



National Home Infusion Foundation

# ANNUAL REPORT 2020



# A Message from the CEO



**Connie Sullivan, BSPharm  
NHIA President & CEO**

**In 2020, the National Home Infusion Foundation (NHIF) expanded programs that invest in future industry leaders, recognize clinical excellence, and promote evidence-based research and data.**

Founded in 2012, NHIF is a not-for-profit, 501(c)3 affiliate of the National Home Infusion Association (NHIA) with a mission to elevate the infusion profession and ensure the delivery of high quality patient care. NHIF complements the advocacy work of NHIA by funding and administering programs that prove the safety, quality, and value of infusion services.

This year NHIF launched the Fellow Program, allowing home infusion professionals to be recognized for significant contributions to the industry. Finally, NHIA is grateful to the dedicated members of the NHIF Board of Directors, and its many supporters whose generous contributions are making a difference for patients who depend on high-quality infusion services in order to lead healthy, independent lives.

A handwritten signature in black ink that reads "Connie Sullivan".

# NHIF Board of Directors



**Chair**  
**Chris Maksym, RPh, PharmD**  
University of Michigan (ret.)



**Director**  
**Dave Grady**  
Big Sky IV Care



**Director**  
**Janice Wilhelm, RN, MBA**  
Advanced Home Care



**Director**  
**Nancy Sumberaz, RPH**  
Johnson & Johnson



**Director**  
**David Franklin, MSA**  
Advanced Care Consulting  
Services



**Director**  
**John Rademacher**  
Option Care Health

# NHIF Initiatives



## LEADERSHIP

### FELLOW PROGRAM

The NHIA Fellow Program is administered by NHIF and aims to advance the home and specialty infusion profession by recognizing the contributions and achievements of highly accomplished industry professionals. NHIA Fellow status is awarded to applicants who have successfully demonstrated a commitment to the field of home infusion for at least 7 years, have a record of sustained involvement and leadership within NHIA, and have been actively involved in educating and mentoring other industry professionals.



## RECOGNITION OF CLINICAL EXCELLENCE

The Outstanding Abstract Achievement Award and Scholarship recognizes a poster author at the NHIA Annual Conference that employs an effective study design to examine an innovative approach to clinical practice, identify a best practice, or improve quality.



## RESEARCH

NHIF Benchmarking Programs aim to collect standardized data to establish a national reference point (benchmark) for performance metrics that have the potential to improve the quality and efficiency of patient care.

NHIA published the first industry-wide benchmarks for Patient Satisfaction. The 2019 Assessment of Home Infusion Patient Satisfaction Study summarizes data collected from a sample of over 32,000 home infusion patients and over 6,000 completed surveys. Key findings include that 97.53% of patients either agreed or strongly agreed that they were satisfied with the overall level of service provided.

# Funding

The majority of funding for NHIF initiatives comes from fundraising events, grants, sponsorships, and NHIA. The in-kind contribution from NHIA provides an off-set for staff time and administrative support. This allows 100% of the financial contributions from donors to be applied to NHIF programs and awards.

The primary fundraising events for NHIF are held at the NHIA Annual Conference each spring, however, due to COVID-19 and the subsequent cancellation of the conference, these fundraising events were not able to occur. As a result, a number of registered attendees and provider organizations made in-kind donations of their registration fees to the foundation and in combination with other generous donors, contributions totaled \$53,519.

NHIF largest source of revenue in 2020 was the publication and sale of the 2020 Infusion Industry Trends report which generated \$96,305 in total sales. This report analyzed data from 2019 and was the first update since the initial report in 2009.

NHIF has an exciting event planned for our 2021 Annual Conference called Foundation Trek. A virtual 5K race that both conference attendees and non-attendees can participate in to support the continued efforts of the foundation.

The NHIF benchmarking program continues to grow and MHA will be sponsoring this program in 2021. Strategic health Programs (SHP) continues to provide administrative support to the program.

NHIF WOULD LIKE TO RECOGNIZE THE FOLLOWING COMPANIES FOR THEIR SUPPORT



STRATEGIC HEALTHCARE PROGRAMS

NHIF Benchmarking  
Program Sponsor



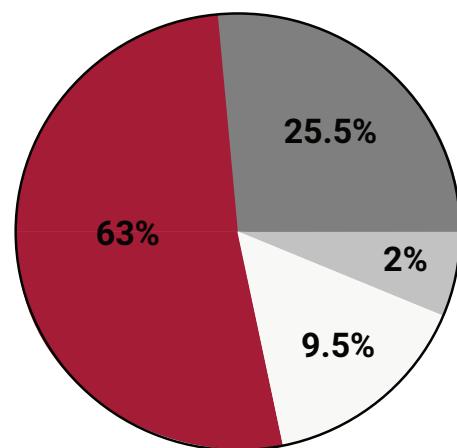
Infusion Industry Trends report  
Sponsor



Fellow Program  
Sponsor

## NHIF by the Numbers:

Net Assets as of 12/31/20:  
**\$73,397**



REVENUE	<b>\$152,674</b>
Contributions	\$14,518
NHIA In-Kind	\$39,001
Product Sales	\$96,305
Program Fees	\$2,850

EXPENSES	<b>\$108,430</b>
Administration	\$76,414
Programs	\$27,823

# 2021 Planned Work

## **EXPANSION OF NHIF BENCHMARKING PROGRAM**

NHIF successfully completed a 6-month pilot for two new clinical outcomes benchmarks: Status at Discharge and 30-Day Hospital Readmission (HRA). Status at discharge examines why patients are discharged from home and suite-based infusion services. 30-Day HRA is focused on readmission rates within 30-days of initiation of home infusion services for patients receiving milrinone or dobutamine or parenteral nutrition. Data collection for these two clinical metrics is the first of its kind in the home infusion industry. Results will support a variety initiatives NHIA is working on such as advocacy and reimbursement. NHIF will be publishing the benchmarks for both of these metrics in 2021.

## **NEW INDUSTRY DEFINITIONS: THERAPY DAYS/ SERVICE DAYS/CATHETER DAYS**

NHIF will be working with our Outcomes Task Force to define and publish the industry definitions for Patient Therapy Days, Patient Service Days, and Catheter Days. It is important to have definitions for data reporting and clinical outcomes. These definitions will join the previously defined Access Device Events, Adverse Drug Reaction, Discharge Reasons, Emergency Department Use, Therapy Categories, and Unplanned Hospitalization.

## **CLINICAL RESEARCH PROJECTS**

Launched in 2020, NHIF continues to work on two research projects. The first is the NHIF Home Infusion Pharmacist Professional Services Study. The purpose of this study is to better understand the home infusion pharmacist's daily tasks and the time commitment for each, there is a need to conduct a time utilization study specific to home infusion pharmacists. To our knowledge, there are no published studies of this type.

The results will be used to inform and support appropriate reimbursement for the home infusion pharmacist's responsibilities and time commitment to support appropriate health care reimbursement for home infusion services. Accordingly, the aim of this study is to investigate worktime utilization among home infusion pharmacists. This research will be the first of its kind in the home infusion industry on a national level. Participants in the program will receive a full report and will be able to compare their operation to study benchmarks.

The second project, A Comparison of Home Infusion Patient Satisfaction for Telehealth Visits versus Home Visits aims to assess patient satisfaction for those that received a telehealth visit compared to the industry benchmarks for home infusion. The reason for this study is to effectively advocate for reimbursement for visits performed remotely.

# 2020 Award Winners

## OUTSTANDING ABSTRACT ACHIEVEMENT AWARD

The 2020 award was presented to Rachel Dellevar, PharmD, a resident at Coram/CVS Specialty Infusion Services. Her research, "Prescriber Acceptance Rates for Pharmacist Recommendations in the Home Infusion Setting" was published in the 2020 September/October issue of INFUSION. Dellevar was also awarded a \$1,000 scholarship and a complimentary registration to the 2021 NHIA Annual Conference.



## LYNN GIGLIONE WOMEN IN LEADERSHIP AWARD WINNER

The 2020 award was presented to Stacey Jensen, RN, BSN, MBA/HCM, COO of Optum Infusion Pharmacy. Jensen is a role model for what can be achieved with focus, a strong work ethic, and compassion for all. She began working for AxelaCare Infusion Services (later BriovaRx and then OptumRx) as the Senior Vice President of Clinical Services in late 2016, where she oversaw tremendous growth.



## NHIF ANNOUNCES INAUGURAL HOME INFUSION FELLOWS

NHIA Fellow status is awarded to members who have successfully demonstrated a commitment to the field of home infusion for at least 7 years, have a record of sustained involvement and leadership within NHIA, and have been actively involved in educating practitioners and others. Past winners of NHIA's Gene Graves Lifetime Achievement Award will receive honorary FHNIA status.

- Kathi Andrusko-Furphy
- Monica Bandy
- Marianne Buehler
- Stan Chamallas
- Gene Decaminada
- Don Filibeck
- David Hirsch
- Suzanne Kluge
- Nancy Kramer
- Melissa Leone
- Jeanne Lugli
- Ramona Moenter
- Linda Payne
- Barbara Petroff
- Felicia Schaps
- Paula Zelle

*Past Gene Graves awardees receive honorary Fellow status. The following are award winners that have received honorary status in 2020:*

- Leonard Holman
- Chris Maksym
- Tony Powers
- Bruce Rodman
- Wanda Rogers
- Lisa Sakuvich





1600 Duke Street  
Suite 410  
Alexandria, VA 22314

**P:** 703-549-3740  
**F:** 888-206-1432

[info@nhia.org](mailto:info@nhia.org)  
[www.nhia.org](http://www.nhia.org)