



Quality Indicators for a Pharmacy Fertility Medication Phone Consultation Program

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The Fertility Order Review program prevented medication waste as well as prevented missed or late doses of medications which could have resulted in total loss of fertility cycles for patients.

OBJECTIVES

- Medications are a regular part of infertility treatments and the primary treatment for women with ovulation disorders.¹ Gonadotropins are the most common type of medications used for ovarian stimulation when the first-line therapy, clomiphene citrate, is not successful. Gonadotropins are expensive and administered by injection.^{1,2}
- Walgreens Fertility Order Review (FOR) Program is designed to help reduce patient anxiety as they prepare to self-administer gonadotropins, as well as prevent wastage or loss due to incorrect storage of medication or missed doses, by offering a personalized phone consultation.
- The FOR program allows patients to have direct access to fertility nurses who provide tailored support through a phone consultation to review: the contents of the fertility medication order, the purpose of each item, medication, administration and correct storage, the refill process, any patient questions with escalations to a pharmacist as needed.
- The objective of study is to assess select quality indicators regarding the FOR program.

METHODS

- This is a descriptive study.
- Study Population: Patients who received services from the FOR program.
- Study Period: September, 2014 - June, 2016
- Quality Indicators: (1) phone time spent with patients, (2) prevented estimated wastage or loss due to incorrect storage, (3) prevented missed doses/month, (4) patient overall experience rate
- Patients were asked to rate their overall experience with the specialty pharmacy services through a web-based survey tool www.surveymonkey.com. The available response options for the survey question were on a scale of 1 to 5 with 1 = "poor" and 5 = "excellent".

RESULTS

Table 1. Phone Time Spent with Each Patient from September 2014 – June 2016

| Time Spent with Each Patient (minutes) | Patient Count (n) | Percent (%) |
|--|-------------------|-------------|
| 1-10 | 20,992 | 76.7% |
| 11-20 | 6,187 | 22.6% |
| >20 | 151 | 0.6% |

Table 2. Missed Doses Prevented Per Month

| Time Period | Missed doses Prevented / Month | Patients |
|-----------------------|--------------------------------|----------|
| Sept 2014 – Aug 2015 | 1.42 | 15,283 |
| Sept 2015 – June 2016 | 0.7 | 12,075 |

The prevented estimated wastage or loss associated with incorrect storage

\$40,098

97%

Patients rated overall experience with specialty pharmacy very positively

- Among 27,358 patients in the FOR program during the study period, the fertility nurses spent 1-10 minutes with 20,992 (76.7%) patients, 11-20 minutes with 6,187 (22.6%) patients, and more than 20 minutes with 151 (0.6%) patients (Table 1).
- During course of study, an estimated \$40,098 in savings was achieved, based on prevented wastage or loss due to incorrect storage by the patient.
- Over the study period, the FOR program reduced the number of missed doses from 1.42 doses/month (Sept. 2014 – Aug 2015) to 0.7 missed doses/month (Sept 2015 – June 2016). This reduction could be associated with program modifications implemented in September 2015 (Table 2).
- 97% of 8,790 patients who completed the survey rated their overall experience with specialty pharmacy as ‘Excellent’ (5) or ‘Very good’ (4).

CONCLUSIONS

- This study indicated the FOR program prevented medication wastage and loss for patients who received expensive injectable fertility medication.
- The program also prevented missed or late doses of medications which could have resulted in total loss of their fertility cycle. Patient surveys indicated a high level of satisfaction on their overall experience with the specialty pharmacy’s service.
- These positive patient outcomes helped validate the significance of the program.

References:

1. American Society for Reproductive Medicine. Medications for Inducing Ovulation-A Guide for Patients Revised 2012. Retrieved September 01, 2016 http://www.sart.org/uploadedFiles/ASRM_Content/Resources/Patient_Resources/Fact_Sheets_and_Info_Booklets/ovulation_drugs.pdf
2. Practice Committee of the American Society for Reproductive Medicine. "Use of exogenous gonadotropins in anovulatory women: a technical bulletin." Fertility and Sterility 90.5 (2008): S7-S12.

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