

# PITTSBURGH BUSINESS TIMES

## The Next Move

Ford-backed Argo AI is closing in on space for its new Pittsburgh headquarters. We'll tell you where.

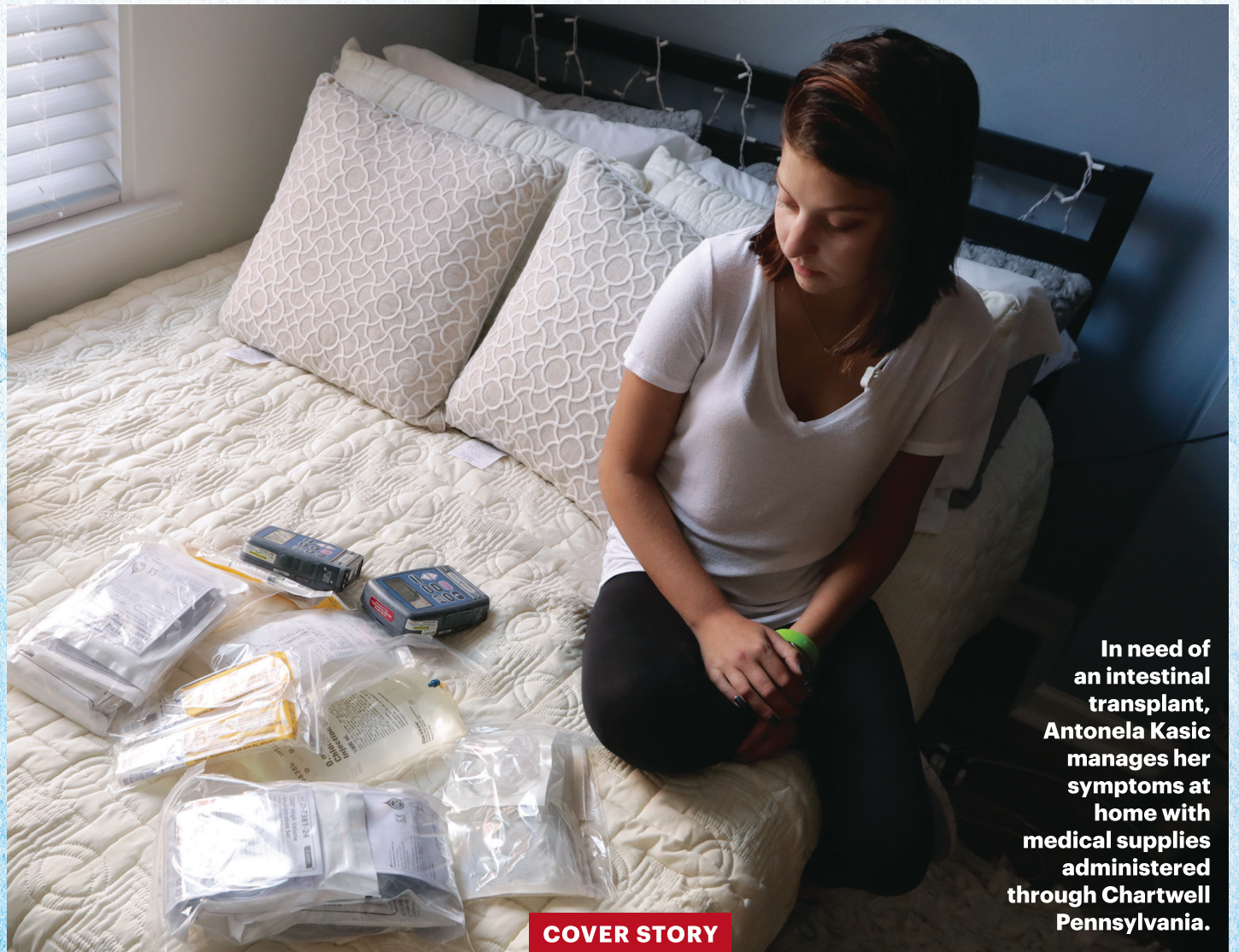
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## ORPHAN-DRUG FIRM AT HOME ATOP RANKING

- 1 Pantherx Specialty Pharmacy
- 2 TFM Truckload LLC
- 3 Applications2U LLC
- 4 Cotton Bureau
- 5 Facility Support Services LLC
- 6 Careform
- 7 Chartwell Pennsylvania LP
- 8 Elite Transit Solutions LLC
- 9 Kraemer, Manes & Associates LLC
- 10 The Wilson Group LLC

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COVER STORY

In need of an intestinal transplant, Antonela Kasic manages her symptoms at home with medical supplies administered through Chartwell Pennsylvania.

JOE WOJCIK

# Partnership for life

Chartwell Pennsylvania, a home-infusion/specialty-drug alliance between UPMC and four other health systems, is shortening the length of patient hospital stays. It's also among the region's fastest-growing companies.

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### FOCUS

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NO SAFETY NET, NO PROBLEM FOR JACK GLOVER 51



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## COVER STORY

# It's about getting patients home

## CHARTWELL'S INFUSION THERAPY, SPECIALTY MEDS FILL POST-DISCHARGE GAPS

BY LYDIA NUZUM  
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**A**ntonela Kasic was 3 when her parents moved from Croatia to the U.S. to seek expert medical care for their daughter, who suffered from a volvulus – a loop of intestine that twists around itself and the mesentery that supports it – that left her bowel obstructed.

Kasic was 9 when she underwent her first intestinal transplant at Children's Hospital of Pittsburgh of UPMC. That procedure, one Kasic spent years on the transplant list for, ultimately did not succeed – her body rejected the transplanted organ just six months after surgery.

"We'd gotten numerous false calls throughout that period of time, where we would get called into the hospital and the bowel wasn't right or I didn't feel well enough, and that was always a letdown," she said. "I got the transplant when I was 9, which was very life-changing, honestly. It was a crazy experience. Then I got re-listed six months after."

Now 21 and a rising junior at Duquesne University, Kasic is back on the transplant list, but able to manage her symptoms through enteral nutrition and medications – she takes 20 pills a day – as well as IV fluids almost nightly.

Kasic's enteral feedings, which she gets through a central line, and her IV fluids are administered and overseen by Chartwell Pennsylvania LP, a regional home infusion therapy and specialty pharmacy company that exists as a limited partnership between UPMC Community Provider Services, Butler Health System, Heritage Valley Health System, Life Care Home Services of Northwestern Pennsylvania and Washington Health System.

"Chartwell does all of my home medical supplies," she said. "I have a central line I get nutrients through ... six out of seven days a week I have my [parenteral nutrition] and IV fluids that I get for five hours. I go to monthly doctor's appointments, and if I get sick or anything I get



JOE WOJCIK

*Kathie Patrick is president of Chartwell Pennsylvania LP, a regional home infusion therapy and specialty pharmacy company that's a limited partnership majority-owned by UPMC and includes four additional health care providers.*

admitted to the hospital right away."

Chartwell is majority-owned by UPMC, which holds an 87 percent stake; it originally was part of a joint venture with several other major academic medical centers that was controlled by a company called Chartwell, said Kathie Patrick, the company's president.

"It was around 2000, and we brought all of their services in-house, meaning that the employees all became UPMC employees and UPMC became the managing partner of Chartwell," Patrick said.

Its growth in the last three years has been dramatic, and this year Chartwell ranks No. 7 on the Business Times' list of

the region's fastest-growing companies (see special section starting on Page 13).

According to data provided by the company, its gross revenue has climbed from \$253,298,000 in 2014 to \$586,897,000 in 2015 and \$657,043,000 last year.

Marjorie Smith, director of case management at Butler Health System, said its partnership with Chartwell has been a boon for the health system, allowing it to streamline the services Chartwell provides to patients following discharge that otherwise would be difficult for the smaller provider to manage on its own.

"It has been an exceptional plus for us," she said. "It, to me, is probably one

of the post-discharge services that is definitely a win-win for everyone. We get the patient to the right level of care, they're home, they're getting the right services and it makes the patients happy."

Butler Health System works daily with a Chartwell liaison, collaborating on patient care with the system's IV physicians, social workers and case managers with pre-discharge education, verifying upfront benefits and helping coordinate other facets of care from point of discharge through the course of their home treatment, Smith said.

"Before, we'd have to go through which pharmacy could potentially cover it, who covers that county; my case managers would have to spend the time going through the benefit checks and it was sometimes a coordinated, time-consuming matter to not only get the infusions in order, but you've got to get home health nurses out," Smith said. "This helps our resources, it helps with length of stay, and it gets the patients home."

Referrals have "increased exponentially" since the health system adopted Chartwell in 2015, Smith said, adding the program is well-monitored and eliminates a gap in the continuum of care for transfusion and parenteral-nutrition patients.

"I think it's clinically monitored exceptionally well with the coordination up front with the IV docs through treatment

### BY THE NUMBERS

## CHARTING GROWTH

Chartwell's expansion into specialty drugs in 2010 is largely responsible for the increase in the company's gross revenue.



## COVER STORY

## CLOSER LOOK

## BIG-TICKET DRUGS

Specialty pharma was well-represented among PBT's fastest growing companies.

Company	Overall rank	Growth rate
Pantherx Specialty Pharmacy	1	2,825%
Careform	6	189%
Chartwell Pennsylvania LP	7	159%

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beyond discharge, no gaps in care [and] great collaboration with the case management and social work team," she said.

Chartwell expanded into the burgeoning field of specialty pharmacy in 2010, and it accounts for most of its recent financial gains. The company now manages a number of high-dollar biologics for certain cancers, rare and debilitating neurological diseases like multiple sclerosis and costly but curable infections like Hepatitis C.

"MS is a big item for specialty pharmacy, and another really big area is Hepatitis C," Patrick said. "About three or four years ago, they came out with new drugs to cure Hepatitis C, which didn't exist before. These drugs – one is called Harvoni, and one is called Sovaldi – are very expensive, but in a three-month course of treatment, which costs about \$100,000, Hepatitis C can be cured. This becomes really important from a socio-economic standpoint in that what we're starting to see now with the opioid crisis is so many more people exposed to Hep C that now qualify for these drugs."

Though it isn't the big-ticket item that specialty pharmacy has become in recent years, Patrick said infusion has grown at a nice clip of 5 percent to 8 percent per year. The success Chartwell has seen on both sides of its business has been met with expansion – its main office and home pharmacy is in Crafton, with pharmacies in Altoona and Erie. It is moving its main office to a new building in Oakdale that will have state-of-the-art processing and clean rooms, Patrick said.

"We have about 300 employees, and from a coverage perspective, we're licensed in Pennsylvania, Ohio, West Virginia and New York. From an infusion perspective, we go past State College, and we'll be moving into that eastern territory as UPMC expands," she said. "We'll also be moving a little further north and east as UPMC has acquired UPMC Susquehanna."

In the last two years, Chartwell has invested in new technology uncommon in the infusion world, including robots from a company called Omnicell that can be programmed to prepare individual drugs for patients, leading to a decrease in late deliveries and an increase in accuracy, Patrick said.

"We are one of the first home infusion companies in the country to bring this type of technology in, and as we expand our new facility, we'll basically double in size from our current facility, so we will bring in additional technologies like that to really be able to give a higher level of



JOE WOJCIK

As she awaits a second intestinal transplant, Duquesne University student Antonela Kasic, 21, manages her symptoms with medications, enteral feedings and IV fluids, the latter two administered and overseen by Chartwell Pennsylvania.

accuracy for our patients and to be able to hopefully start to drive the costs down on some of these drugs," she said.

Chartwell prepared nearly 210,000 prescriptions for about 83,000 patients in fiscal year 2017, and the company gained 17,000 new patients during that time, Patrick said. She attributes recent successes to patient satisfaction.

"The question always is would you recommend Chartwell's services to a friend or family member. And that to me is incredibly important," she said. "That

we provide that care and that support to patients in their homes."

For Kasic, a nursing student at Duquesne whose ultimate goal is to become a pediatric intensive care nurse at Children's, the treatment she received at UPMC and the care she continues to get through Chartwell is her inspiration for entering the medical profession.

"I never know what will happen, so I just live it day-to-day and do the best I can. Even when I do get sick, I don't complain because I know that it could be a

lot worse," she said. "I want to be a pediatric intensive care nurse. Most of my nurses have been the same ones I've had since I came to Pittsburgh and started at Children's.

"They've seen me at my worst points and they've seen me at my best points and they were always there to cheer me on. They were at my graduation party when I graduated from high school. I can call them whenever I need them, and I liked that, and I wanted to do that for somebody else."