THE WEBINAR WILL BEGIN SHORTLY.

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DO NOT PLACE THIS CALL ON HOLD.
Partnering with the Pharmaceutical Supply Chain

February 27, 2018
Welcome

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www.mncha.org

Maryland Department of Health Office of Preparedness and Response  
http://preparedness.health.maryland.gov
Introduction of speakers

Nicolette Louissaint, PhD
Executive Director

Sarah Baker
Programs Manager
Agenda

• Welcome
  *Jessie Pulsipher, Associate Director, Maryland-National Capital Homecare Association*

• Introduction and Overview
  *Nicolette Louissaint, Executive Director, Healthcare Ready*

• Building Relationships with the Pharmaceutical Supply Chain
  *Sarah Baker, Programs Manager, Healthcare Ready*

• Building Partnerships during a Crisis
  *Nicolette Louissaint, Executive Director, Healthcare Ready*

• Discussion

• Recap and Closing
Objectives of this session

• Understand the critical need for public health to partner with the private sector pharmaceutical supply chain.

• Understand the complex nature of partnerships with the pharmaceutical supply chain.

• Describe common obstacles to restoration of services for the pharmaceutical supply chain components following a disaster.
In order to build community and business resilience it is critical that all sectors are interconnected. This is doubly true during times of disaster and disease.
Where we sit

The value that Healthcare Ready brings to the intersection of disaster management.
Disaster Response Support

**Information Sharing**
- Coordinate with elected officials, HHS, FEMA, state agencies, and private sector companies
- Provide rapid access to the right contacts in the private sector or government

**Donation Assistance**
- Coordinate and facilitate donation and shelter needs
- Share information on and promoting the use of medicine assistance programs

**Real-time Solutions**
- **RxOpen.org** free map displaying open pharmacies in affected areas
- Facilitate private sector access to disaster sites and assist credentialing efforts
- Solve any other issues that arise
Free interactive map identifying operating status of pharmacies during disasters

Open Pharmacies Map
Search or zoom to find open pharmacies or Red Cross shelters in your area.

Enter a location to search for pharmacies (click search):
Interconnectedness of the Pharmaceutical Supply Chain
Pharmaceutical Supply Chain

Suppliers

Manufacturers  Distributors  Pharmacies  Patients

Consumers
Pharmaceutical Supply Chain

- 9,309 FDA-permitted sites worldwide
- Drug Discovery
- Advanced Development
- Clinical Testing
- Manufacturing
- Distribution

- 35 full-service distributors
- 157 US-based distribution centers
- Handle ~80% prescription drug volume
- Value of distribution: $33.9B/year

- Over 60,000 community pharmacies
  - Chain 59%
  - Independent / Franchise 36%
  - Govt 3%

- 3.99B prescriptions filled in 2010 (12.9 scripts/person)
- Retail & long-term care =76% of all pharma sales
Pharmaceutical Supply Chain Logistics
During Standard Operations and In Emergencies
Normal Supply Chain Operations

During Normal Operations

- Place orders by around 8pm
- Deliveries typically arrive overnight or in the morning on weekdays
- Drug shortages
Stressed Supply Chain Operations

If with notice, demand for multi-day delivery in advance

Increased demand of the supply chain to provide resources for a response

Possible manufacturing or distributing challenges

Drug shortages

Source: Chicago Tribune
Other Considerations

3PL – *Third party logistics providers*

- Understanding their critical role in the last mile

**Forecasting demand**

- Adjusting to the changes in demand, based on various external factors

**Allocation**

- Major distributors and the impact of government policies on supply chain operations
Building relationships with the pharmaceutical supply chain
Healthcare resilience = continuous healthcare delivery

Creating a resilient healthcare system is more than just preparing for and responding to disasters – it’s about ensuring healthcare systems are continuously, unbreakably strong.

**Resilience:**
Strengthen healthcare delivery so communities are protected

**Response:**
Solve critical issues such as access and fueling, bridging sectors and serving as a trusted resource

**Recovery:**
Fostering collaboration, identifying and promoting lessons learned
Partnering for preparedness

Pharmacy has come to be seen as a multi-faceted healthcare resource like never before.
Why partner with pharmacy?

- More than 117 million American adults have a chronic disease
- As many as 29% of households have identified access to prescription meds as an unmet need
- 94% of Americans live within 5 miles of a pharmacy
- >60,000 community pharmacies in the United States
- 12 average number prescriptions filled per person per year in the US
- 75% of people rate the honesty & ethics of pharmacists as high/very high
- 94% of Americans live within 5 miles of a pharmacy
Collaborative practice agreements

Collaborative practice agreement (CPA): Formal relationships between pharmacists and physicians or other providers that allow for expanded services the pharmacist can provide to clients

- According to a 2011 public health service report, client health improves when pharmacists work with doctors and other providers to manage care
  - Increased access to care
  - Better coordination of care
  - Reduction of administrative burdens

- Each is different
  - Immunizations
  - Screenings & education
  - Ordering lab tests
  - Drug therapy management

States that allow emergency refills

Refills allowed during a specified public health emergency
Refills allowed during non-specified emergencies
No laws allowing emergency refills
Partnering with the supply chain during emergencies
From preparing to responding

Establishing partnerships during (and to ensure) normal operations is essential...

...and it is just as, if not more, important during times of emergencies.
Pharmaceutical supply chain challenges

**Suppliers**
- What product(s) is needed? Is enough product available?
- How do we get it "there"? Where does it need to go?
- What providers are open? How do we fill inventory?
- Do clients know where to go? Do they have their prescriptions?

**Manufacturers**

**Distributors**

**Pharmacies**

**Consumers**
Why partnerships are so important

Knowing where to turn for needed resources and expertise

Establishing a foundation of **trust**, both between organizations and with the community

Protecting health care systems’ capability to meet surge needs and focus on most critical patients

Knowing where you’re needed most and where to put your limited resources

Increasing your situational awareness
Translating across sectors

**Public Sector Says...**
- Activation
- Critical Personnel – Law Enforcement
- Emergency Operations Center
- Preparedness

**Private Sector Says...**
- Emergency Response
- Critical Personnel – Distributors and Staff
- Business Impact Analysis
- Business Continuity
- Return on Investment

**During a response**

**In “peacetime”**
Start by understanding priorities

Public Sector
• Protecting the public
• Response operations
• Accountability
• Working through a bureaucracy
• Saving and restoring community

Private Sector
• Protecting clients (customers)
• Continuity of operations
• Efficiency
• Flexibility
• Minimizing revenue loss
• Protecting organizational reputation
Key Support Activities

- Supply chain coordination
- Patient assistance
- Donation coordination
- Manufacturer and distributor needs
- Identifying medical supply needs
- Rx Open

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<tbody>
<tr>
<td>Number of days activated</td>
<td>64+</td>
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<tr>
<td>Rx Open pharmacies mapped</td>
<td>16,536</td>
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<tr>
<td>States/ Territories supported</td>
<td>9</td>
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<tr>
<td>Population impacted</td>
<td>74,792,951</td>
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<tr>
<td>Number of staff and volunteers</td>
<td>35+</td>
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## Initial Takeaways and Lessons Learned

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<thead>
<tr>
<th>Category</th>
<th>Details</th>
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<tbody>
<tr>
<td>Patient RFIs</td>
<td>- Rx refills, healthcare access, vulnerable populations</td>
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<tr>
<td>Medically Fragile Populations</td>
<td>- Controlled substances</td>
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<td>- Uninsured patients</td>
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<tr>
<td>Supply Chain</td>
<td>- Fuel requests, access and re-entry</td>
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<td>Donations &amp; Supplies</td>
<td>- Matching needs with donors, vetting current needs</td>
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<td>- Identifying lead coordination entities</td>
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<td>Data</td>
<td>- Integrating data into response plans</td>
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<tr>
<td>Coordination</td>
<td>- Reconciling public-private equities</td>
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Discussion

Questions for all speakers
Let's Connect!

www.HealthcareReady.org
www.RxOpen.org

@HC_Ready