

PRODUCTIVITY METRICS AND THE IOD ROUND TABLE DISCUSSION

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National Community Oncology
Dispensing Association, Inc.
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PRODUCTIVITY METRICS & THE IOD

ROUNDTABLE GOAL:

PROVIDE A FORUM TO EXCHANGE USEFUL INFORMATION AND IDEAS FOR THE PRODUCTIVE AND EFFECTIVE MANAGEMENT OF THE IOD.

“WE CAN’T MANAGE WHAT WE CANNOT MEASURE”



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PRODUCTIVITY METRICS & THE IOD

❖ WHY COMPILE AND TRACK ANY PRODUCTIVITY METRICS?

✓ REDUCE BOTTLENECKS, BREAKDOWNS, COSTS AND ERRORS

❖ DEFINITIONS:

EFFICIENCY IS NOT THE SAME AS PRODUCTIVITY

❖ KEY SUCCESS FACTORS:

❖ FINANCIAL VIABILITY, QUALITY, GROWTH & PATIENT SATISFACTION



PRODUCTIVITY METRICS & THE IOD

- ❖ MUST KNOW COSTS, PROCESSES, TASKS AND JOBS PERFORMED
- ❖ MUST HAVE TOOLS (software), MODELS & DASHBOARDS
 - ❖ RACI model
 - ❖ R=RESPONSIBLE
 - ❖ A= TO WHOM “R” IS ACCOUNTABLE
 - ❖ C= TO BE CONSULTED
 - ❖ I= TO BE INFORMED



PRODUCTIVITY METRICS & THE IOD

❖ Sample metrics

Medication Possession Ratio (measure of adherence using refill records)

The sum of the days' supply for all fills of a given drug in a particular time period, divided by the # of days in that time period. Warning! This can overestimate adherence.

MPR= sum of days' supply for all fills in period

Number of days in period

X100%



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❖ Sample metrics (cont'd)

Proportion of Days Covered (more conservative measure of refill record-based adherence)

PDC = (# of days covered in period “covered” / # of days in period) X 100%



PRODUCTIVITY METRICS & THE IOD

❖ RATIOS – SINGLE FACTOR LABOR OR FINANCIAL RATIOS

Must know costs and have the resources to get the data, then know how to compile it and use it (and *communicate* it).

Examples:

Pt visits/staff hours

Prior auth per/Rx

Prior auth per staff hour

Pt visits per hrs avail



PRODUCTIVITY METRICS & THE IOD

❖ RATIOS (cont'd)

Cost per Rx

Missed charges as % of gross charges

Units dispensed / time, or units billed / time

Rx by dr, by month and (or) by \$\$

Aged A/R

DRO

Operating expense / IOD charges (or other “drivers”)



PRODUCTIVITY METRICS & THE IOD

- ❖ So What? How to begin, improve, and succeed.
 - Document processes, tasks, and jobs
 - Train staff; invest and engage, then hold accountable
 - Huddles - *regularly*
 - Accreditation pursuit
 - Seek help – distributor, NCODA, others?



PRODUCTIVITY METRICS & THE IOD

LIVELY & SPIRITED DISCUSSION

THANK YOU FOR SUPPORTING NCODA



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