

# Implementation of a Drug Replacement Workflow within Health-System Outpatient Infusion Centers

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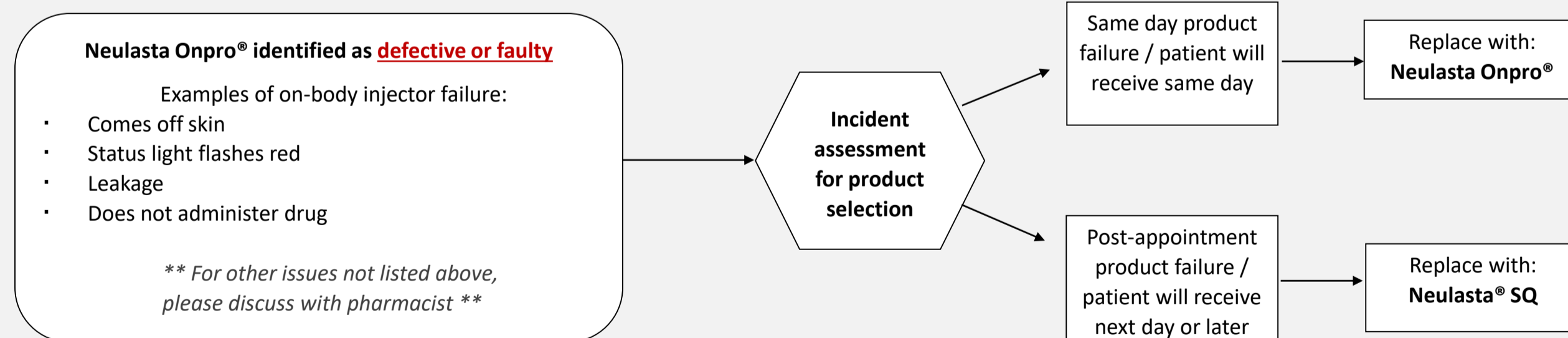
## Problem

- Neulasta Onpro® is a granulocyte colony-stimulating factor (G-CSF) on-body injector device utilized as febrile neutropenia (FN) prophylaxis following myelotoxic chemotherapy
- Studies have revealed Neulasta Onpro® failure rates as high as 6.9%, resulting in missed/partial doses and higher risk for FN or FN-related hospitalization
- Failed devices are not reimbursable and patient's must return to infusion clinic to receive replacement device
- In 2022, approximately 10 failed Neulasta Onpro® devices dispensed by the University of Chicago Medicine (UCM) outpatient chemo clinic were reported
- The Average Wholesale Price (AWP) of a single Neulasta Onpro® device is ~\$7,800
- Failed devices can be replaced through manufacturer replacement programs

## Goal

- Standardize the workflow for replacing failed drug devices such as Neulasta Onpro®
- Reduce overall waste and cost to the health-system through manufacturer replacement programs
- Ensure accurate reconciliation of drug administration

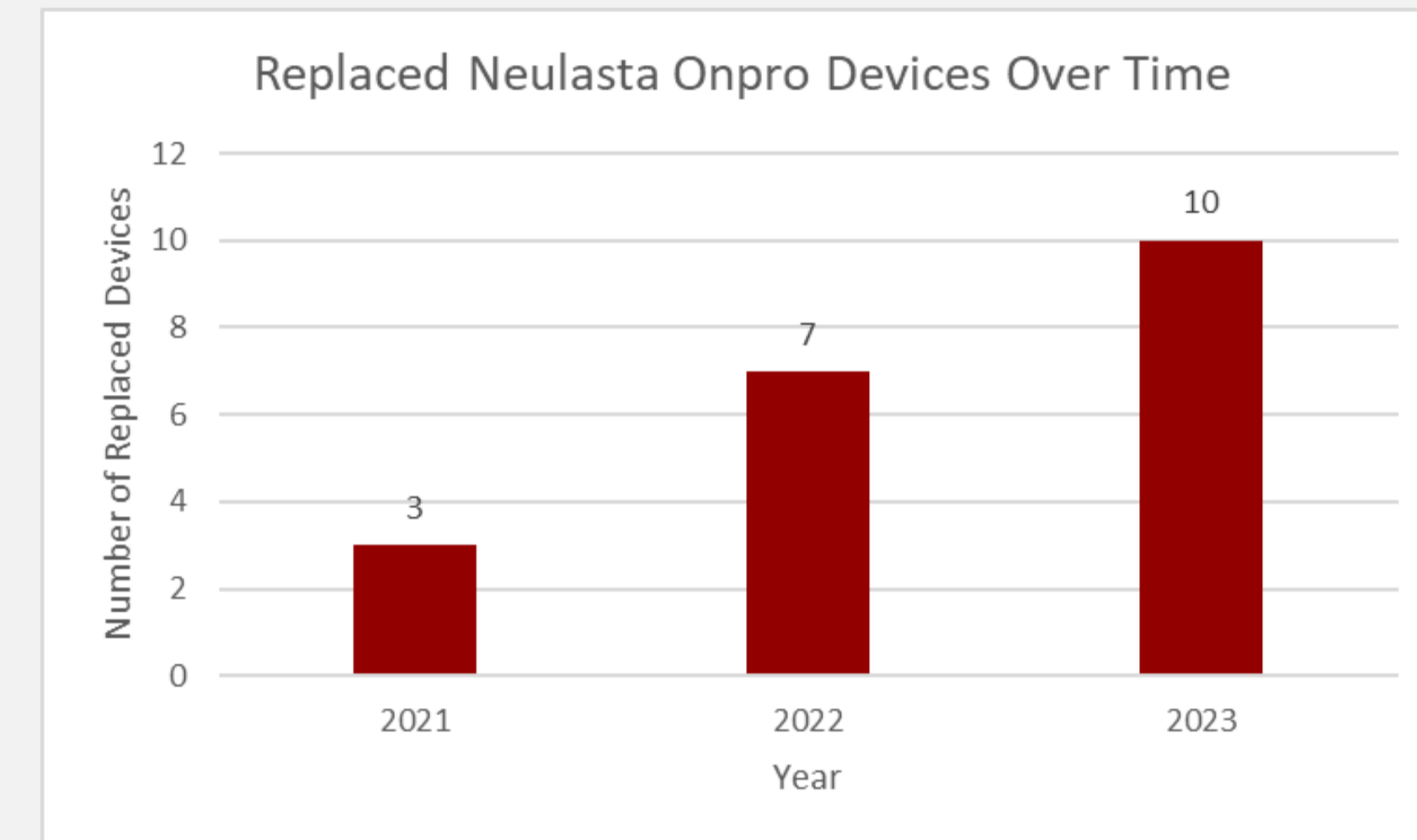
## Intervention Design



- Brainstormed and completed a needs assessment
- Collaborative effort between pharmacy, nursing, and revenue cycle
- Developed a workflow outlining steps from time of failure to dispensing and replacement
- Held multiple training sessions among stakeholders
- Workflow was implemented and piloted within a single infusion center

## Impact

- Improved tracking and documentation system in the event of a failed device
- Increase in number of devices replaced by pharmacy
- Reduce cost to health-system through utilization of manufacturer replacement program
- Increase drug billing and reimbursement accuracy on failed devices



## Next Steps

- Continue measuring the number of Neulasta Onpro® products replaced over time
- Collect feedback from team members to identify and correct any gaps in the workflow
- Expand and implement the workflow across other UCM outpatient infusion clinic location
- Drug replacement concept can be applied to other medications with risk of failure or waste

## References

1. McBride A, Krendyukov A, Mathieson N, et al. Febrile neutropenia hospitalization due to pegfilgrastim on-body injector failure compared to single-injection pegfilgrastim and daily injections with reference and biosimilar filgrastim: US cost simulation for lung cancer and non-Hodgkin lymphoma. J Med Econ. 2020;23(1):28-36. doi:10.1080/13696998.2019.1658591