

# QUESTIONS & ANSWERS: SURESCRIPTS WHITE COAT AWARD



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# QUESTIONS & ANSWERS: SURESCRIPTS WHITE COAT AWARD

## What is the Surescripts White Coat Award?

In 2019, 80% of all prescriptions in the U.S. healthcare system were sent electronically. That's 1.79 billion filled.<sup>1</sup>

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 patient directions with a quality issue, which has the potential to cause confusion or workflow disruption at the pharmacy.<sup>2</sup>

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 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?

Since 2016, pharmacies, health systems, electronic health records (EHR) vendors and pharmacy technology vendors across the Surescripts Network Alliance™ have worked together to improve e-prescription accuracy. In 2020, the Surescripts Network Alliance saw a 10% increase in the aggregated Quality Index Score for electronic prescriptions across the network – an 80% improvement since 2016. As a result, physicians and pharmacists spent less time exchanging phone calls and faxes to clarify prescriber intent. And the best part: this increased accuracy helped patients get the safe, effective care they deserve.

## Who is eligible?

The following Surescripts Network Alliance™ participants are eligible for the 2020 Surescripts White Coat Award:

- **Electronic Health Records Vendors** that contract directly with Surescripts, serve multiple provider groups and use approved compendia
- **Health Systems** that contract directly with Surescripts
- **Retail & Mail-Order Pharmacies and Pharmacy Tech Vendors** that maintain their own pharmacy software, 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.

## 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.

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## 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 Identification
- Sig (patient directions)
- Potency Unit Code
- Days' Supply
- Patient Notes
- 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 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.

## What are the awards and 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 24, 2020.

This year, we will celebrate winners in three award categories: Highest Accuracy, RxChange Champion and Structured & Codified Sig Champion.

1. **Highest Accuracy:** This awards best prescription accuracy as of August 1, 2020, based on Surescripts Quality Index Score which is a measure of overall prescription accuracy based on data provided by Surescripts Sentinel™ – an automated system that monitors the volume and accuracy of electronic prescriptions.
2. **Champions Award:** a newly proposed category for 2020, product Champion awards celebrate customers for investing time and effort in implementing projects and products to drive prescription accuracy. In 2020, we will be awarding a "RxChange Champion" and "Structured & Codified Sig" Champion for each segment. The winner will be selected based on data provided by Surescripts Sentinel™, along with other metrics and feedback from the Surescripts White Coat Advisory Board members.

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## How many winners will be selected?

Finalists and winners will be selected in three competition segments. Each competition segment consists of tiers based on organization size.

For the Highest Accuracy award category, two organizations will be named finalists in each tier, and one organization will be named a winner in each tier.

For the RxChange Champion award category, one organization will be named a finalist in each competition segment, and one organization will be named a winner.

For the Structured & Codified Sign Champion award category, one organization will be named a finalist in each competition segment, and one organization will be named a winner.

### Electronic Health Records Vendors

- Tier 1: 20,000+ monthly active prescribers
- Tier 2: 20,000 monthly active prescribers or less

### Health System

- Tier 1: 1,000+ beds
- Tier 2: 501–1,000 beds
- Tier 3: 500 beds or less

### Retail & Mail-Order Pharmacies and Pharmacy Tech Vendors

- Tier 1: 500,000+ monthly refill requests
- Tier 2: 500,000 or less monthly refill requests

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## When will winners be announced?

Finalists will be notified, and Winners will be announced based on the dates set below. Surescripts will reach out to participants in the preceding months to provide details on venue and logistics.

**April:** 2020 White Coat Award program launches

**August 5-10:** Surescripts evaluates data available in Surescripts Sentinel® to determine finalists and winners

**Week of August 12:** Finalists notified

**Week of August 24:** Finalists announced

**October 7:** White Coat Award winners announced

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# QUESTIONS & ANSWERS: SURESCRIPTS WHITE COAT AWARD

## What do winners receive?

Each winning organization will receive:

- Plaque and official letter
- "Surescripts White Coat Award 2020" winner emblem for use in marketing materials
- Recognition during the 2020 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 2020 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 2020 [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 2021 Network Alliance events, including a Surescripts-organized panel discussion



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<sup>1</sup> Surescripts, "2019 National Progress Report," April, 2020, <https://surescripts.com/news-center/national-progress-report-2019/>.

<sup>2</sup> 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).