



# The CPS Telepharmacy Solution

---

## Looking for an affordable solution for pharmacy staffing?

CPS Telepharmacy offers high-quality remote pharmacy coverage at a fraction of the cost of an internal pharmacy FTE. You only pay for the work completed for your hospital. Whether you are a critical access hospital or a large hospital system, CPS Telepharmacy has pricing solutions that meet your needs.

## What sets CPS Telepharmacy ahead of the pack?

- **HIPAA CERTIFIED**, centralized location with 24/7/365 supervision.
- **FLEXIBILITY OF COVERAGE.**
- **PRIMARY TEAM MODEL OF FULL-TIME PHARMACISTS** trained on your facility's policies, procedures and dosing protocols.
- **NURSING FOCUSED** - regular communication and accountability.
- **PHARMACIST COLLABORATION**, allowing for shared knowledge and expertise. *We have pharmacists with a variety of clinical backgrounds that include residency and board certification.*
- **COLLABORATIVE PRACTICE MODELS** can be established.

## Are you putting patients at risk by not having 24/7/365 pharmacy coverage?

- All physician orders should be reviewed by a pharmacist prior to administration to the patient to ensure accuracy, safety and appropriateness.
- Pharmacists' interventions prevent adverse drug events (ADEs) and medication errors. A single ADE can bring harm to a patient, increase that patient's length of stay and significantly affect the hospital's bottom line. **In 2018, the average cost of an ADE was greater than \$9,000.**
- Last year, CPS Telepharmacy performed over **150,000 interventions, while reviewing over 3 million orders.**

## Is your facility compliant with first dose review regulations?

The Joint Commission, CMS, individual state boards of pharmacy and other accreditation bodies more strictly enforce first dose review of orders. To meet these rules and regulations healthcare facilities need to find high-quality affordable pharmacy staffing solutions.

## Could improved HCAHPS scores and/or STAR ratings benefit your organization? How about lower readmission rates and fewer readmission penalties?

- Pharmacists' involvement leads to improved medication adherence and increased patient satisfaction.
- CPS Telepharmacy has a clinical team that can help with admission medication reconciliation, discharge medication reconciliation, discharge counseling and post-discharge follow-up.
- Medication Therapy Management (MTM) and Comprehensive Medication Management (CMM) solutions are available as well.
- **26% of hospital readmissions are medication related.**<sup>1</sup>
- **10% increase in HCAHPS scores** when pharmacists deliver medication education.<sup>2</sup>

---

<sup>1</sup> American College of Cardiology, March 2019.

<sup>2</sup> JAPhA, June 2017.

---

---

## Are you facing high employee turnover? Are nurses assigned tasks that the pharmacy should handle? Are clinical staff frustrated with current pharmacy coverage?

- If an inpatient pharmacy closes at nighttime, nurses perform overrides which is not best practice for patient care. Moreover, nurses are liable for any incorrect medications administered to a patient without a pharmacist's review.
- Pharmacist on call at night requires fatigued pharmacists to perform activities that may increase the chances of an ADE or medication error.
- High numbers of morning retroactive reviews increases staff frustration and at the same time jeopardizes patient safety.

## Does your hospital have a reliable, affordable and flexible PRN pharmacy solution?

- If you experience staff shortages or are in need of emergency support, how readily available can you receive coverage from a PRN pharmacy staffing agency? Is your current PRN staffing agency expensive? Does their quality meet your expectations and do you need to train a new person each time you request support?
- CPS Telepharmacy offers a reliable, affordable and flexible PRN solution with little notice required and no additional training needed.

## Studies show that pharmacy involvement in a clinical care team improve patient outcomes. Do your pharmacists participate in clinical care?

- CPS Telepharmacy offers supplemental support at any time allowing your pharmacists to get out on the floor and perform clinical activities.
- CPS Telepharmacy can also help develop clinical initiatives such as antimicrobial and opioid stewardship programs.

## Are you aware that an adverse drug event (ADE) could cost your hospital over \$9,000?

- In 2018 the average cost to a hospital for an ADE was \$9,770.<sup>3</sup>
- Published literature supports the fact that pharmacist interventions prevent adverse drug events.
- Additionally, the average value of an intervention is \$95.<sup>4 5</sup>  
**Example:** In a midsized facility over an 8-month period, CPS Telepharmacy performed 707 meaningful interventions. The value associated with this performance was an estimated cost avoidance of \$274,853.

## Does your healthcare organization need help meeting URAC Accreditation Requirements?

- With a specialty hub located in our facility, we can provide 24/7 support for your specialty pharmacy needs.
- CPS Telepharmacy can help your team assess, design and implement a specialty pharmacy.

---

<sup>3</sup>Bates DW, Spell N, Cullen DJ, et al. The Cost of Adverse Drug Events in Hospitalized Patients. JAMA. 1997; 277:307-311.

<sup>4</sup>Nesbit TW, Shermock KM, Bobek MB, et al. Implementation and pharmacoeconomic analysis of a clinical staff pharmacist practice model. Am J Health-Syst Pharm. 2001; 58:784-790.

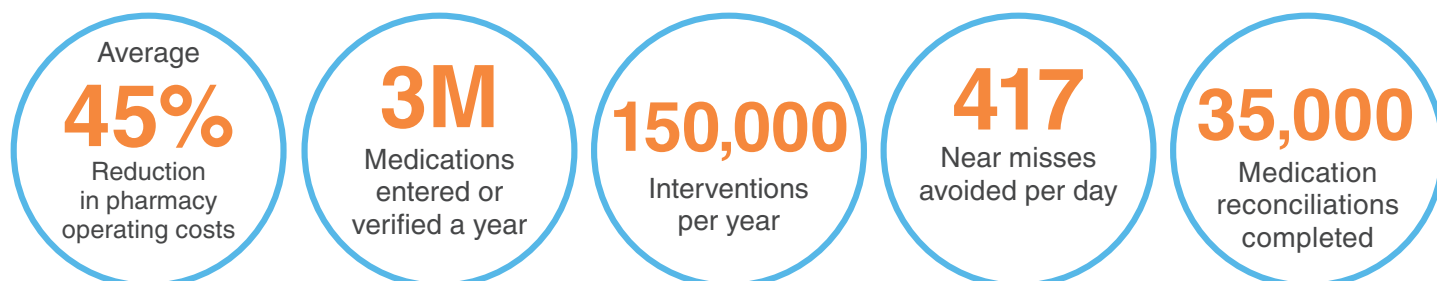
<sup>5</sup>[https://data.bls.gov/timeseries/CUUR0000SAM?output\\_view=pct\\_12mths](https://data.bls.gov/timeseries/CUUR0000SAM?output_view=pct_12mths).

---

# CPS Telepharmacy

## An Extension of Your Pharmacy

Reduce readmissions, lower healthcare costs, improve clinical outcomes and decrease adverse drug events while preserving a high level of patient care with seamless delivery of pharmacy services.



## The CPS Telepharmacy Solutions Suite



**Remote Order Entry and Verification**



**Staff Augmentation**



**Admission & Discharge Medication Reconciliation**



**Discharge Counseling**



**Patient Education Videos and Exams**



**Post-Discharge Follow-up**



**Medication Therapy Management (MTM)**



**Comprehensive Medication Management (CMM)**



**Opioid Stewardship**



**Antimicrobial Stewardship**

CPS Telepharmacy meets The Joint Commission, CMS, HIPAA, DNV regulations and state regulatory agency requirements.



**COMPREHENSIVE PHARMACY SERVICES** Founded nearly 50 years ago and employing over 2,500 pharmacy professionals, Comprehensive Pharmacy Services is one of the nation's largest providers of pharmacy services to more than 800 hospitals and healthcare facilities nationwide. CPS helps their clients tackle complex problems such as rising drug costs, specialty pharmacy, ambulatory/retail strategy, operational effectiveness and staffing efficiency. In addition, they address 340B programs, a variety of compliance concerns and much more. CPS helps pharmacy leaders drive cost, quality and safety improvements across the continuum of care.

**COMPREHENSIVE PHARMACY SERVICES**  
*How Hospital Pharmacy Leaders Drive Transformation*  
[cpspharm.com/cps-telepharmacy](https://cpspharm.com/cps-telepharmacy)