



Comparison of provider satisfaction with specialty pharmacy services in integrated health-system and external practice models: A multisite survey

Study Purpose

- Obtain insight into providers' satisfaction with services offered by integrated health-system specialty pharmacies
- Determine whether providers' perceptions of services offered under an integrated model differ from perceptions of external specialty pharmacy services

Methods

- Surveyed
 - 1,843 providers
 - 10 academic medical centers
- Assessed
 - 10 statements on provider satisfaction (1= strongly disagree, 5= strongly agree)
 - Integrated vs. external specialty pharmacies

Results

- Add 524 respondents (28% response rate)
- Higher overall satisfaction with integrated specialty pharmacies: 4.72 vs. 2/97 ($p < 0.001$)
- Satisfaction ratings higher for all 10 items evaluating quality of services ($p < 0.05$)

Conclusions

- **Based on provider feedback integrated health-system specialty pharmacies:**
 - Offered more helpful and prompt coordination with clinic
 - Promoted significantly higher level of provider satisfaction with regard to obtaining prior authorizations and reducing time to treatment initiation
 - Provided higher quality of ongoing communication with patient interactions
 - Improved specialty medication-related outcomes

Read More

Anguiano RH, Zuckerman AD, Hall E, Diamantides E, Kumor L, Duckworth DL, Peter M, Sorgen PJ, Nathanson A, Kandah HM, Dura J, Campbell U. Provider satisfaction with specialty pharmacy services comparing the integrated health-system to external practice models: A multi-site survey. *Am J Health Syst Pharm.* 2021 Mar 2;zxab079. doi: 10.1093/ajhp/zxab079