

Providence St Joseph Health HOD Infusion Services Challenges and Approach

Tamera Boeshans, BS Pharm

Future impacts on Infusion Services?

- ❑ Increase in infusion and specialty therapies.
- ❑ Rising prescription drug costs.
- ❑ Site of care restrictions.
- ❑ Healthcare staffing shortages. (Nursing, Pharmacy, support staff)
- ❑ Demands for an enhanced patient experience.



Infusion Services Challenges and Solutions

Challenges

- Collaboration across a large system
 - ~60 Outpatient Infusion Clinics/900 chairs
- Revenue Cycle – Denials and controllable write offs
- Patient access due to capacity constraints
- Caregiver staffing and retention
- More therapies are moving from an inpatient setting to outpatient infusion.



Solutions

- **Infusion Integration Council** – full divisional representation inclusive of providers, nursing, pharmacy, and revenue cycle.
- Focused workgroups to standardize operational workflows across infusion centers. (prior authorization – priority)
- LeanTaaS infusion scheduling tool implementation of infusion centers.
 - Improve patient access
 - Reduce caregiver turnover and improve satisfaction
 - Improve patient experience