

# Pharmaceutical Safety Program: Summary Dashboard

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McKesson Specialty Health

# McKesson Corporation

- As the nation's leading healthcare services company and ranked 14 on the Fortune 500 Listing, we combine our industry-leading health care information technology and scale with unsurpassed clinical knowledge to help health care providers deliver better, safer care while reducing unnecessary costs and burden.
- We are successfully delivering vital medicines and health care information technology solutions that touch the lives of patients in every health care setting.
  - Distribution Solutions – We are the largest distributor in North America, distributing one-third of the medicines used every day.
  - Healthcare Technology solutions – We develop and install healthcare information technology systems that eliminate the need for paper prescriptions and paper medical records.

# McKesson Specialty Health

- As a division of McKesson Corporation—we are part of a world-class healthcare services and information technology company that is dedicated to helping our customers deliver high-quality healthcare by reducing costs, streamlining processes, and ultimately improving the continuity, quality and safety of patient care.
- For nearly two decades, McKesson Specialty Health has been delivering patient access services for pharmaceutical manufacturers including :
  - Case Management and Coordinated Reimbursement (i.e. PAP, Prior Authorization, Co-Pay assistance)
  - Clinical support for patients with complex diseases
  - Triage for adverse events
  - Inside sales services for more than 300 programs
  - Comprehensive safety offerings

# Comprehensive Safety Offerings

- Unparalleled project management and account teams
- Deep operational experience in program implementation across all channels
- Validated platform serving as the central database of record connecting all stakeholders
- Administers multi-faceted stakeholder (i.e., prescriber, patient, pharmacist, sites of care, i.e. physician offices, clinics, hospitals, as well as distributors and wholesalers) education/training/knowledge assessment, enrollment/registration and attestation
- Largest single-site call center in healthcare with 900 seats
- Risk monitoring and clinical data collection by trained nurses
- Compliance monitoring, data management and FDA Reporting experience
- Seamless integration of safety programs with patient support services
- Full range of pharmacy and distribution models that facilitate products staying aligned with their “natural” channel(s) to support patient access

# Reporting Challenges

- Multiple consumers of data with diverse needs:
  - Government Regulatory and Safety Committee
  - Pharmaceutical Manufactures and Program Sponsors
  - Program Vendors and Partners
  - McKesson
    - Client Management
    - Workforce Management
    - Finance
    - Operations
- Programs are highly customized:
  - Therapeutic classes and indications for usage
  - Potentials for abuse
  - Potentials for adverse events
  - Retail Models vs. Inpatient Models
  - Non- Retail Models
  - Laboratory and Imaging Components
  - Enrollment Requirements
  - Monitoring Metrics

# Reporting Challenges

- Different reporting needs throughout the project lifecycle:
  - Launch
  - Reenrollment
  - Assessment Periods
  - Survey Periods
  - Modifications to program based on
    - Effectiveness
    - Epidemiologic studies
    - FDA mandates
- Large amount of data and niche applications:
  - Difficulties in comparing metrics at multiple levels
  - Large data extracts aggregated by multiple users are problematic
  - Longitudinal nature of data

# Inspired Solution

Move away from providing large datasets and aggregated reports with limited drill down functionality to an interactive summary dashboard solution that is modular and offers dynamic, graphical views and analytical relationships throughout the product lifecycle.

The need to report across the lifecycle of the program (as well as several specific time periods of interest) required a novel solution involving :

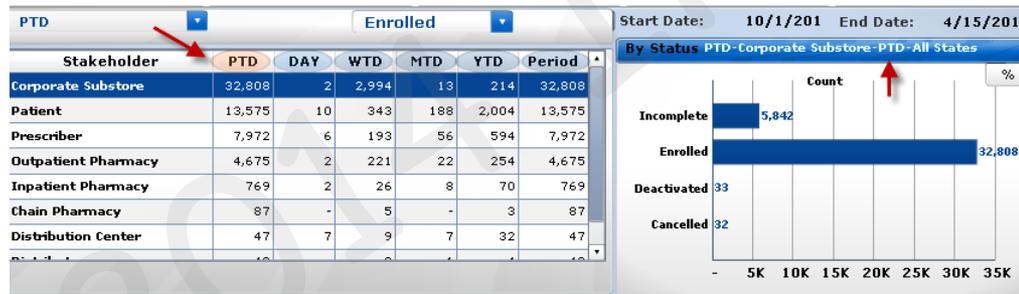
- Back end data base processing
- Leveraging of Infoburst (XML Data) Cache
- Infoburst parameterized cache queries
- Infoburst two dimensional pivot tables
- Novel applications of Xcelsius functionality

The dashboard is available via an InfoView portal and is a connected dashboard due to the large volumes of data which is required to fulfill business needs.

# Innovative Features

## Two Dimensional Selection Capabilities

The scorecard control allows for the selection of a single row and one can update objects on this selection. But what if you want to update based on the selection of a row AND column (a single cell)? We obtained this effect by evaluating what the user has selected via the scorecard control and icons control (red arrow).



# Innovative Features



## Dynamic Key Performance Indicators

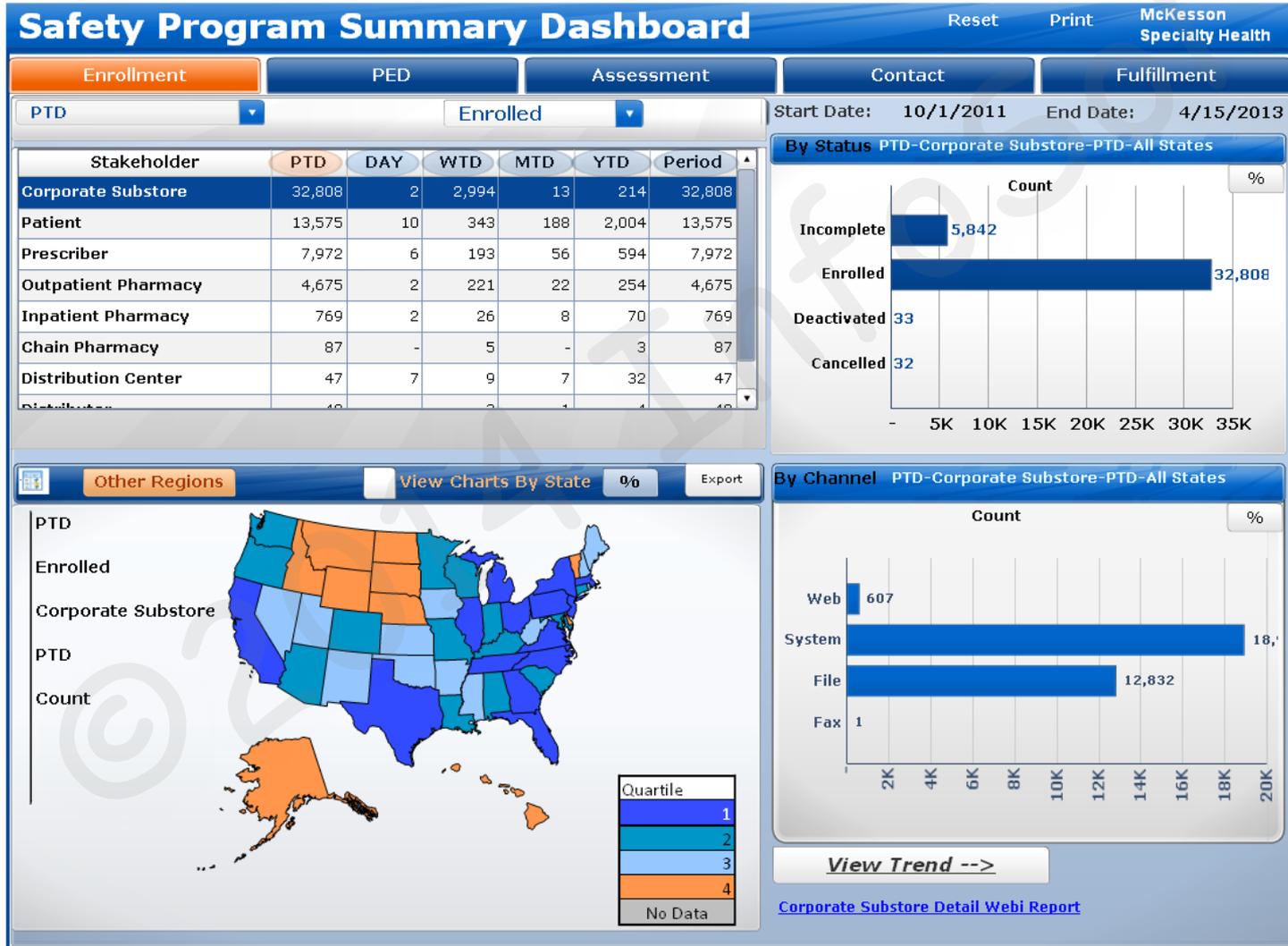
- Novel application of standard Xcelsius controls and functionality combined with Infoburst parameter queries provide interactive and dynamic views into key metrics and performance indicators.
- Dynamic Content
- Selection sorting/shuffling
- Future applications including
  - Data quality processing
  - Modeling
  - “What if” scenarios
  - Longitudinal timeline reporting

# Innovative Features

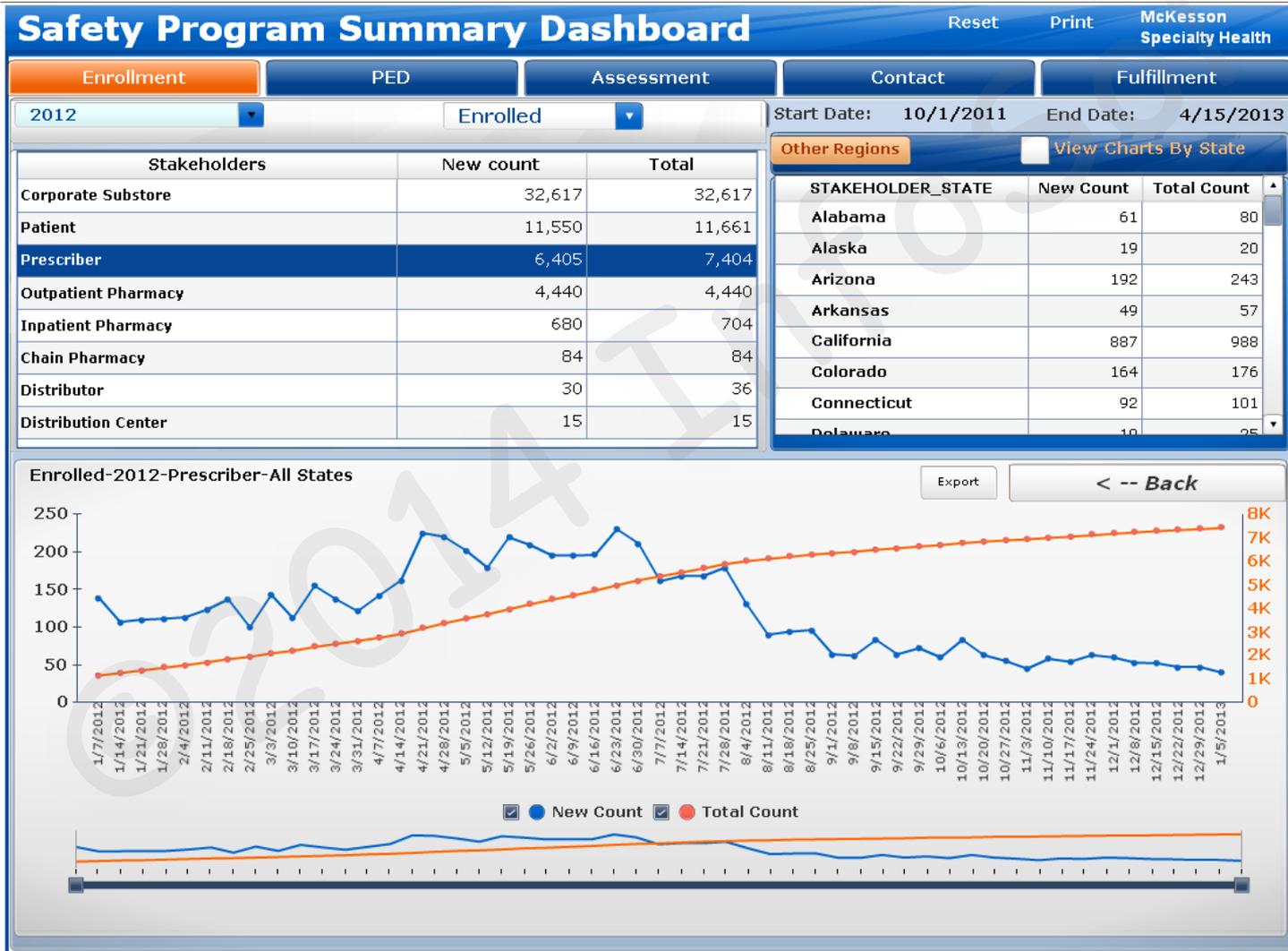
## Dynamic Architecture

- Back end processing allows the Enrollment Detail component to dynamically optimize the date range to be shown in the dashboard.
  - Detail is optimized for the presentation of a maximum of 60 data points.
  - Provides the user with a more complete picture of trends over time no matter what start/end date components are selected.
- The application of the Infoburst Caches and parameterized cache queries one to dynamically process and present large amount of data without requiring the user to access multiple independent dashboards or follow long drill paths.
- Using back end processes and Xcelsius “templates”, the dashboard can readily accommodate most differences between programs.

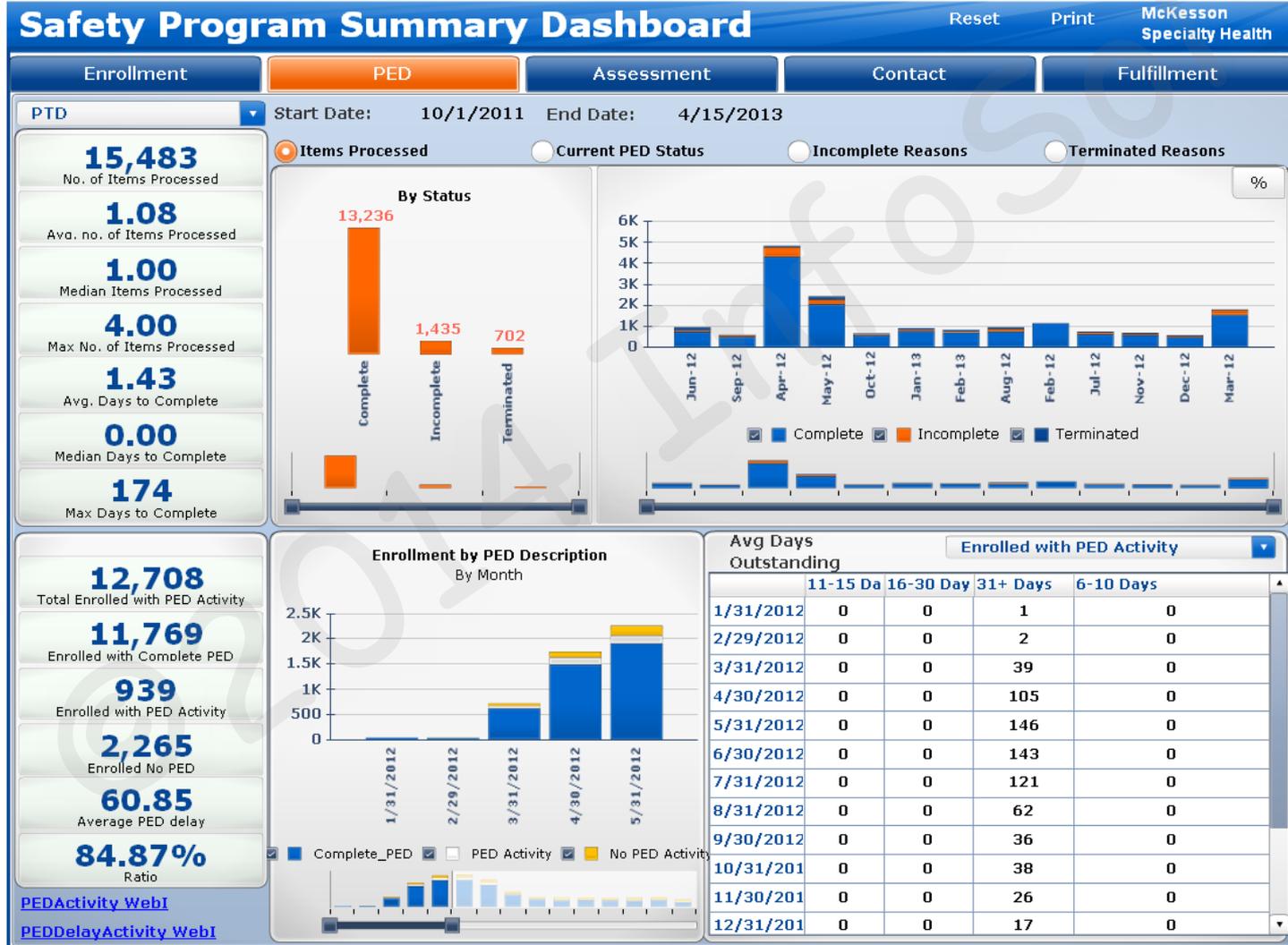
# The Dashboard



# The Dashboard



# The Dashboard



# Benefits

- Provides a consistent view of data across user groups with varying needs while presenting new perspectives
- Allows users to interact with the data giving them a feeling of ownership/discovery
- Allows users to quickly determine trends and identify areas of interest or concern
- Substantially reduced IT time spent researching non-issues and reconciling user generated reporting
- Provided a foundation for open discussions across program participants
- Modular design substantially reduces IT development time

# Benefits

- Has inspired users and organizations and has created demand for additional dashboards:
  - Analytic Dashboards
  - Models and “what if” applications
  - Data Quality Visualizations
  - Marketing and Sales demonstrations
  - Cross Program Dashboards