



Board of Trustees
Commonwealth Healthcare Corporation
Commonwealth of the Northern Mariana Islands
1 Lower Navy Hill Road Navy Hill, Saipan, MP 96950



CHCC Board of Trustee Meeting
Thursday, August 2, 2018 at 12:00 pm in Conference Room #3

Present:

Lauri Ogumoro, Chair/David Rosario, Vice Chair/William Cing (via phone)/Esther Muna, CEO/Derek Sasamoto, CFO/Nancy Gottfried, Legal Counsel (via zoom)/Perlita Santos/Kaitlyn Neises/Rodylyn Bacani/Daisy Buduan/Trinidad Diaz, Recorder

Absent:

Dr. Lorenzo Hocog

- I. Call to Order at 12:10 pm
- II. Determination of Quorum – There was a quorum
- III. Review and Adoption of Agenda - Motion made to amend the Agenda to include: VI. To vote and approve PHI Contract. Was seconded. Agenda approved with amendment.
- IV. CHCC Outpatient Pharmacy Presentation: Staffs from the Outpatient Pharmacy presented to the Board of Trustees a report on the CHCC Outpatient Pharmacy for the period of January to June 2018 (six months). Some of the features of the pharmacy are as follows: Cloud-based pharmaceutical inventory system; integrated point of sales and credit card gateway system; billing and payment system separate from CHCC billing center, therefore no manual processing of sales is needed; IVR – Interactive Voice Response -easily accessible to patients – enables the patients to order or refill their prescription through the telephone at 236-8798. Store hours are from 8 am to 6 pm weekdays, 8 am to 5 pm on weekends and holidays. Patients are being educated that these features are available by distributing pamphlets.

Mission: Medication Compliance and improving patient outcome; best service and low prices of the products and services being offered; set goals are being met by keeping the patients happy and coming back; improving patient medication adherence; patients come back for refill; readmission rates are 3.6 points lower and continues to decline compared to the same period last year; also improved medication reconciliation with access to HER. The Pharmacy generates revenue to supplement CHCC finances. The Pharmacy is successful with the affordable prices. Have given out numerous discounted prescriptions which helps patients who are under insured.

Patient feedback: A two weeks, 10 questions survey on customers who pick up prescriptions at the pharmacy. All positive feedback: friendly staff; cleanliness and convenience; customers gave a 4.9 stars out of 5 for customer service; 93% considered it their preferred pharmacy; 37% would choose a different pharmacy.

Financial information is only up to May 2018. Consistently exceeded the projection except for January and February, where our projection showed that we will be in deficit. Net profit for the first five months is \$49,304 after all overhead expenses are taken care off. Projected income profit until the end of this FY is \$150,000. Projection submitted to the legislature was \$62,000 for the first year, but final project is expected to exceed that by \$88,000. The Corporation subsidizes the pharmacy at present, but return of this investment will be seen in three years.

The month over month volume growth has seen steady with no advertisement with a competitor nearby. Other opportunities since the pharmacy opened: In 2017 HCPB allowed telepharmacy with specific rules; will be able to use pharmacist here to dispense prescription medicine in Tinian and Rota. In June 2018, an application for telemedicine grant we submitted to USDA for funding of this program. 340B discounted drugs program – started dispensing in June or July for the covered entities, which are HIV-STD; Family Planning Program; Chest Clinic (Tuberculosis) where the drugs are purchased at a lower price.

Meds to Beds – planned to begin in August or September 2018. Automated mobile delivering unit that will deliver prescribed medication to the patient’s bedside before discharge. It is efficient, where it will capture all needed information from the patients, as well as their signatures and payment at the time of delivery electronically.

Adult Immunization Program: Will begin administering vaccines to adults in the pharmacy; Depo provera can be administered without appointments; and medication therapy management.

More on Telepharmacy: remote pharmacy- supervises onsite technician via video; remote dispensing – automated dispensing kiosk; remote counseling – pharmacist to provide counseling via video session. It is cost effective – will operate with a lower expense versus an actual pharmacy. Telepharmacy cost/revenue projection: requested \$150,000 funding from USDA for the first three years to set up. Rota return projected for the first three years is \$41,475, and Tinian \$123,000. Exepcting to hear back from USDA regarding application will probably happen in October.

- V. Executive Session: Motion was made to move into Executive Session. Was seconded. Meeting went into Executive Session. Start 12:50 pm, end 1:15 pm.
- VI. To vote and approve PHI Contract: Vice Chair Rosario recused himself from voting. Majority voted to approve PHI Contract. PHI Contract renewal approved for one year. Chair Ogumoro and Trustee Cing voted in favor of approving the PHI Contract, Vice Chair Rosario recused himself.
- VII. Adjournment