

ARJ Infusion Services

Missouri Biotechnology Association Newsletter

June 2020 – Member Highlight

ARTICLE

Lisa Sackuvich, R.N., B.S.N., CRNI, founded ARJ Infusion Services in 2000 with the idea that children and adults deserve a higher level of infusion care. Her belief is simple: Every patient deserves high-touch, personalized care for treatment of their acute, rare, and lifelong disorders. This approach has enabled Lisa to grow the specialty pharmacy and nursing company into a flourishing national organization—without losing focus of her original vision to provide caring, comprehensive, and cost-conscious infusion therapy to people in the comfort of their own home.

ARJ's clinical infusion expertise includes neurology, gastroenterology, hematology, immunology, dermatology, rheumatology, inflammatory disorders, and other rare and chronic conditions. ARJ believes every nurse, pharmacist, and healthcare professional should have access to the resources necessary to optimize clinical proficiency and promote self-development. With more than 100 employees, ARJ is proud to have a woman owner and president, as well as women-led clinical departments across the organization. Whether developing methods to increase clinical competency or identifying opportunities to grow, ARJ's clinical team understands how to drive behavior that promotes the best possible outcomes. Through dedicated leadership, ARJ ranks nationally in the top 10 percent for home health patient satisfaction.

Resources and facilities

ARJ's flagship location is in the Kansas City metropolitan area with additional operations that include eight dispensing pharmacies and nursing facilities across the Midwest. In 2017, the company launched five new ARJ Infusion Suite locations that offer on-site clinical care to complement its in-home infusion care model.

ARJ's Kansas City headquarters location offers ample space and equipment for nursing and pharmacy staff to train, renew licenses, and develop new competencies. The clinical team is encouraged to blend industry standards with ARJ's best practices with the mission of advancing care and improving patient outcomes for years to come.

The clinical leadership team is committed to developing the processes, standards, and learning opportunities that encourage staff to grow. This principle drives employees to collaborate, educate peers, and improve best practices across all locations.

Provider relationships

One of ARJ's core values is "Joint Partnership." This value exemplifies the importance of creating long-lasting relationships with patients and providers. Highlighting optimal health

outcomes through analytic reporting demonstrates the importance of clinical integrity and adherence.

A key component to ARJ's success over the past 20 years is recognizing the importance of nurturing patient, provider, and employee relationships. Every employee at ARJ interacts with patients and clinicians in some form. It's important to not only deliver quality care and medications, but to provide clear information, education, and assistance to people.

ARJ empowers staff to provide up-to-date information to providers through care-management consulting and continuing education events for clinicians. Creating relationships with individuals in the industry is crucial to success—and ARJ encourages employees to make direct connections with external audiences.

Clinical best practices

Assisting patients and families is at the heart of ARJ's mission. Care professionals work tirelessly to support patients with the day-to-day aspects of managing their lives. In 2019, ARJ secured over \$6 million in financial and lifestyle resources for patients.

ARJ achieved URAC accreditation in 2018. This national program validates ARJ's expertise in specialty infusion care and ensures the organization continues to deliver high-quality, unparalleled care while meeting rigorous standards of excellence. Throughout the accreditation survey, ARJ was met with the challenge to ensure staff continues to find ways to improve clinical operations and outcomes. URAC helped put a stamp on it, but ARJ encourages clinical staff to conduct and maintain its high standards through effective policy and procedural communications and continuing education opportunities.

Highlights & Performance

ARJ's Outcomes Initiatives program provides insight on how to deliver data-driven expertise in specialty pharmacy, infusion care, and complex therapies nationwide. Areas of focus include therapy-specific services, specialty pharmacy dispensing practices, performance management, patient resources, and provider support.

Patient Adherence: 97%

ARJ exceeds national industry benchmarks by nearly 20 percent.

Incident-free Events: 99%

Competency in managing infusion-related encounters.

Fewer ER Visits: 5%

ARJ exceeds the national average by 5 percent in infusion-related events that would otherwise require emergency care.

ARJ nurses provide appropriate clinical intervention to reduce and reverse drug reactions in patients' homes.

Competitors Beat: 400

ARJ outranks over 400 healthcare organizations in patient medication-management programs.

Medication Accuracy: 96%

ARJ scored 96 percent in patient medication accuracy—above the national average for home infusion.

Pharmacy Communications: 97%

Patients rate ARJ pharmacists with 97 percent satisfaction in explaining medication, treatment, and side effects.

Life Improvement: 95%

Patients report 95% improvement in quality of life.

Nursing Services: 95%

Patients rank ARJ's in-home nurses' clinical knowledge, friendliness, and concern for comfort at 95 percent.

Referral Satisfaction: 97%

ARJ has received 97 percent satisfaction nationwide in customer service, clinical care, and patient management for four consecutive years.

Learn More

Visit arjinfusion.com to find out about infusion services nationwide.

Sources:

ARJ Performance Improvement Program, 2019

National Community Pharmacists Association

National Institute of Health

Press Ganey Associates, 2019 Patient Survey

ARJ Referral Satisfaction Program Survey, 2019