

Evaluating Health System Time Demands and Challenges of Specialty Pharmacy Accreditation

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Background

- Achieving and maintaining specialty pharmacy (SP) accreditation is essential for establishing standards of care and securing access to payor networks and limited distribution drugs (LDDs).
- While accreditation offers significant benefits, the process can be resource-intensive and may divert attention from direct patient care.
- The objective is to evaluate the challenges, time commitments, and resource allocation associated with achieving and maintaining SP accreditation among health-system specialty pharmacies.

Methods

- An 11-question survey was distributed to 20 health-system specialty pharmacies that have a relationship with Shields Health Solutions (Shields) but independently manage their SP accreditation processes.
- Survey distribution took place in December 2024.
- The survey assessed the perceived time intensity and difficulty of various accreditation tasks using a 5-point Likert scale (1 = Not at all, 5 = Extremely). It also gathered data on staffing resources, including full-time equivalents (FTEs), weekly hours dedicated to accreditation, and personnel roles.
- Additionally, respondents were asked about the impact of accreditation efforts on time available for patient care. Responses were analyzed to identify the most burdensome tasks and explore correlations between resource allocation and perceived impact on patient care.

Results

Figure 1: Accreditation Status & Staffing Resources

Measure	N=15
URAC Accredited	15 (100%)
Dually Accredited	13 (86.7%)
Expected Initial or Reaccreditation Survey Within 1 year	11 (73.3%)
Currently working with Accreditation Consultant	6 (40%)
Job titles of Pharmacy manager, supervisor, and/or director were listed as designated time to accreditation	14 (93.3%)

Figure 2: Full Time Equivalents (FTE)

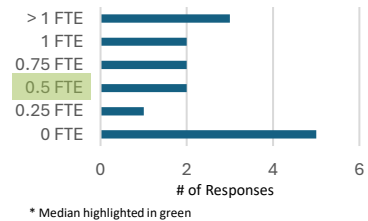


Figure 4: Time Commitment Survey Question and Results

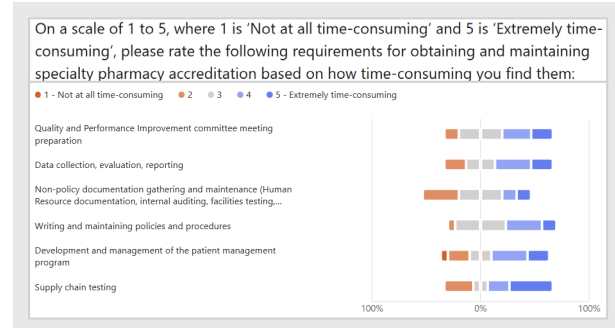
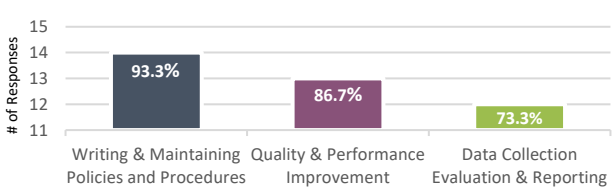


Figure 6: Tasks most frequently rated as time-consuming (score ≥3)



Conclusions

The survey highlights the most time-consuming and challenging aspects of SP accreditation, with many respondents indicating a negative impact on patient care. Resource allocation varied widely, with some health systems dedicating specific FTEs and others relying on shared responsibilities. Health-system SPs should evaluate their accreditation strategies and consider allocating dedicated accreditation personnel or incorporating alternative support models that allow clinical staff to focus on patient care.

Of the 11 organizations reporting that personnel responsible for accreditation also provided patient care...

81.8%
Agreed or strongly agreed the burden of SP accreditation requirements affected time available for patient care

Figure 3: Dedicated Staffing Hours per Week

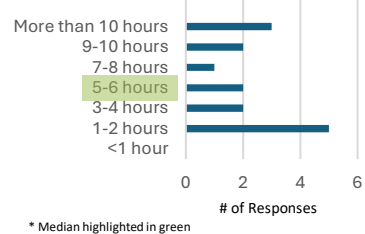


Figure 5: Challenge Level Survey Question and Results

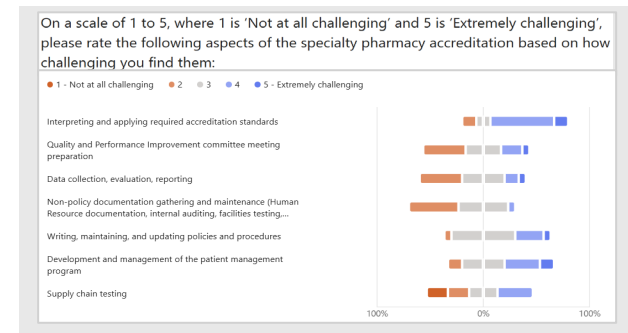


Figure 7: Tasks most frequently rated as challenging (score ≥3)

