

SUPERCARGING SPECIALTY PHARMACY: HOW VISANTE ELEVATED AN ACADEMIC MEDICAL CENTER

A leading academic medical center's specialty pharmacy program had unrealized potential. Its CEO brought in a partner with the expertise and accountability to change that: Visante.

Through a performance partnership, Visante nearly tripled prescription volume, doubled monthly profit, expanded ambulatory pharmacy services to more than 50 clinics, and laid the foundation for a comprehensive pharmacy enterprise model.

The Challenge: An Established Program That Wasn't Performing at Its Potential

After seven years, the specialty pharmacy was established but not optimized. Prescription capture was inconsistent, clinic volume lagged, and workflows needed redesign. Fragmented teams lacked alignment, and the pharmacy's physical space couldn't support the program's next phase of growth.

But the biggest barrier was cultural — leaders didn't yet share a common understanding of what a high-performing pharmacy program could deliver.

The CEO had worked with Visante before, and he was direct about his expectations for the partnership.

The Approach: Embedded Expertise Across Every Layer of the Operation

Visante is now an extension of the health system's team. We have worked alongside pharmacy and operational leadership to identify

inefficiencies, redesign workflows, and build the infrastructure needed for sustainable growth. The work touches every layer of the operation.

- **Ambulatory Pharmacy Service Expansion:** Visante strategically extended ambulatory pharmacy services, including clinical pharmacy and medication access support, to 50 additional clinics using the health system's existing EHR.
- **Operational Redesign from Start to Finish:** Visante overhauled the pharmacy's operations end to end, redesigning workflows to absorb significantly more volume without added staffing.

Want to See What a True Performance Partnership Looks Like? Click Below to Read More.

[READ THE FULL ARTICLE](#)

- **Space & Workflow Optimization:** Visante guided a comprehensive redesign that doubled the pharmacy's footprint and introduced intentional separation of functions, allowing the program to accommodate rapid volume growth without sacrificing workflow efficiency.
- **Aligning a Complex, Disparate Organization:** Visante's most consequential work was organizational—aligning siloed legal, leadership, pharmacy, and clinical teams to build the cross-functional cohesion that made every other improvement possible.

The Results: Outcomes That Exceeded Every Initial Expectation

The results speak for themselves:

- Prescription volume nearly tripled, from ~3,000 to close to 9,000 scripts per month.
- Monthly profit doubled.
- Ambulatory pharmacy services expanded to 50+ clinics.

Is Your Specialty Pharmacy Program Living Up to Its Full Potential?

Whether your program needs a targeted intervention or a full-scale transformation, we bring the expertise, tools, and commitment to make it happen. Start the conversation by contacting us at solutions@visante.com or **(866) 388-7583**.

- Leadership became active pharmacy champions, with CFOs asking how to drive more pharmacy-driven revenue.
- This engagement gave rise to Visante's Ascend™ playbook, now applied nationwide.

A Partnership Built on Mutual Accountability

Visante operates as a true extension of the health system's team. The partnership demands real stakes, real accountability, and a commitment to outcomes that went beyond a standard consulting engagement.

The engagement set the stage for continued growth. A new home infusion program, built from the ground up within the same health system, is now underway. Two programs. One trusted partner.



He said to me: 'I trust you, and I know what your team can do.' He wanted to know we were fully aligned and motivated. And I told him we were committed to the same outcome from day one.

— Jerame Hill, Chief Strategy Officer at Visante