



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

### Study Purpose

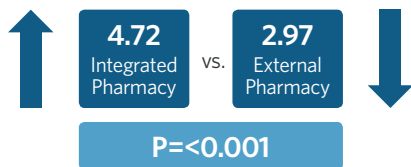
- Obtain insight into providers' satisfaction with services offered by integrated health-system specialty pharmacies
- Determine whether providers' perceptions of services offered under an integrated model differ from perceptions of external specialty pharmacy services

### 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

- 524 respondents (28% response rate)
- Higher overall satisfaction with integrated specialty pharmacies:



- Satisfaction ratings higher with internal pharmacy 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

Provided higher provider satisfaction regarding 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. Comparison of provider satisfaction with specialty pharmacy services in integrated health-system and external practice models: A multisite survey. *Am J Health Syst Pharm.* 2021 May 24;78(11):962-971. doi: 10.1093/ajhp/zxab079. PMID: 33677493.