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How To Use Your Pharmacy Data to Identify Trends and Improve Your Bottom Line

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Disclosure Statement

There are no relevant financial relationships with
ACPE defined commercial interests for anyone who was in
control of the content of the activity.

Pharmacist and Technician Learning Objectives

1. Explain how to use pharmacy data to identify patient- and business-related trends and address areas of financial risk or opportunities for improvement.

2. Describe strategies for using pharmacy data to develop targeted interventions for quality improvement initiatives.

3. Identify non-dispensing services that your specific patient demographic would benefit from.

Pharmacy Data: A Valuable Resource

- Data Driven Decision-Making
- Optimize Operations
- Enhance Patient Care
- Maximize Profitability

Gather Correct Data Inputs

- Store Data Accurately
- Maximize Technology and Software
- Patient Communication & Information
- Document all information possible

Patient Data

- Demographics (age, gender, location)
- Phone number
- Medication Adherence
- Insurance information
- Primary Care Provider
- Disease States/Chronic Conditions (ICD-10 Codes)
- Social Determinants of Health

Business Data

- Total Rx Volume
- Total Patients Served
- Total Sync Enrollment
- Total Rx Inventory On Hand
- Total Med Packs Dispensed
- Total Vaccines Administered
- Total DIR Fees
- Gross Profit Per Rx

Take Control of Your Business

- Identify and Develop Data-driven Quality Improvement Goals

- Maximize Operational Efficiencies

- Begin by implementing a Med Sync program to lower Rx inventory, improve patient medication adherence, and streamline operating efficiencies

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Med Sync

- Make Med Sync a Priority
- Set SMART goals
- Overall goal of >50% Med Sync enrollment
- Opt-out Model

Measure the Impact of Quality Improvement Initiatives

- Report and track KPIs for evaluation over time
- Use Data to identify trends and ROI
- Visualize data to monitor progress
- Include the entire pharmacy team

Total Sync

	2018	2019	2020	2021	2022	2023
January	1576	2433	2425	2167	2514	2733
February	1567	2427	2298	2153	2485	2679
March	1696	2386	2398	2268	2612	2833
April	1715	2424	2306	2298	2678	
May	1982	2527	2334	2198	2702	
June	2038	2528	2370	2267	2717	
July	2181	2558	2305	2240	2694	
August	2358	2465	2256	2223	2717	
September	2308	2431	2221			
October	2407	2514	2242			
November	2407	2461	2221			
December	2381		2220			
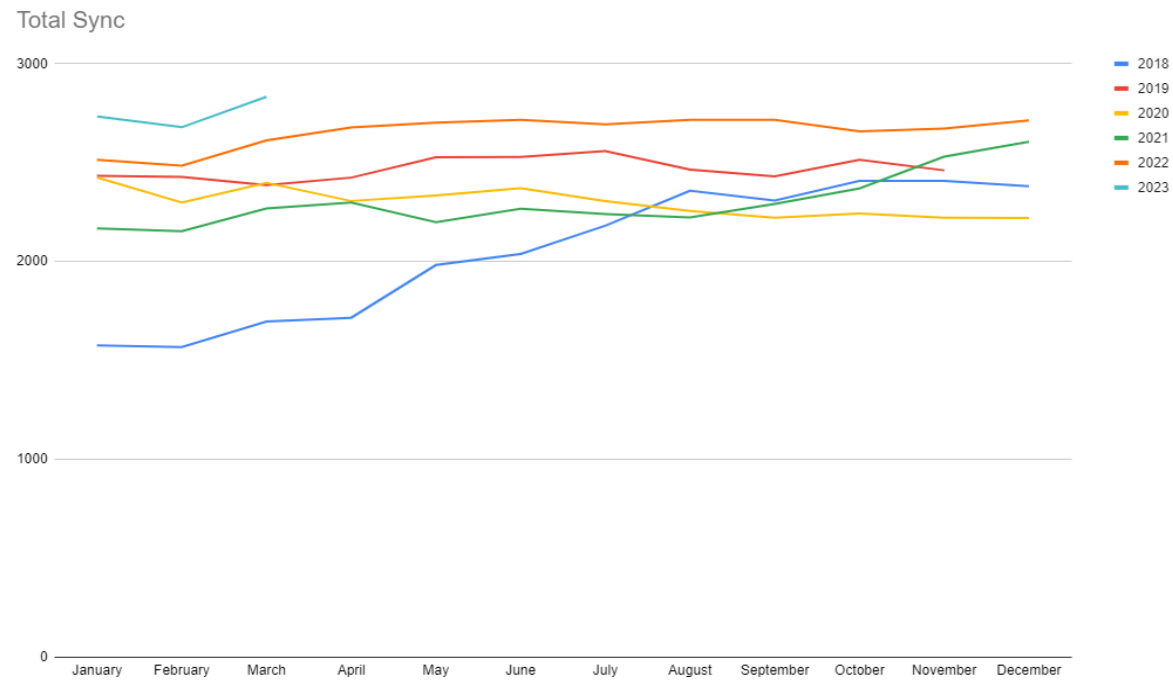
Tyson Drugs, Inc Data

Total Sync

Average of Rx Inventory and Sum of Total Sync by Year, Month and Pharmacy Name
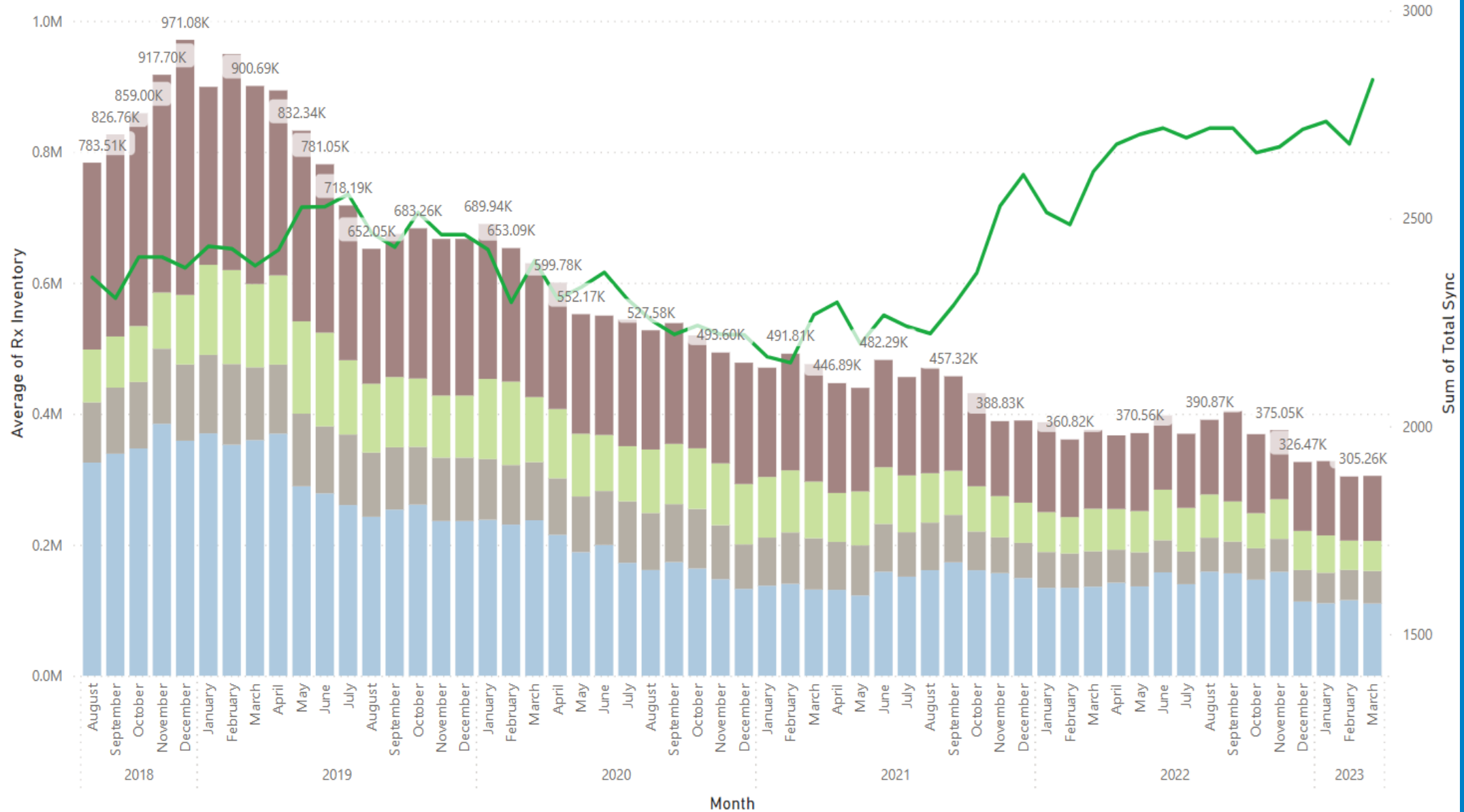
Tyson Drugs, Inc Data

Non-Dispensing Services

- Use Data to Identify Patients for non-Dispensing Revenue Generating Services

- Data-driven outreach – patient and area healthcare providers

- Lean on patient and dispensing data to automate patient outreach for your services

- Set up System/POS alerts for pharmacists or clerks to offer services at consultation or checkout

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