

**BRIDGING THE GAP:  
HOW TO IMPROVE COMMUNICATION  
BETWEEN PHARMACY & GPOS, TO  
CREATE BETTER OUTCOMES**

Kristy Malacos, MS, CPhT  
Pharmacy Administrator and Purchasing Director  
Magruder Hospital  
Port Clinton, Ohio



**Magruder Hospital**

- Critical Access – 25 bed hospital
- Services Offered
  - Pharmacy – Inpatient and Retail, Anticoag Clinic
  - Emergency Department and Urgent Care
  - Med/Surg and ICU
  - Surgery
  - Laboratory
  - Oncology
  - Rehab (PT, OT, ST)
  - Pain Management
  - Imaging/Radiology



**Learning Assessment**

The purpose of a GPO is to:

- A. Save money on drug and supply costs
- B. Assist hospitals/healthcare facilities in limiting the impact of drug shortages
- C. Analyze purchasing data and benchmark costs
- D. All of the above
- E. Only A

**Learning Objectives**

- Outline opportunities for establishing and improving the relationship with your GPO.
- Identify cost savings & opportunities that can be a result of a successful relationship with your GPO.
- Discuss how effective communication is imperative in a successful GPO conversion.

**GPO Communication**

- Develop your expectations and define what your current relationship is lacking.
- Don't be a stranger with your local rep.
  - Do you have a local group to meet with?
- Understand what additional services are provided, and are they being utilized.

**Effective GPO Communication**

- Failure to supply
- Drug Shortage
- Contract issues
- Resources Available

### GPO Conversion

- Request a FROM/TO report for all wholesaler accounts
- Identify changes in “tiering”
- Learn about new programs offered, including any private label programs
  - Trial any before-hand if possible

### GPO Communication

- Request additional resources:
  - How can I increase my tier?
  - Item/drug is no longer on contract, what are my options?
  - What programs offered for cost-savings or standardization programs?

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**QUESTIONS?**