



Singapore Healthcare Management 2017



an Easier Way for Everyone



NATIONAL SKIN CENTRE

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Background & Context of Problem

- Biologic therapy is initiated for moderate-to-severe psoriasis patients who failed oral immunosuppressant therapy and/or phototherapy. Despite worsening symptoms, patients often refused or are non-compliant to prescribed biologic therapy regimens due to high costs.
- To improve affordability, pharmaceutical companies have initiated patient assistance programmes (PAPs) with co-funding regimens.
- However, PAPs are accompanied by time-consuming, complex, manual processes affecting multiple stakeholders:
 - Complicated manual forms to track patients' PAPs
 - Manual tabulation of stock utilisation and reconciliation
 - Tedious reworks of PAP transaction and inventory errors caused by human errors and complicated processes
 - Long patient waiting time in NSC pharmacy due to complicated documentation process

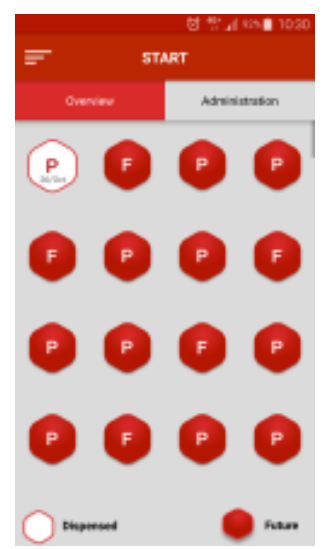
Objectives

- To improve the operational efficiency of managing Stelara PAPs for dermatology outpatients in NSC Pharmacy
- To reduce patient waiting time in NSC Pharmacy

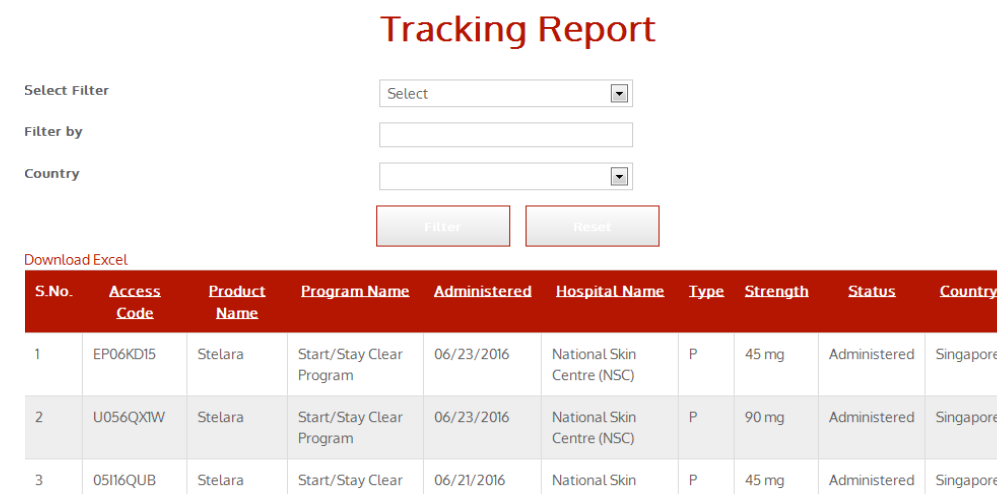
Methodology

- NSC Pharmacy and J&J teams collaborated to implement PAVE mobile application and web access portal in June 2016.

PAVE Mobile Application

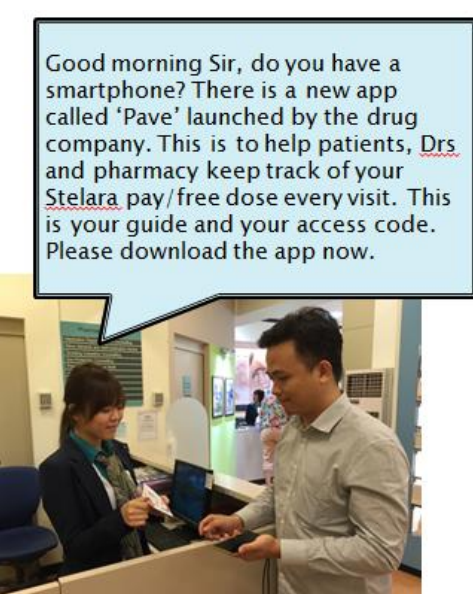


PAVE Web Access Portal

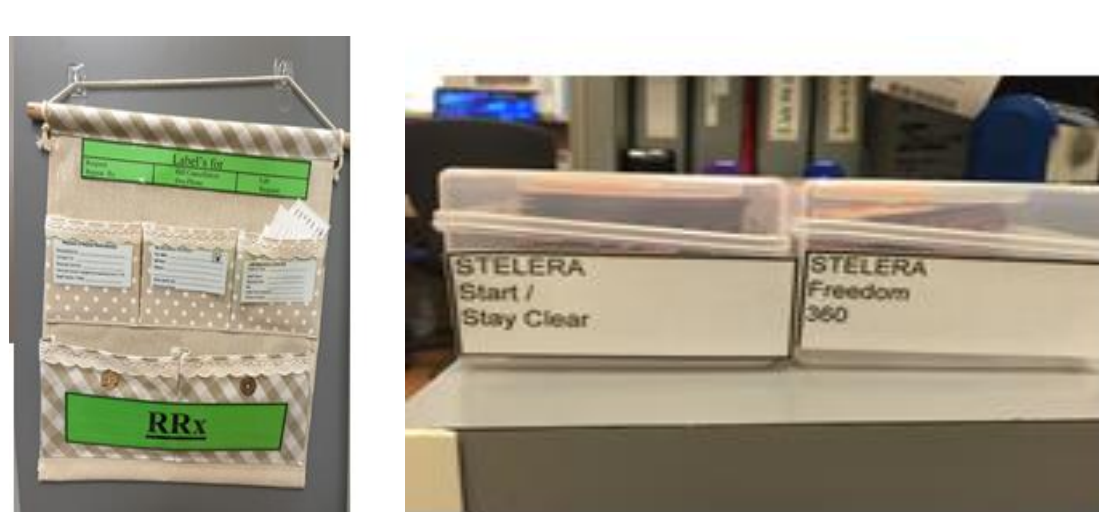


- Plan-Do-Study-Act (PDSA) was used to review PAVE's effectiveness (outcome measures) and identify areas for improvements (qualitative inputs from patients and stakeholders).
- The implementation was complemented with in-house training of NSC Pharmacy and J&J staff on PAVE and redesigned workflow.

Scenario-based training



Redesigned workflow



FAQs and Troubleshooting

FAQs

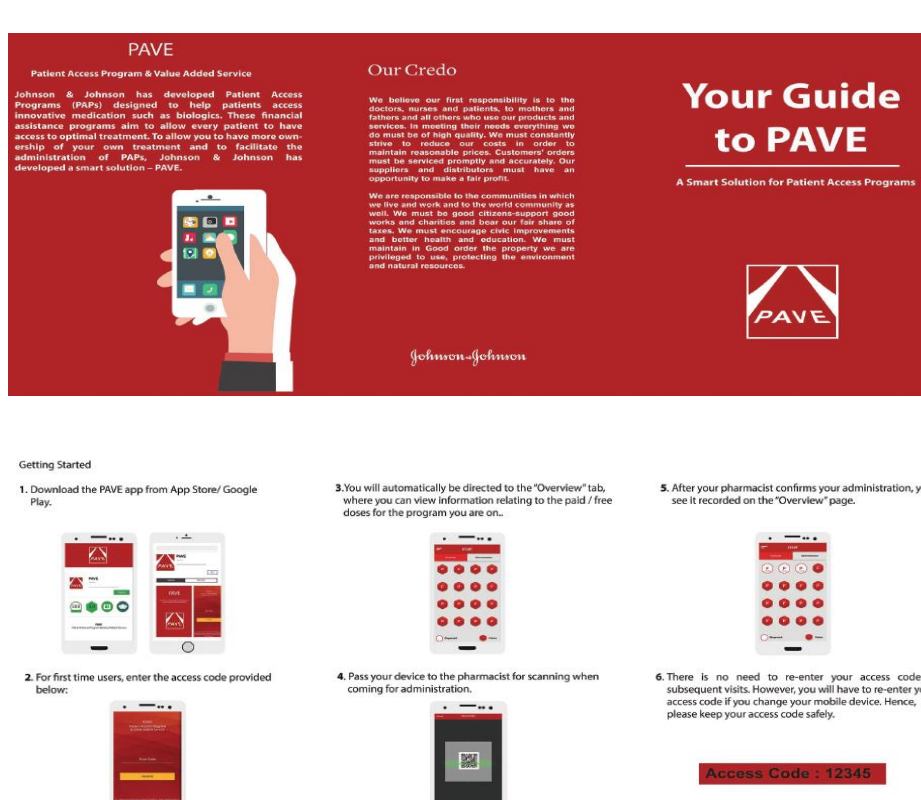
- What if the patient deletes the app? Ans: He or she may download again using the same access code. If he forgets the access code, check with pharmacy.

Technical Issues / Phone Unavailability

- Fill up the following details in the manual form provided in the file and place at the 'request for repeat prescriptions' pocket.

- Patient education material were developed and revised/improved collaboratively by NSC Pharmacy and J&J teams using PDSA cycles.

Pocket-size Patient Information Booklet



Multi-lingual Patient Information Sheet

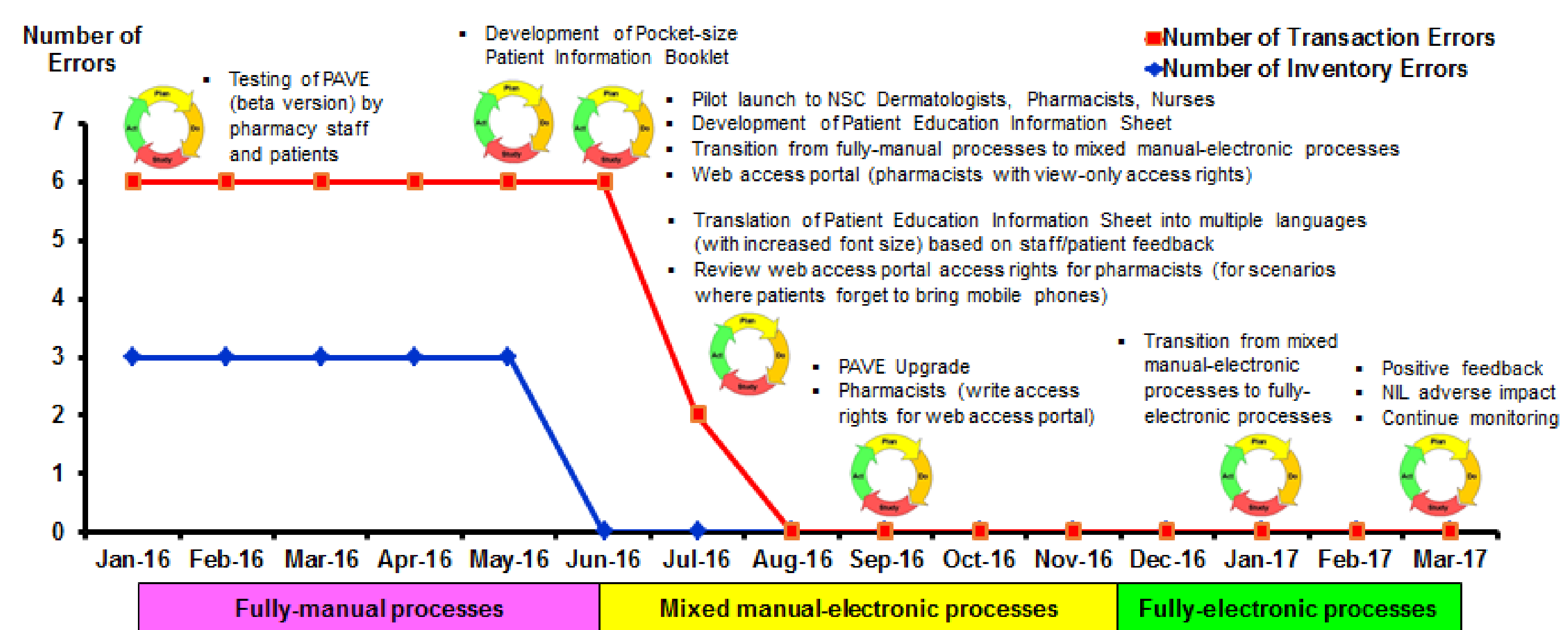


Results

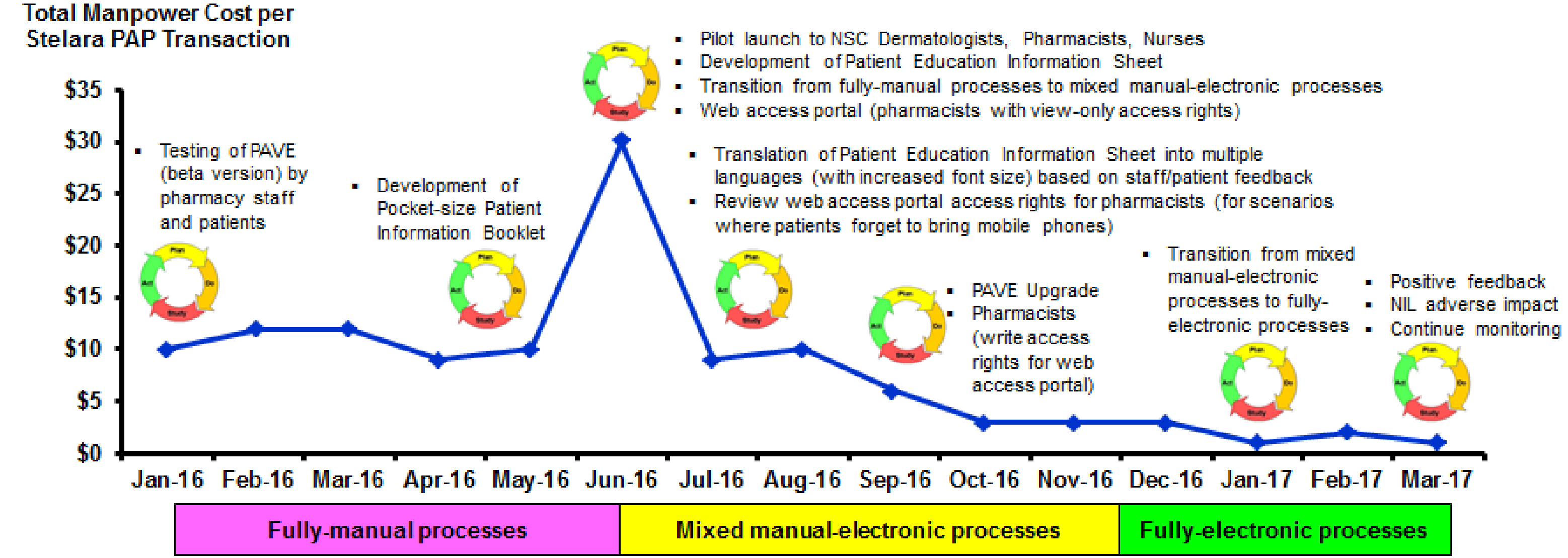
- From June 2016 to March 2017, a total of 72 NSC outpatients (100% eligible patients) adopted PAVE successfully.

Outcome Measures	Baseline	PAVE Upgrade	Fully-electronic
Number of Inventory and Transaction Errors	6 Per Month	0 Per Month	0 Per Month
Total Manpower Cost per transaction	SGD 10.44	SGD 2.26 (↓78%)	SGD 1.28 (↓88%)
Average patient waiting time in pharmacy	20 Minutes	13 Minutes (↓35%)	10 Minutes (↓50%)

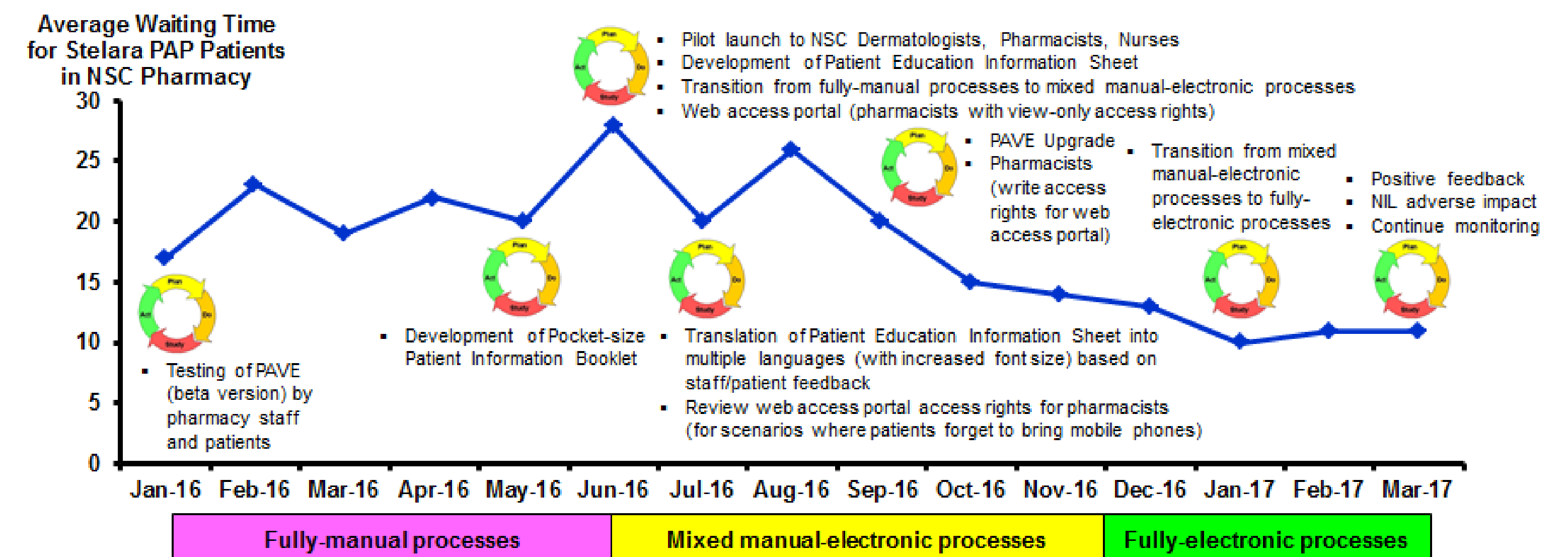
Number of Stelara PAP Transaction Errors and Inventory Errors



Total Manpower Cost per Stelara PAP Transaction



Average Waiting Time for Stelara PAP Patients in NSC Pharmacy



Conclusion

- PAVE mobile application and web access portal improved the operational efficiency of managing Stelara PAPs by 88% reduction of total manpower costs per Stelara PAP transaction, and reduced average patient waiting time in pharmacy by 50%.
- It eliminated Stelara PAP inventory and transaction errors.