



Is your ambulatory pharmacy living up to its potential? We'll help you find out.

Contact McKesson Pharmacy Optimization[®] Consulting Services

By expanding your ambulatory pharmacy, we're positioned to help you increase your revenue instead of looking for ways to reduce drug spend. Offering ambulatory pharmacy services in your hospital can create valuable new revenue streams and provide the pharmaceutical care your patients expect — and we have the experts to help make the process easier.

Inpatient and ambulatory pharmacies, while not worlds apart, do have their differences. With patients waiting at the counter for their prescriptions, service expectations in your ambulatory setting can be quite high. Ambulatory pharmacy requires its own business model with a focus on high quality pharmaceutical care services as well as a significant focus on the revenue and profit opportunity. This is why even the most skilled pharmacy professionals may be at a loss when faced with the unique requirements of an ambulatory operation.

Why choose McKesson for Ambulatory Pharmacy consulting services?

A well run ambulatory pharmacy can benefit both your patient outcomes and your bottom line. However, setting up a successful retail pharmacy inside your hospital — or improving the one you have — takes highly specialized business expertise. Our seasoned Pharmacy Optimization consultants understand the differences between managing a hospital pharmacy cost center and an ambulatory pharmacy operation. Plus, we speak your language, bringing decades of pharmacy leadership experience, hands-on service delivery and solid analytical skills to the task. We can advise you how to set up the most profitable and streamlined pharmacy possible, while still maintaining a patient-centered clinical service.

A successful ambulatory pharmacy helps you win in two ways

- Profits help supplement additional hospital initiatives
Because of your margin opportunity with GPO or 340B purchasing discounts, you can realize a significant revenue stream by serving ambulatory patients within your hospital setting. You can also realize additional revenues from your self-insured employee prescription drug programs by serving employees in-house. By delivering specialty medications from your ambulatory pharmacy, you'll also retain greater control of delivery — and revenue.
- Patient care improves across the inpatient/outpatient continuum
We can help you customize your infrastructure and staffing to deliver a comprehensive menu of outpatient services, from dispensing programs for discharged and clinic patients to clinical counseling programs that help ensure your patients achieve their greatest outcome potential. You'll help enhance your hospital's reputation and contribute to the provider responsibility requirement of healthcare reform.



How our Ambulatory Pharmacy consulting services work

Step 1: Collect and analyze basic data to determine potential

After initial discussions with pharmacy and hospital leaders, we request and review basic data, including the pharmacy age, current volume and revenue, profit and loss statements, staffing and scheduling, roles and responsibilities, inventory size, and peak times. For a new pharmacy, we'll ask about the numbers of outpatient visits and discharges per year; disease specialties such as transplants or oncology, which require close management by a pharmacy service; and the number of employees and their dependents eligible to use the pharmacy.

Step 2: Perform comprehensive on-site assessment

Next, we make an on-site visit to observe your existing operations, including touring the physical facility and reviewing the workflow, technology and appropriation of staff. If an ambulatory pharmacy is not yet in place, we evaluate possible site locations and provide suggestions on design and workflow. This on-site look gives us valuable insights that enrich our data analysis and proposed solutions.

Step 3: Prepare and present recommendations and action plan

Using all the data accumulated, we then prepare a gap analysis report which details both your current status and opportunities for improvement. You'll receive concrete recommendations and specific action steps to help achieve maximum financial performance, operational efficiency and the highest quality of patient care. For hospitals who are adding a new ambulatory pharmacy, we'll provide a comprehensive business plan describing what you stand to gain financially and the steps to get there.

Step 4: Facilitate implementation

As you begin to implement the action plan, we may also offer limited ongoing support to your in-house project manager during the early implementation phase. Typically, this will include participating in a weekly conference call during the first several weeks to help you stay focused on project goals.

Learn how McKesson can help you create a successful ambulatory pharmacy

McKesson Pharmacy Optimization® consultants are experts in the Business of Pharmacy™. Find out how we can help you meet your hospital's goals — contact us today.

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McKesson Pharmacy Optimization® understands the challenging economic and medication safety issues facing health systems pharmacies. Leveraging a team of experienced pharmacy professionals, customized evaluations and strategies, and valuable pharmacy practice tools, McKesson Pharmacy Optimization works directly with customers to reduce drug spend, improve supply chain efficiency, maximize 340B, enhance revenue, improve medication safety, and achieve accreditation compliance. McKesson Pharmacy Optimization's services and tools, available exclusively to McKesson distribution customers, include McKesson Pharmacy Central, McKesson Drug Spend Trend Report, Consulting Services, 340B Strategies and Solutions, and McKesson MedSource Medication Assistance Program.