compliance*
 - 3 out of 4 readmissions for patients on oral oncolytic agents are for lack of compliance*
- *eye for pharma Oral Oncology Report, January 2015



Future Directions – Connecting Care

IMAGINECARE

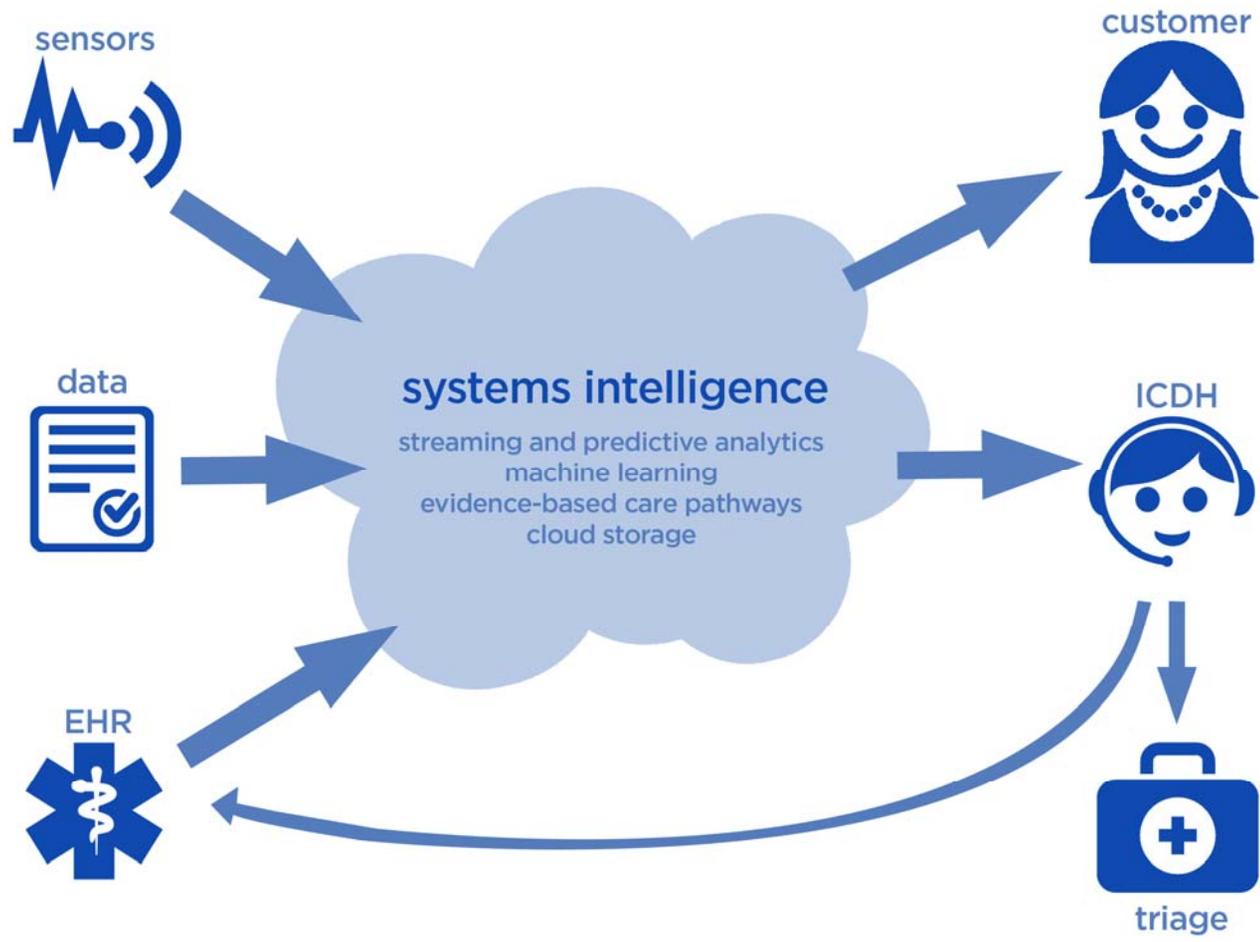
POWERED BY DARTMOUTH-HITCHCOCK



Dartmouth-Hitchcock



Data Flow





Connecting the Patient the “Future” is now

Imagine Care Live October 2015

- Changes in how we connect and provide care to our patients
- Decentralized/home based patient centric model
- Analytics based computing – always following the patients needing care – no patient left behind
- Leveraging all aspects and level of care with a hub informational base – no lost data or information – Pharmacy integration with the team
- Improved patient outcomes and patient management – systems agnostic



Questions & Discussion

