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Greetings from the Vice President

It is my pleasure to present the 2014 Annual Report for the Avera McKennan Hospital & University Health Center Pharmacy Services. Pharmacy Services encompass acute care hospital practice, ambulatory care, retail pharmacy, specialty pharmacy, long-term care, ePharmacy, home infusion and regional services. Our dedicated staff of professionals continued to improve and refine processes that enhance care and patient access. Advances in the Avera Specialty Pharmacy and ambulatory services as well as further improvements in inventory optimization and patient care transitions highlight a very productive year. I am extremely proud to present a summary of our team and our accomplishments for 2014.

Steve Petersen, PharmD

Vice President – Pharmacy Services
Pharmacy Mission
The mission of the Pharmacy Department is to support the Avera Health ministry through collaboration with our partners by providing leadership and expertise in medication delivery and medication therapy optimization for the patients and providers we serve.

Pharmacy Vision
The Pharmacy Department at Avera McKennan strives to be the clinical and administrative experts in our profession. We desire to be known as the drug information specialists within the institution for the benefit of physicians, nurses, allied health professionals and our patients. We dedicate ourselves to provide the pharmaceutical expertise and drug therapy necessary to ensure optimal therapeutic outcomes for our patients and improve the quality of their lives.

Hospital Pharmacy
Thomas Johnson, PharmD, MBA, BCPS, FASHP, FCCM – Director

Highlights for this year include:
The hospital pharmacy has worked to optimize operational systems installed in 2013. Improving inventory and production efficiency have been key goals for the department.

We have also spent considerable time working on developing processes that allow our pharmacists to review patient medication lists during transitions of care.

By the Numbers

<table>
<thead>
<tr>
<th>Number of pharmacist clinical interventions per week and follow-up</th>
<th>2,800</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of orders verified per day</td>
<td>2,000</td>
</tr>
<tr>
<td>Number of clinics and hospitals supported through central distribution</td>
<td>200</td>
</tr>
</tbody>
</table>

We have continued to expand pharmacist services to provide education to patients about medications and develop systems to ensure patients leave our campus with the medications they need.
Pharmacy Operations

Melissa Goff, PharmD, MBA – Operations Manager

The Avera McKennan Inpatient Pharmacy operates 24 hours a day, seven days a week, and is responsible for dispensing medications daily for hospital inpatient and outpatient areas as well as providing supportive services during off hours at Avera Prince of Peace and the Dougherty Hospice House. Medication orders are received in the pharmacy once verified by our pharmacist staff through CPOE. The majority of medications are dispensed through automated dispensing cabinets or Pyxis machines. Other routes of delivery include the technician staff, the pneumatic tube system or one of our two Aethon Tug Robots. IV admixtures are compounded by trained pharmacy technicians using sterile technique in a USP-797-compliant clean room. All in all, the central pharmacy distributes 5,000 medication products each day.

This past year, the focus has been placed on identifying and implementing workflow efficiencies in the new pharmacy space as well as expanding the central distribution program. This program is a cost-saving measure to decrease overall pharmaceutical inventory across the Avera system, decrease the number of expired medications we outdate, as well as provide an efficient solution for outlying Avera facilities to have unit-dosed, barcode-labeled medications through the use of our high-speed repackaging equipment. As illustrated in the below metrics, the expansion of central distribution has made an impact on the number of transactions we process each day as well as the number of medications we are repackaging for the system.
Clinical Services
Glenn Voss, PharmD – Clinical Manager

The Avera McKennan Pharmacy offers broad-reaching comprehensive clinical services in multiple areas. Pharmacists specialize in multiple areas of practice and provide support to physicians and patient service lines across the hospital and clinics. Innovations include the following:

- Addition of an ambulatory care pharmacist in an internal medicine clinic
- Addition of an ambulatory care pharmacist within the oncology clinics at the Avera Cancer Institute Sioux Falls
- Development and implementation of the acute pain service
- Advances in the area of medication discharge reconciliation and counseling
- Improvements in the structure and function of medication safety processes and systems

Avera Cancer Institute
Sioux Falls
Emily Laible, PharmD – Supervisor

This year, our oncology pharmacists focused on the development and growth of our oral chemotherapy education program. A pharmacist provides detailed education to all patients starting new oral chemotherapy regimens, along with follow-up phone calls to assess compliance and assist in managing side effects. Pharmacists educate an average of 25 oral chemotherapy patients each month.

In addition, Avera Cancer Institute Sioux Falls pharmacists collaborate with the Avera Specialty Pharmacy and patient advocates to address insurance issues and concerns. The overall goal of this program is to improve our patients’ understanding, compliance and access to their oral chemotherapy medications. As a result of this collaboration, 70 percent of our cancer patients have local access to their specialty medications.

Additional programs and services include:
- Supportive care team
- Cancer survivorship program
- Herbal product reviews
- Chemotherapy regimen standardization
- Molecular and experimental medicine (MEM)
- PGY2 (post-graduate year 2) pharmacy oncology residency
A program was developed at the Avera Behavioral Health pharmacy to allow pharmacy students to perform medication reconciliation on newly admitted patients. This has been very beneficial by assisting nursing with the admission process, providing valuable “hands-on” experience for the students and, most importantly, providing accurate medication lists for patients.

For several years, the Avera Behavioral Health team has had a Pharmacy and Therapeutics (P&T) subcommittee that makes formulary and quality-improvement decisions specific to psychiatry, and subsequently brings those decisions to the P&T committee at the main campus to be formally adopted. This subcommittee now includes other regional sites, such as Aberdeen, S.D.; Marshall, Minn.; Mitchell, S.D.; and Yankton, S.D. The goal of this large collaboration is benefiting Avera’s patients with safer and more cost-effective medications when possible.
Avera Retail Pharmacies
Darrel Mutchler, PharmD – Retail Manager

Avera McKennan Pharmacy Services operates five retail pharmacy locations to serve our patients.

Avera McKennan Campus Pharmacy is located in the skywalk near the entrance to the hospital and specializes in discharged patient prescriptions, employee prescriptions and medications for residents at Avera Prince of Peace and Dougherty Hospice House.

- Hours: Monday–Friday, 8 a.m.–5:30 p.m.
- Address: 1325 S. Cliff Ave., Suite CP
- Phone: 605-322-8326 or 800-568-6579

Avera Specialty Pharmacy is located on the ground level of Plaza 2 with convenient parking outside the front entrance. This pharmacy offers personalized care for specialty patients, as well as any available retail medication. Services are specifically designed for chronic care patients requiring high-cost, life-supporting medications that are not always available to local pharmacies. This location also offers over-the-counter medications, high quality nutraceuticals and Zostavax vaccinations.

- Hours: Monday–Friday, 9 a.m.–5:30 p.m.
- Address: 1301 S. Cliff Ave., Suite 200
- Phone: 605-322-8360 or 877-603-0069

Avera Compounding Pharmacy is also located on the ground level of Plaza 2. Avera Compounding Pharmacy employs pharmacists specially trained to fill prescriptions compounded for individual needs at the highest quality. As a PCAB Accredited™ compounding pharmacy, the Avera Compounding Pharmacy ranks among the best for quality and safety. Compounded prescriptions cannot be filled at a typical drug store, but require a specially trained pharmacist who works within a specialized, quality-controlled state-of-the-art compounding lab. We also offer women’s health consultations and high quality nutraceuticals. *Avera Compounding Pharmacy is the recipient of the Pharmacy Compounding Accreditation Board’s Seal of Accreditation since 2010.

- Hours: Monday–Friday, 9 a.m.–5:30 p.m.
- Address: 1301 S. Cliff Ave., Suite 225
- Phone: 605-322-3940 or 866-828-7467
Avera Dermatology Pharmacy, located in the Avera Medical Group Dermatology Sioux Falls clinic, offers a convenient pharmacy location in southern Sioux Falls. It also stocks over-the-counter medications commonly recommended by physicians and can provide service for all prescription needs, not just dermatologic treatments.

- Hours: Monday–Friday, 8 a.m.–4:30 p.m.
- Address: 6701 S. Minnesota Ave.
- Phone: 605-322-7695 or 888-281-3923

Avera 69th Street Pharmacy is open to the public and has a special understanding of psychiatric medications and the issues that are unique to psychiatric illnesses. Upon patient request, we offer friendly refill reminders. The retail area includes over-the-counter medications, high quality nutraceuticals, snacks, magazines, greeting cards, postage stamps, Avera wear and Wyndmere aromatherapy.

- Hours: Monday–Friday, 9 a.m.–5:30 p.m.
- Address: 4400 W. 69th St., Suite 300
- Phone: 605-322-5948 or 877-395-6943

Pharmacy Technology Team

Michael Borgmann – Manager

The pharmacy technology team has continued ongoing support of pharmacy services throughout the Avera system. We have contributed support services to the MedSafe process and helped ensure the continued success of bedside barcoding administration. We have continued to assist in the design and development of technology-influenced workflows within the new central pharmacy. Our data gathering systems have continued to grow with expansion of the 340B system and have moved into data gathering for the Excelera specialty pharmacy network. New data requirements for Avera Specialty Pharmacy services are currently in design and development stages.

In addition, we have supported new dispensing cabinet installations for the Avera Heart Hospital.
of South Dakota and also Sioux Center Community Hospital/Avera Health. We also worked with Avera St. Mary’s Hospital in Pierre to assist in updating their pharmacy processes. The team has also supported expansion of dispensing cabinet equipment to new areas throughout the Avera McKennan system including the new dialysis unit, the short stay unit and Avera Prince of Peace C wing.

We are in the planning and design stages for a number of new pharmacy projects across the Avera system that will maximize the system-wide investment in technology.

**ePharmacy**

Andrea Darr, PharmD, BCPS – Director

As part of Avera’s eCARE services, Avera ePharmacy provides remote pharmacy services to 47 hospitals in six states. Avera ePharmacy moved off site this year to join with eICU® and eEmergency at the new eHelm location. This physical layout has fostered increased collaboration among the eCARE service lines and has had a positive impact on all employees at eHelm.

We have had several notable accomplishments this year. We have maintained steady growth and achieved 100 percent retention of all ePharmacy contract renewals. In March, we completed our 1 millionth ePharmacy order.

We have agreed to support a third pharmacy information system. The ePharmacy staff now are adept at using Meditech, Healthland and Healthland Centriq. In the coming year, we will add CPSI as a supported pharmacy information system.

We have focused considerable effort on standardization of processes across each information system by using informal user groups to help address best practices and get buy-in across a wide variety of pharmacists and nurses. This has resulted in increased efficiency of our ePharmacy order entry and clinical practices. It has also improved patient safety initiatives at our partner sites.
Our staff has grown by four FTEs to accommodate our plans to serve 60 facilities within the next year and add outpatient medication order review as an offering of ePharmacy services. We have also added an ePharmacy manager position that was recently filled.

Notable goals for the coming year:
- Continued growth in the number of facilities
- Outpatient medication review offered to contracted facilities
- Acquisition of contracts without the support of grant funding
- Standardization of workflow processes to enhance efficiency
- Increased activities to enhance pharmacists engagement with patients

Home Infusion
Jerome Kappes, PharmD, MBA – Manager

Home infusion is an innovative and cost-efficient means of administering infusion therapy in the home. Typically, “infusion therapy” means the drug is administered intravenously, but may include other methods such as injections into the muscle and subcutaneous tissue. Various delivery systems are utilized to facilitate safe and easy administration of these medications. In most situations, the patient or a caregiver in the home is able to administer the infusion therapy after appropriate training. Examples of home infusion therapies are included in the table below.

<table>
<thead>
<tr>
<th>Therapy</th>
<th># of Patients Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Injectables</td>
<td>26</td>
</tr>
<tr>
<td>Chemotherapy Infusions</td>
<td>33</td>
</tr>
<tr>
<td>Miscellaneous Infusions</td>
<td>33</td>
</tr>
<tr>
<td>RSV Prophylaxis</td>
<td>162</td>
</tr>
<tr>
<td>IV Catheter Care</td>
<td>34</td>
</tr>
<tr>
<td>IV Hydration Therapy</td>
<td>17</td>
</tr>
<tr>
<td>Immune Globulin Therapy (Intravenous or Subcutaneous)</td>
<td>6</td>
</tr>
<tr>
<td>Pain Management Therapy</td>
<td>20</td>
</tr>
<tr>
<td>IV Antibiotic/Antifungal/Antiviral Therapy</td>
<td>31</td>
</tr>
<tr>
<td>Total Parenteral Nutrition</td>
<td>282</td>
</tr>
</tbody>
</table>
Regional Services

Avera McKennan provides pharmacy services to Avera Flandreau Hospital, Avera Dells Area Hospital, Sioux Center Community Hospital/Avera Health and Hegg Memorial Hospital/Avera Health. Using a combination of on-site pharmacist services, ePharmacy services, automated medication stations and drug distribution services from Avera McKennan, these facilities have access to pharmacy services 24 hours a day.

Pharmacy Business Support Services

Jessica Larsen-Gallup – Manager

The primary role of this department is to coordinate the 340B Discount Drug Pricing, Patient Assistance and Drug Replacement Programs for Avera McKennan and the region. This year, we grew to five business analysts and have the 340B program functioning at 22 owned, leased or managed facilities. By maintaining our knowledge of the program regulations and using sophisticated software, we are able to positively impact the bottom line of Avera facilities.

Through the Patient Assistance Program, we work directly with patients who are not able to afford their medications. We provide a network of resources to connect them with programs that significantly reduce the costs of their prescriptions or provide medications for free. Through this program, patients are able to get the medications they need to maintain their health status and prevent additional hospitalizations. Through the Drug Replacement Program, we apply for specific programs to replace medications dispensed to patients while in the hospital. This program positively impacts patients’ financial status while replacing expensive medications that we would have most likely not received payment for.

In addition to being experts in the programs listed above, we touch many of the pharmacy’s operations, including:

- Pharmacy financial reporting/trending
- Inventory management
- Meditech cost updates
- Controlled substance monitoring
- Provider-based clinic purchasing
- Medicare audit support for retail pharmacies

Our savings-generating ability is critically important to Avera’s financial success. As safety-net providers, these programs enable Avera to give back to the communities we serve.

Pharmacy Services Awards

Congratulations to the following pharmacy employees who have received recognition for their outstanding contributions to the success of pharmacy services at Avera McKennan!

Vice President’s Award for Distinguished Service

Obadiah Scheich
This award is given annually to the most outstanding member of the pharmacy team. Nominations can be submitted by anyone, but pharmacy team members are particularly encouraged to nominate coworkers. All pharmacy employees recognized as pharmacy employee of the month are automatically nominated, but other nominations also are encouraged.
Nominations are reviewed by a selection committee and three finalists are sent to the AVP of Pharmacy Services for selection. Criteria include:
1.) Outstanding contributions to the pharmacy department
2.) Exemplary demonstration of one or more of the 5 Keys – Ministry, People, Service, Quality and Financial Stewardship
3.) Committed to and actively demonstrates at least one of the three values of compassion, hospitality or stewardship

**Resident Preceptor of the Year**

**Jodi Wendte**
This award is given to a deserving residency preceptor who has provided exceptional mentorship and guidance to the residency class. The award is selected by the residents during May. This award is only given if someone is chosen by the residency class. It may be given to more than one individual each year.

**Educator of the Year**

**Brandon Bloomgren**
This award is given to the pharmacy employee who has provided outstanding education to students (all student types included – technician, medical student, shadow students and pharmacy students), residents or department/hospital staff. The recipient should possess many of the following attributes:

1.) Provides outstanding instruction to students, staff and/or residents
2.) Regularly engaged in working directly with students and/or residents
3.) Has made outstanding contributions to the education of the department or to significant projects related to education

4.) Mentors other members of the department in regard to improving instruction
5.) Demonstrates the Avera CARE standards to the department and the students/residents

Nominations for the award can be submitted by anyone, but students and residents are particularly encouraged to nominate team members for this award.

**CARE Awards**

Each award is given annually to the pharmacy team member who best exemplifies characteristics of the award criteria and selected by the RBC team.

**Communication Award**

**Bradley Beck**
Awarded to the pharmacy team member who best exhibits the Communication Standard:
- Be an effective communicator
- Develop teamwork
- Keep individuals informed
- Protect privacy and confidentiality
- Use established scripting
- Identify yourself appropriately

**Attitude Award**

**Kelsi Jordahl**
Awarded to the pharmacy team member who best exhibits the Attitude Standard:
- Demonstrate compassion
- Demonstrate hospitality
- Demonstrate stewardship
- Treat each individual as the most important person
- Take pride in personal and facility appearance
Responsiveness
Tim Magnuson
Awarded to the pharmacy team member who best exhibits the Responsiveness Standard:
- Follow through and follow-up
- Own service recovery
- Anticipate and respond to individual’s needs

Engagement
Tricia Hartman
Awarded to the pharmacy team member who best exhibits the Engagement Standard:
- Own each situation
- Demonstrate commitment to coworkers
- Be innovative, find solutions
- Collaborate with others to deliver the highest quality care or service

CARE Standards
Outstanding Customer Service Award
Bobbie Kunzman
This award is given to the pharmacy team member who exemplifies all of the CARE standards in regard to customer service when working with physicians, nursing and other staff members, business partners, patients, families, or anyone requesting service from pharmacy services.

Board of Pharmacy Specialties Certification
Brandon Bloomgren
Brandon Johnson
Brad Laible – Added Qualifications – Infectious Diseases

Additional Recognition
Master’s Degree and Patient Safety Certification
Misty Jensen

Published in American Journal of Health-System Pharmacy
Ryan Waybright
Will Coolidge
Pharmacy Residency Programs

Avera McKennan offers three pharmacy residency programs in the areas of PGY1 Pharmacy Residency, PGY2 Critical Care and PGY2 Psychiatry. The PGY1 Pharmacy residency program was started in 1977.

PGY1 residents who graduated in 2014
Glenn Voss, Program Director

Katy Carlson  Betsy Karli  Shik-Ki Li

Heidi Oakland  Angie Ritter  Emily Sass

PGY2 graduates from the critical care program were:
Tom Johnson, Program Director

Alexandra Saastad  Nathaniel Ehni

PGY2 graduate from the psychiatry program was:
Andrew Zwack