



CASE STUDY



Alliance Cancer Specialists
Southeastern Pennsylvania

Increase revenue + **enhance patient health**

Centralizing multiple MID locations

Alliance Cancer Specialists is the largest community oncology practice in Southeastern Pennsylvania. With 22 board certified oncologists and 11 practice locations divided between four divisions, they provide best-in-class care to a large population of patients. After evaluating ways to stay close to their patients and provide continuous care, Alliance implemented a medically integrated dispensary program at 2 of their 11 locations in 2014. Despite the success of these two dispensary locations, Alliance learned the revenue generated from these locations did not benefit the other nine locations; and, it was unclear if the state allowed dispensing across practice locations. In 2018, the practice decided to combine all locations within the four divisions into a central fill dispensary to serve all patients and relied on the McKesson Medically Integrated Dispensing (MID) optimization team for support.



22 BOARD CERTIFIED ONCOLOGISTS



11 PRACTICE LOCATIONS

The benefits of a medically integrated dispensary are numerous: patients receive immediate access to their oncolytic medications, fewer delays in the time for patients to start therapies, and an additional opportunity for patient education resulting in greater medication adherence. However, in-office physician dispensing regulations vary within Pennsylvania. The McKesson MID optimization team assisted the practice in identifying which method of in-office dispensing worked best with their facilities (dispensary or pharmacy), navigated state regulations, and established a compliant solution. Because Pennsylvania prohibits pharmacists from operating under a physician license, the McKesson MID optimization team also provided clinical support, in the form of drug interaction guidance and serving as a general pharmacist resource, to the licensed dispensing physicians and nurses managing the facility.

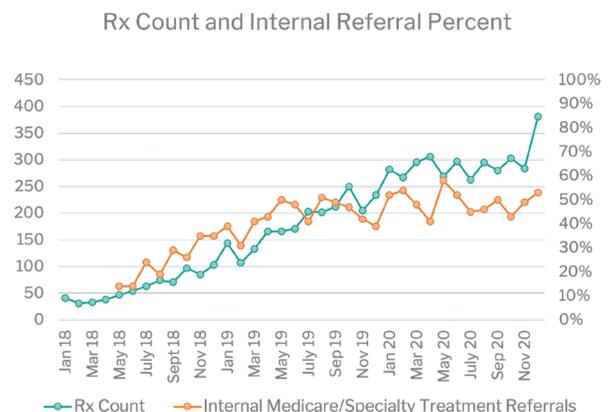
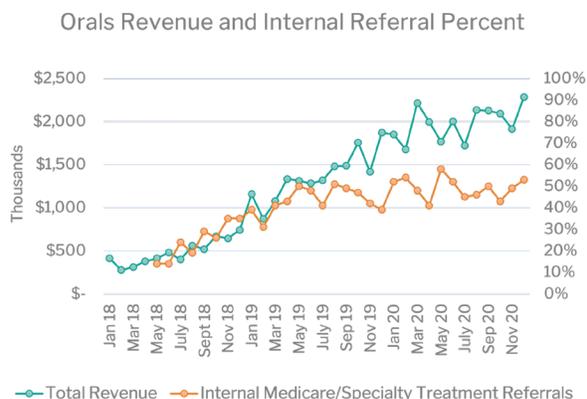
Situation

Creating a central fill dispensary was no small task for Alliance and the McKesson MID optimization team, and enhancing it was an even bigger challenge. Despite full support from practicing oncologists to implement a centralized dispensary, it was easier to continue known habits versus learning new ones. One of these known habits included sending prescriptions for fill to other specialty pharmacies. To evaluate the extent of this practice, the McKesson MID optimization team began by examining the prescribing patterns of the physicians through reportable metrics. After analysis, it became clear only 15 to 20% of scripts were going to the central fill dispensary and the remaining 80 to 85% were filled with specialty pharmacies outside of the practice.

Solution

“The McKesson MID optimization team was able to mine the data, quantify the value of prescriptions that were not sent to our dispensary, and modify behaviors. That’s when we began to see the numbers grow,” said Jodi Adams, Alliance’s Chief Operations Officer. Some of these behavior changes included adding the Alliance pharmacy in every patient record and coordinating the delivery of medications coming out of the central fill dispensary. Once behavior changes took effect, Alliance more than doubled their internal prescription referral volume to receiving 50% of prescribed medications.

Revenue, Dispenses and Referrals Trending



Year-over-Year Performance



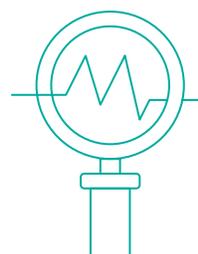
Results

Since establishing the centralized dispensary, Alliance has experienced both tangible and intangible rewards. In 2020, the dispensary generated an alternative stream of \$23.8M net revenue for the practice, in which all locations share. Operationally, the dispensary runs efficiently, which reduces staff burden. The nurses and dispensing physicians that manage the dispensary can complete this task in addition to their day-to-day patient-care activities. The clinical and analytics support from the McKesson MID optimization team serves as a tremendous asset to Adams, who manages all operations for the practice.

“To have the McKesson MID optimization team as a resource serves as a great complement to our practice,” Adams said. From a coordination of care standpoint, Adams states, “This is the best possible customer service for our patients – to hand them the med; provide education; and coach them on when they should see their doctors and take blood count, etc. It’s a full-service offering, and we feel really good about it.”

Since the publication of this case study, Alliance Cancer Specialists have joined The US Oncology Network.

Discover how McKesson’s medically integrated dispensing service supports your specialty practice.



Ask us how we can help.

Email us at SpecialtyProvider@mckesson.com