

QUESTIONS & ANSWERS: SURESCRIPTS WHITE COAT AWARD



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What is the Surescripts White Coat Award?

In 2019, 85% of all prescriptions in the U.S. healthcare system were sent electronically. That's 1.91 billion e-prescriptions in one year.¹

Simply adopting e-prescribing aids prescription accuracy and improves patient safety by presenting prescriptions in a clear, consistent format with less room for ambiguity and human error than handwritten prescriptions. But there's more work to be done. We now must turn our attention to the quality, accuracy and consumability of prescription data by ensuring electronic transactions are flawlessly executed—an area which has room for improvement. For example, more than 1 in 10 e-prescriptions contains a Sig with a quality issue that has the potential to cause confusion or workflow disruption at the pharmacy.²

Surescripts is dedicated to helping improve the accuracy of electronic prescriptions to reduce the need for manual intervention and prescription delays. Our Critical Performance Improvement program for Prescription Accuracy & Optimization is focused on working with customers from across the Surescripts Network Alliance to measure and continuously improve prescription completeness and integrity.

The Surescripts White Coat Award recognizes Surescripts Network Alliance participants' commitment to improving healthcare outcomes through prescription accuracy.

What impact is the Surescripts White Coat Award having on prescription accuracy?

Thanks in part to initiatives like the Surescripts White Coat Award, the Surescripts Network Alliance improved the accuracy of e-prescriptions by 14% in 2018—representing a 64% improvement since 2016.³

Who is eligible?

The following Surescripts Network Alliance™ participants are eligible for the 2019 Surescripts White Coat Award:

- **Electronic health records (EHRs)** that contract directly with Surescripts, serve multiple provider groups and use approved compendia
- **Health systems** that contract directly with Surescripts
- **Pharmacy** technology vendors and retail chains that maintain their own pharmacy software, as well as pharmacy benefit manager (PBM) mail-order pharmacies that contract directly with Surescripts and send a minimum of 50,000 monthly refill requests

Eligible organizations will automatically be considered for the award based on data captured by Surescripts Sentinel, which is used to calculate each organization's Quality Index Score.

No submission or application is required.

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What are the award categories?

The Surescripts White Coat Awards recognize those that are actively taking steps to improve some of the biggest pain points regarding prescription accuracy. There are two award categories:

- 1. Highest Accuracy:** Awards best prescription accuracy based on Quality Index Score as of August 1, 2019.
- 2. Most Improved Accuracy:** Awards greatest change in Quality Index Score between August 1, 2018 and August 1, 2019.

What is Quality Index Score?

Quality Index Score is a rating system developed by the Surescripts Critical Performance Improvement program which assigns a composite score between 1 and 1,000 to reflect overall e-prescription accuracy relative to 11 accuracy-related pain points.

Quality Index Score is based on data provided by Surescripts Sentinel.

What are the accuracy-related pain points covered by Quality Index Score?

With input from hundreds of prescribers, pharmacists, technology vendors and drug compendia, Surescripts has identified and validated 11 of the most impactful problems affecting e-prescription accuracy. The Critical Performance Improvement program for Prescription Accuracy & Optimization is focused on expanding the use and improving the accuracy of:

- Drug Description
- Drug ID
- Sig (patient directions)
- Potency Unit Code
- Days' Supply
- Patient Notes
- PBM ID
- Duplicate prescription reduction
- RxChange/CancelRx
- Electronic Prescribing for Controlled Substances (EPCS)
- Provider & pharmacy directory integrity

What is Surescripts Sentinel?

Surescripts Sentinel monitors the accuracy of all electronic prescriptions sent across the Surescripts network, raising the bar for patient safety, care quality and workflow efficiency by pinpointing specific areas for improvement and providing analysis of electronic prescribing trends to inform better patient care.

It links multiple data sources, including the Surescripts network, industrywide drug compendia such as First Databank and the National Library of Medicine, to provide actionable intelligence that is used to validate ongoing data quality improvements; identify opportunities to improve process efficiency; track e-prescribing utilization to identify trends and patterns; and inform research, white papers and clinical information.

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How are winners of the Surescripts White Coat Award selected?

Surescripts will evaluate the data available in Sentinel to determine finalists and winners between August 12 and August 23, 2019.

How many winners will be selected?

The Surescripts White Coat Award leverages the following tier structure, which is based on organization size.

EHR Tiers

- More than 20,000 monthly active prescribers
- Up to 20,000 monthly active prescribers

Health System Tiers

- More than 1,000 beds
- 501–1,000 beds
- Up to 500 beds

Pharmacy Industry Tiers

- Pharmacy technology vendors and retail chains with more than 500,000 monthly refill requests
- Pharmacy technology vendors and retail chains with up to 500,000 monthly refill requests
- PBM mail-order pharmacies (single tier)

For each award, the top two organizations in each tier will be named as finalists and the organization that demonstrates the best performance will be named the winner.

When will winners be announced?

Finalists will be notified the week of August 26, 2019 and announced publicly the week of September 9. Finalists must provide Surescripts with permission to use their organization name publicly before they will be announced and considered to win the awards.

Winners will be announced during the annual Surescripts White Coat Award dinner during the 2019 Surescripts Network Alliance Forum, held on September 23–25 at the JW Marriott Minneapolis Mall of America.

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What do winners receive?

Each winning organization will receive:

- Plaque and official letter
- “Surescripts White Coat Award 2019” winner emblem for use in marketing materials
- Recognition during the 2019 Surescripts Network Alliance Forum
- Opportunity for a senior representative to record an interview for inclusion in a Surescripts video showcasing leaders in e-prescribing accuracy (at the 2019 Network Alliance Forum)
- Organization name included in a Surescripts press release announcing winners
- Organization name included in an industry publication advertisement announcing winners
- Organization name included in Surescripts 2019 National Progress Report
- Organization name included in a Surescripts Intelligence in Action blog post
- Organization name highlighted on Surescripts social media properties as a winner
- Opportunity to participate in and contribute to key 2020 Network Alliance events, including a Surescripts-organized panel discussion

¹ Surescripts, “2019 National Progress Report,” April 23, 2019, <https://surescripts.com/news-center/national-progress-report-2018/>.

² Yuze Yang et al., “Quality and Variability of Patient Directions in Electronic Prescriptions in the Ambulatory Care Setting,” *Journal of Managed Care & Specialty Pharmacy* 24, no. 7 (January 2019): 691–699).

³ Surescripts, “2019 National Progress Report,” April 23, 2019.