



LOOPBACK
ANALYTICS

Client Showcase: Cambridge Health Alliance



About CHA

Cambridge Health Alliance (CHA) is a vibrant, innovative health system, and Harvard Teaching Hospital, that strives to provide equity and excellence for everyone, every time. With over 140,000 patients in Boston's metro-north region, CHA delivers outstanding patient care in convenient locations, all while supporting the health of its communities.

CHA operates two acute care hospitals, a psychiatric hospital and a network of neighborhood care centers, which include a thriving pharmacy enterprise. With a focus on whole-person care, CHA specializes in primary care, behavioral health and the other services people need most during their lives.

While patient care is at the heart of CHA's work, it also operates a robust Department of Community Health Improvement and the nationally accredited Cambridge Public Health Department. This lets it collaborate with local governments and nonprofits to address pervasive health issues and reduce barriers to care - expanding the boundaries of what healthcare systems can do to improve community health status.



Robert Viercinski
PharmD., MBA, DPLA
Manager, Specialty Pharmacy
Operations

Q: What is an accomplishment that you and your team are proud of?

At CHA, we are most proud of the relationships we have built with our specialty providers. Consistent communication and follow-through have helped our team become integral members of the patient care team and allowed our pharmacists to break the boundaries of the traditional pharmacist role. Through these relationships, we have fostered an environment of trust and respect that has elevated the level of care provided to our patients.

Q: What is a noteworthy challenge that your program overcame?

Cambridge Health Alliance's mission is to improve the health of our patients and communities. To fulfill this mission, we have overcome a patient access challenge by redefining the roles our pharmacy team members play. By centralizing all patient phone calls, protocols, and standing orders, our pharmacists are able to close the gaps in patient care that often burden providers. Increasing access to patient services has led to higher satisfaction and better clinical outcomes for our diverse patient population.



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