

Communities of Practice Program Impact on Clinical Roles, Knowledge, and Professional Development in Specialty Pharmacy

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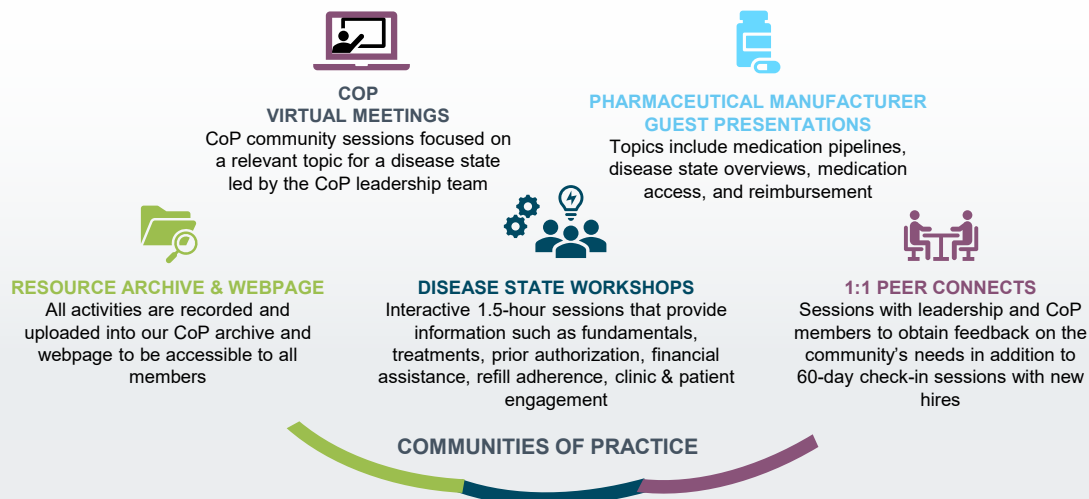
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BACKGROUND

Shields Health Solutions (Shields) partners with the nation's leading health systems to deliver connected performance for specialty pharmacy. Achieving optimal outcomes for patients on specialty medications requires investment in employees' clinical knowledge, professional development, and collaboration. The Communities of Practice (CoP) program strengthens these domains, enhancing workforce capabilities. The objective was to describe the CoP program and demonstrate how it enriches the roles supporting health system specialty pharmacies (HSSPs) through clinical knowledge and professional development.

DESCRIPTION

The CoP program leverages a structured workforce development approach that connects team members across the Shields network to promote learning through clinical webinars, discussion forums, a repository of educational resources, workshops, and pharmaceutical manufacturer presentations. The program is organized into 8 disease-state groups (autoimmune, oncology, neurology, cardiology, infectious disease, pulmonology, transplant, and diabetes), including pharmacists, technicians, trainers, and operational leaders.



The impact of disease-state-specific onboarding workshops is measured with graded questions, polls, and activities, and participants receive a participation score based on the percentage of pre- and post-activities completed correctly. Each group is led by 3 individuals who serve annual roles, fostering leadership development, presentation skills, and business acumen. The impact of the program was evaluated by the number of workshops delivered, the number of employees and health systems engaged, the percentage of knowledge gained, the program's effectiveness measured by the Net Promoter Score (NPS) provided by Shields team members involved in the program sessions, and professional development through internal promotions.

New Hires



Community Incorporation

Disease State Workshops

Resources Provided

Knowledge Assessment Polls

60-Day Check-In

Continuous CoP Support

CoP Leadership Roles



Expanded Networking

Public Speaking

Resource Development

Cross-Functional Collaboration

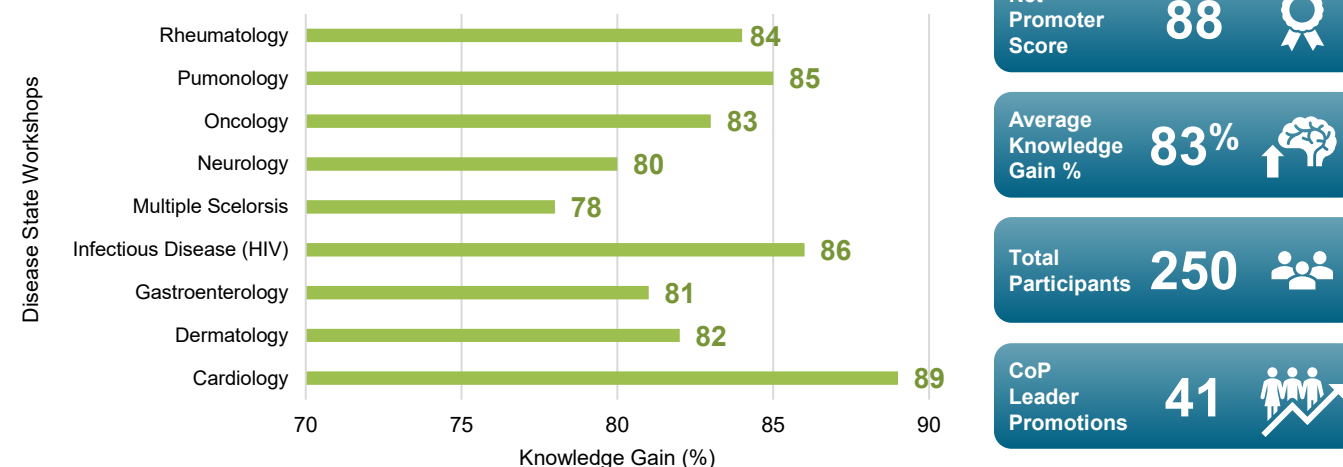
Business Acumen

Continuous Professional Growth

EVALUATION

CoP has delivered live-facilitated workshops led by trained CoP leads, covering more than 24 disease states across 16 sessions. Since September 2025, over 250 Shields' employees supporting 42 health systems have participated in the onboarding workshops, and the average knowledge gain percentage overall was 83%. Program effectiveness was demonstrated by a NPS of 88, which is provided by Shields team members involved in the CoP program sessions. Professional development and advancement were demonstrated by the promotion of 41 CoP program leaders to internal roles over 3 years.

Figure 1: Disease State Workshops Average Knowledge Gain



CONCLUSIONS

High program enrollment, sustained NPS, and internal promotions demonstrate how the CoP program enriches disease state education and leadership development in Shields team members partnered with Hospital Systems Specialty Pharmacies.