



# IMPROVED OPERATIONAL EFFICIENCY OF AMBULATORY PHARMACIES IN A LARGE TEACHING HEALTH SYSTEM

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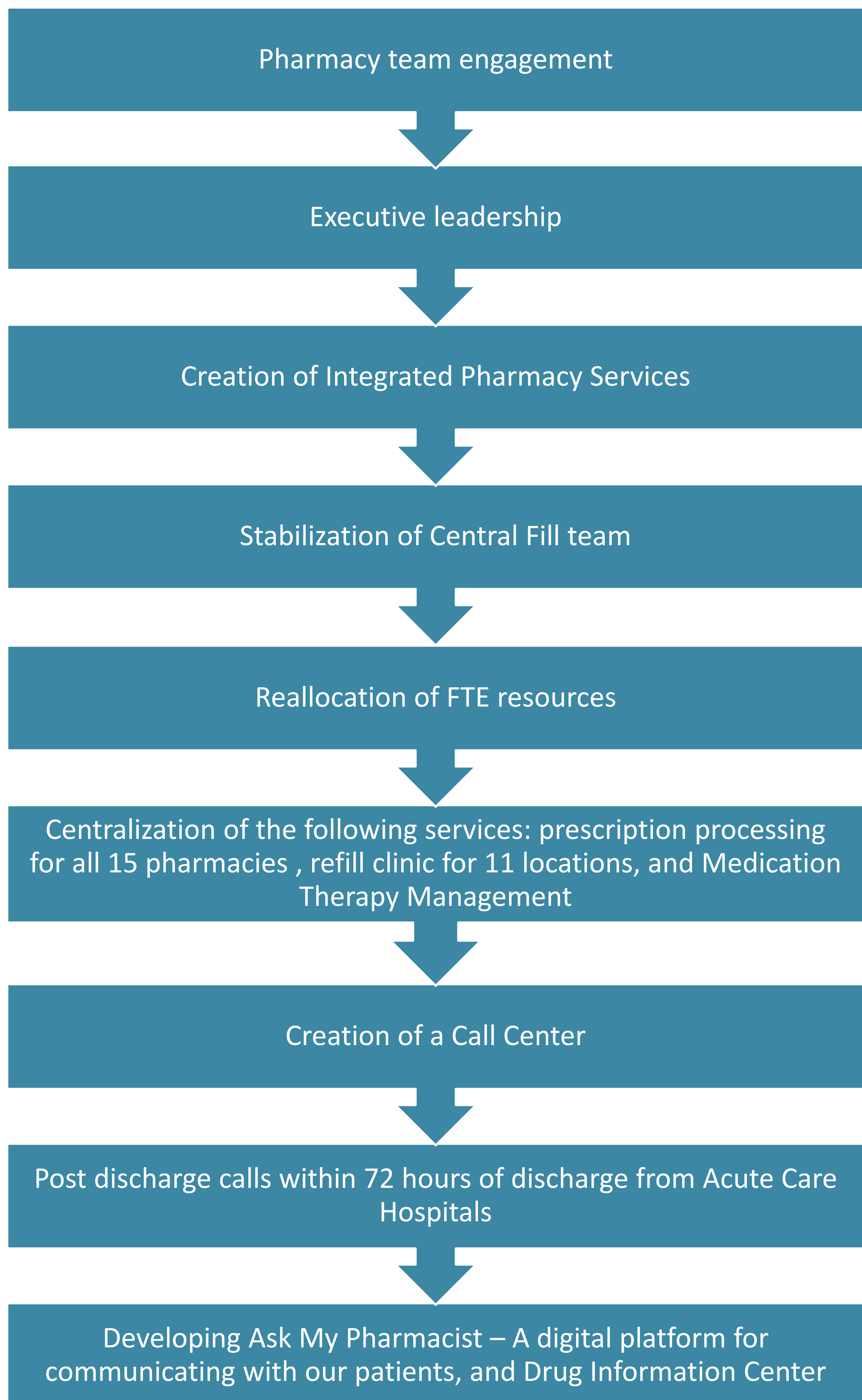
## Background

- 4th largest community teaching healthcare system in the country.
- Serving the indigent population of Harris County, Texas.
- 2 Acute care hospitals:
  - Ben Taub General - Level I Trauma Center.
  - LBJ General - Level III Trauma Center.
- 15 Pharmacies
- 1 Central Fill
- Correctional Health ≥ 10K Inmates.
- 1.9M prescriptions dispensed in 2021
- **Vision: World Class Pharmacy recognized for excellence**

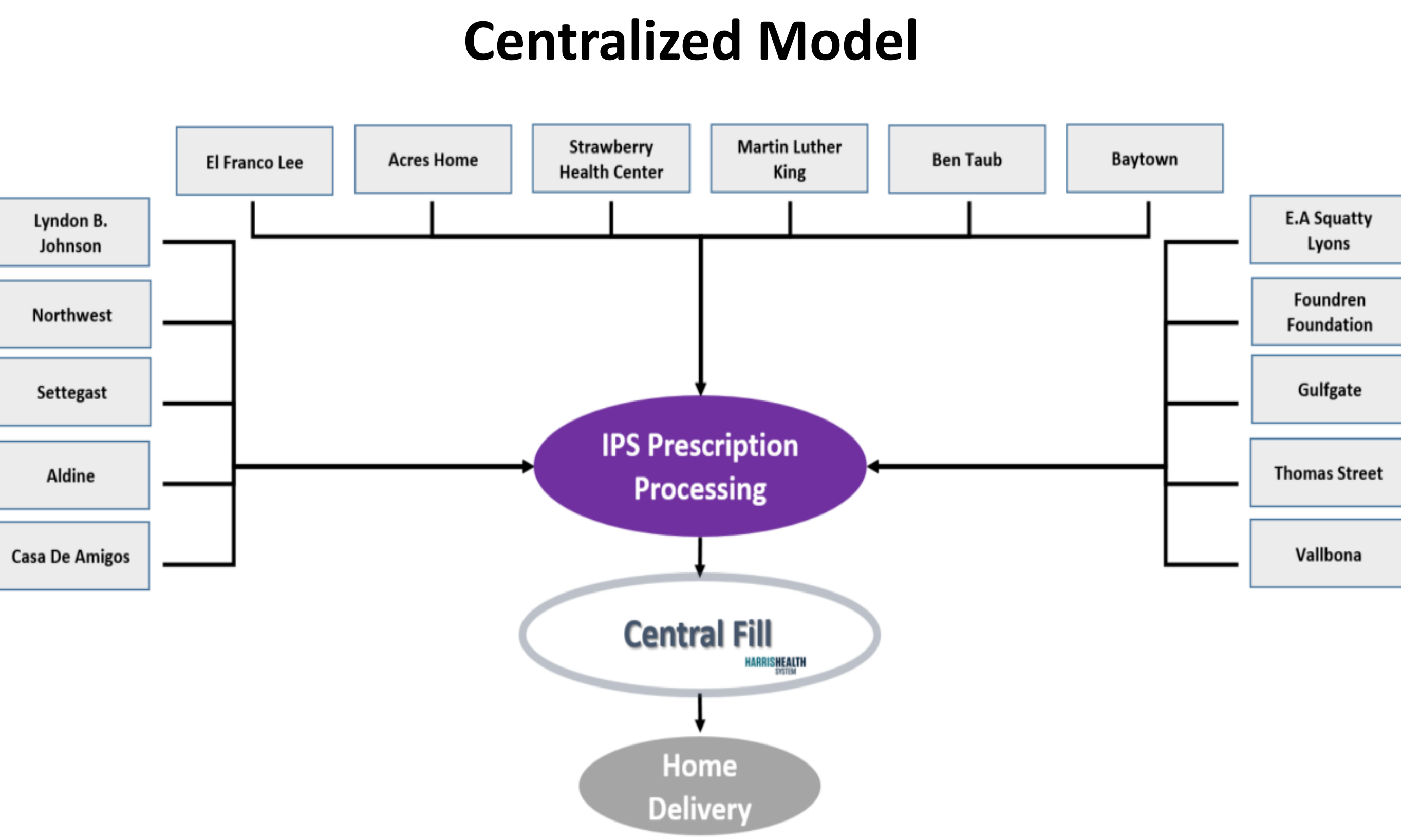
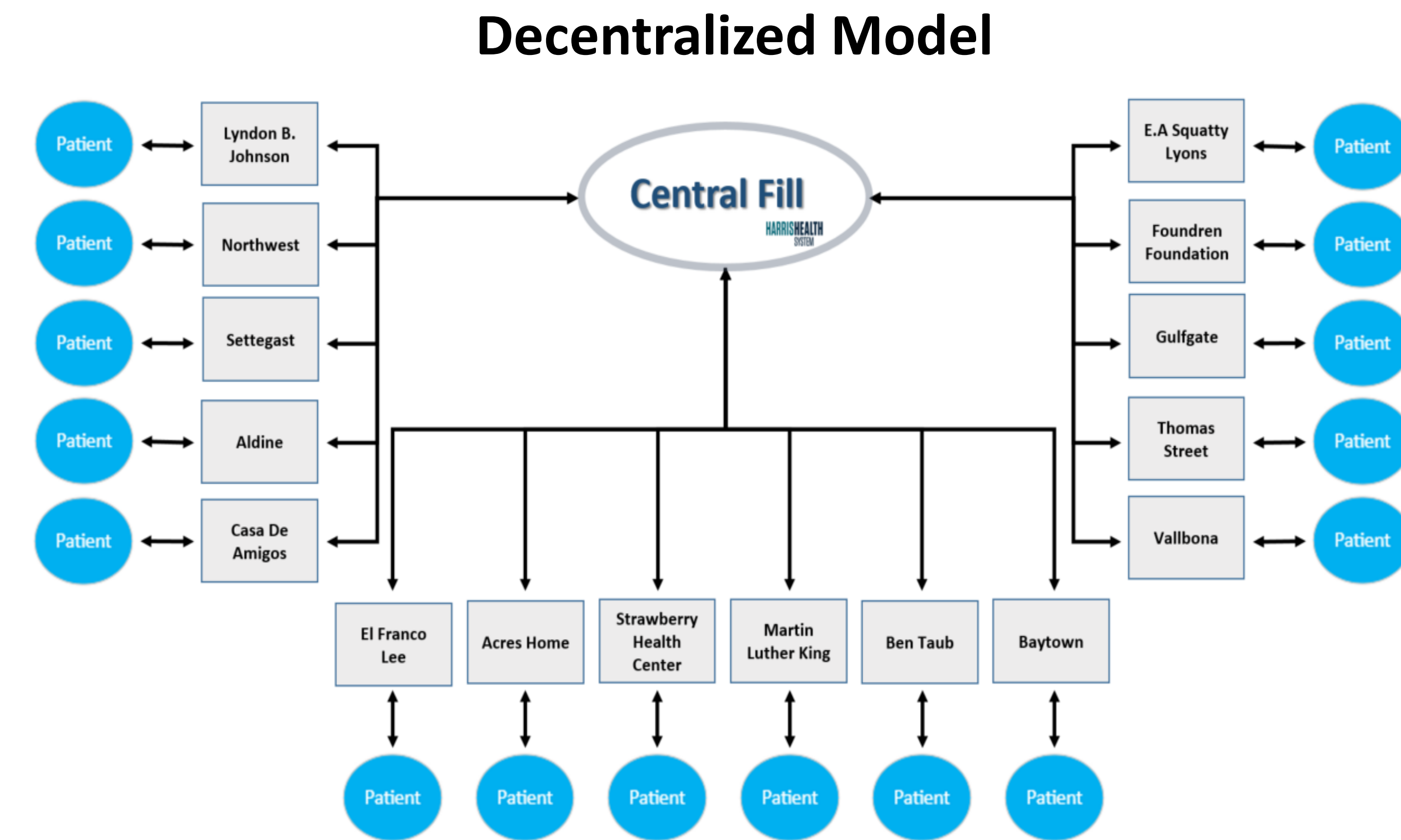
## Objective

- Improve access to acute and chronic care medications to patients using , centralization model, while adhering to COVID-19 pandemic infection exposure risk mitigation strategies.

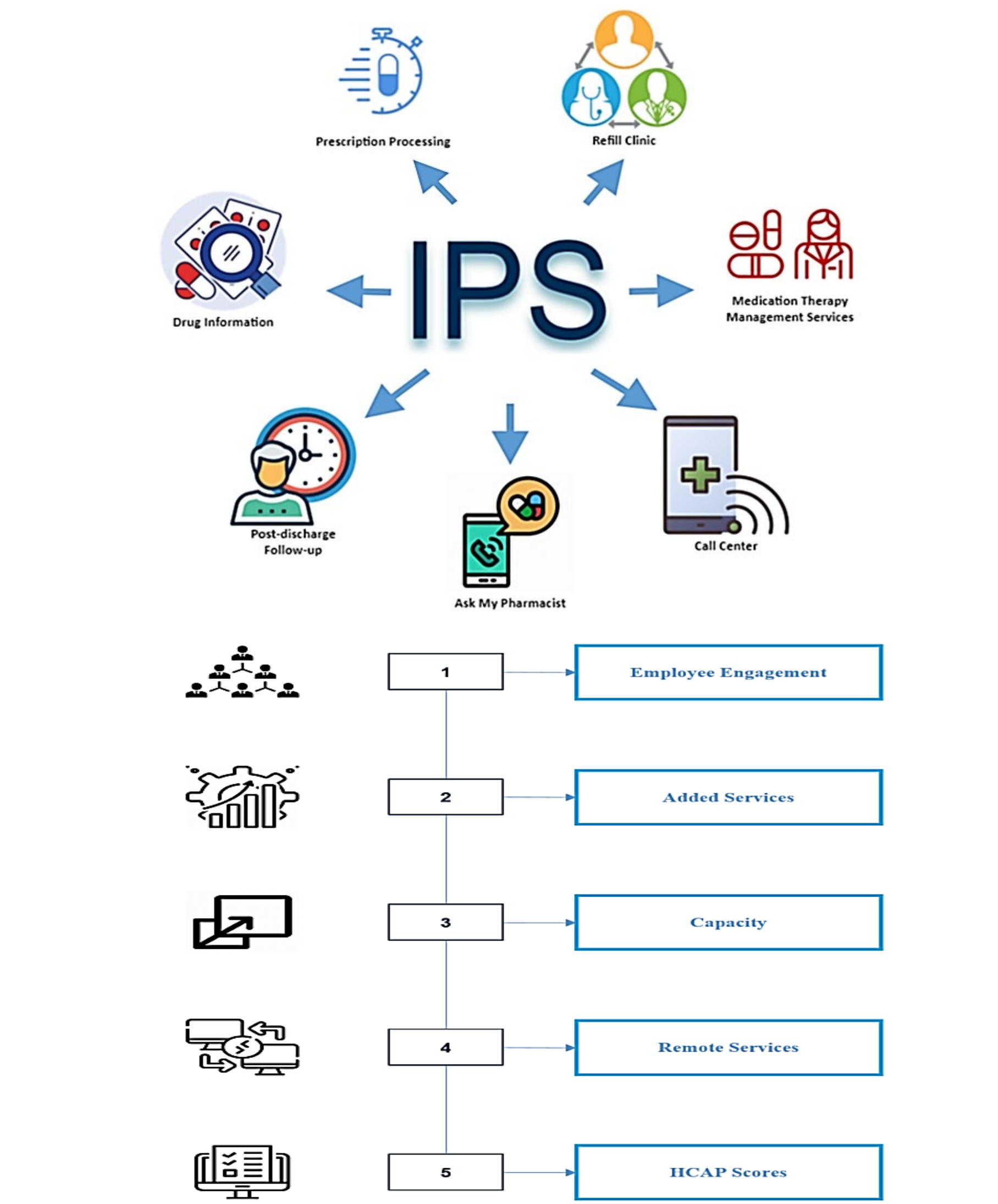
## Planning and Implementation



## Practice Model Differentiation



## Value Proposition



## Results

- Employee engagement ↑ 10%.
- Gained FTE efficiencies used in adding a Call Center, Refill Clinic, and MTM.
- Built capacity for future growth.
- HCAHPS ↑ from low 60s to high 80s.
- Prescription turnaround time ↓ from promised time of 3 – 5 business days to less than 3 calendar days.
- Home delivery service improved access and medication availability.
- Improved medication adherence.

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