



Member Value Report

2021



National Home Infusion Association

OUR MISSION

To provide advocacy, education, and resources to the home and alternate site infusion community so the patients they serve can lead healthy, independent lives.

OUR VISION

For high-quality infusion services to be valued and accessible to all.



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Message from the CEO

Welcome to the NHIA member value report, a summary of the major association activities for 2021. It was another year of unparalleled challenges and unpredictability for the health care industry. Despite the availability of vaccines and treatments to mitigate COVID-19 infections, providers were faced with new challenges such as critical staffing shortages and supply chain constraints while serving patients. At NHIA, we are proud to provide advocacy and support on behalf of the dedicated home and alternate site infusion professionals working to help patients receive their care in the settings they most prefer.

The COVID-19 pandemic continues to highlight the need for more flexibility around the delivery of home-based care, and in 2021, NHIA's advocacy efforts continued to focus on improving home infusion access to Medicare beneficiaries. Introduction of the Preserving Patient Access to Home Infusion Act was a significant accomplishment, and we continue to push for its passage in 2022. NHIA also capitalized on opportunities to demonstrate the responsiveness and expertise of home infusion providers by securing additional reimbursement for home administration of COVID-19 monoclonal antibodies—an important step forward in developing a viable structure for payment of services under the Medicare program. Read more about our advocacy efforts in the full report.

Interest in the home and alternate site infusion industry is stronger than ever as evidenced by continued growth in NHIA membership. In 2021, NHIA added 39 new member organizations to our ranks of provider and supplier companies invested in the home and alternate site infusion industry. We are honored to have the opportunity

to represent over 300 companies—from patient care providers to manufacturers, distributors, group purchasing organizations, and suppliers of a variety of business services.

With the 2020-2022 strategic plan as our guide, the NHIA team stayed true to our mission of providing high-value education and resources to support members in staying current on the latest trends in the industry. The extremely successful 2021 Annual Conference was our first—and hopefully only—virtual education and networking event. While we missed being in person, it achieved the goal of keeping us all connected during the pandemic. In addition, the team launched new member resources and programs such as the NHIA Community, more research and benchmarking metrics, and the NHIA Fellow Program. It was a productive year for the NHIA team and there are more exciting programs headed your way.

Individuals also play an important role in advising NHIA and I would be remiss if I didn't thank the Board of Directors, Future of Infusion Advisory Council, and members of our various committees for dedicating your time and expertise. We could not do what we do without your support and guidance. Thank you for being a member of NHIA, and for the work you do on behalf of patients—*helping them to live healthier, independent lives.*

A handwritten signature in black ink, appearing to read 'Connie Sullivan'.

Connie Sullivan, BSPharm
President & CEO

NHIA Advocacy

**100+ meetings between NHIA members & congressional staff &
3,400+ letters to Congress**

Overview

The NHIA Advocacy team monitors and seeks to influence numerous regulatory developments with the potential to affect the provision of home and alternate site infusion services. Over the course of 2021, NHIA achieved significant successes on behalf of members.

Part B Legislation

NHIA drafted legislation with the help of our Congressional champions to permanently fix the Centers for Medicare and Medicaid Services (CMS) Home Infusion Therapy (HIT) Services benefit. The legislation ([S.2652](#); [H.R. 5067](#)) was introduced in August 2021 and would improve access to home infusion services for Medicare beneficiaries by ensuring home infusion providers are compensated for each day a drug is administered. The legislation would also ensure Medicare recognizes the role of pharmacist professional services in achieving optimal outcomes for patients.

After introduction, NHIA grassroots advocacy efforts supported members with talking points, infographics, video and other tools and resources to write to and coordinate meetings with their Congressional offices. This led to more than 100 meetings between NHIA members and congressional staff and over 3,400 letters to Congress.

COVID-19 mAB Rate Increase

NHIA, in partnership with the Department of Health and Human Services and the Office of the Assistant Secretary for Preparedness and Response, piloted a program in which home infusion providers assisted with providing bamlanivimab infusions in long-term care settings.

NHIA was able to enroll 36 provider organizations with 172 individual pharmacy locations, covering all but 4 states in the U.S. Throughout the project, providers submitted clinical outcome data, which was instrumental in leading CMS to increase the payment for administration of COVID-19 monoclonal antibody treatments to \$750 per infusion in the home and alternate site setting.

Other Highlights

In comments to the FDA on a Memorandum of Understanding (MOU) with State Boards of Pharmacy (BOP) regarding distribution of compounded human drug products, NHIA expressed concerns that most home infusion providers operating in states whose BOP did not sign the MOU would likely choose to narrow their service areas to avoid exceeding the limits for interstate distribution. The FDA delayed the implementation date 1-year to allow more BOPs to sign on to the MOU.

In 2020, the agency proposed to “expand the scope of the Medicare Part B benefit for DME” by making changes to its interpretation of the requirement that DME be “appropriate for use in the home.” In lengthy comments to the agency, NHIA opposed the suggested changes and cautioned CMS not to attempt to expand home infusion access under the flawed, outdated Medicare Part B benefit, advocating instead for modernizing the home infusion therapy services benefit in a manner that does not mandate the use of an infusion pump. CMS backed away from this potentially damaging proposal when it issued the DMEPOS final rule.

After years of NHIA and allied groups advocating for updating the clinical coverage criteria for Medicare parenteral and enteral nutrition (PEN) coverage, CMS retired its outdated PEN National Coverage Determinations. NHIA was instrumental in CMS’s proposal of new PEN Local Coverage Determinations (LCDs), with many recommendations accepted into the final LCD—which became effective September 5, 2021. The new coverage criteria, while still much more limiting than the commercial sector, is expected to improve beneficiary access.

NHIA Membership

New member companies in 2021
39
(14% growth)

Total corporate members
340

Total pharmacy locations
870

Individuals from member companies receiving benefits
13,200
(97% growth)

NHIA Community

generously supported by



The NHIA Community launched July 27, 2021, connecting home and alternate site infusion professionals and providing valuable members-only resources supporting all roles within the industry. All staff at NHIA member companies can access the community to draw insight, share challenges and pose solutions with colleagues from across the industry, stay up-to-date on the latest trends and innovations as well as remain apprised of volunteer and professional development opportunities.

The NHIA Community provides members:

Online member forum

- Ask questions across the community
- Job support & best practices
- Stay up to date on the latest trends

Exclusive, searchable member resources

- Reference guides
- Research & benchmarking
- Education & CE directory

Directory & direct connections

- Communicate with other members
- Networking opportunities

Upcoming events

- Webinars
- Conferences

Volunteer & Professional Development Opportunities



active users

750+



pages viewed

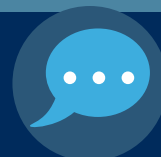
30,000+



member resources viewed
3,200+

resource downloads

1,100+



discussion posts

225

From July 27, 2021 to Dec. 31, 2021

National Home Infusion Foundation



Research

Benchmarking

2021 marked the first full year of data collection in NHIF's newest industry Benchmarking programs: Status at Discharge and 30-day Hospital Readmission.

Data from the Status at Discharge Benchmarking program led to pilot results finding very low rates of adverse reactions and unplanned hospitalizations as reasons for discontinuation of home IV services. These rates should make physicians and patients more confident in using the home setting for infusion therapy.

NHIF also continued benchmarking patient satisfaction and published a Two-Year Assessment of Home Infusion Patient Satisfaction reviewing data of more than 32,000 patients and over 6,000 completed surveys per year.

NHIF Patient Satisfaction Research Featured at IDWeek

We were honored to have our study, "Rates of Patient Satisfaction with Home-Based Out-patient Parenteral Antimicrobial Therapy (OPAT)" selected to be a featured Poster Presentation at IDWeek 2021. The study found that OPAT patients rated their pharmacy-based home infusion experience very high, which is likely a contributing factor for the increased utilization of OPAT over the last decade.

[View all Published Research](#)

Awarding Excellence

The Foundation honored Cindy Sumrall, RN, BSN, CRNI, IgCN with the 2021 Lynn Giglione Women in Leadership Award at the association's Annual Conference. Sumrall, Chief Clinical Officer at Paragon

Healthcare, was recognized for her role as a motivating and inspiring leader, clinical expertise and dedication to patient care.

NHIF also welcomed the inaugural class of Fellows under its new FNHIA program, which recognizes the contributions and achievements of highly accomplished individuals. The individuals selected for the 2021 class of Fellows include: Kathi Andrusko-Furphy, Monica Bandy, Marianne Beuhler, Stan Chamallas, Gene Decaminada, Don Filibeck, David Hirsch, Suzanne Kluge, Nancy Kramer, Melissa Leone, Jeanne Lugli, Ramona Moenter, Linda Payne, Barbara Petroff, Felicia Schaps, and Paula Zelle. Additionally, past winners of NHIA's Gene Graves Lifetime Achievement Award will receive honorary FNHIA status.

Christina Ritchey, MS, RD, LD, CNSC received the 2021 Outstanding Abstract Achievement Award (OAAA) from NHIF. Ritchey's case report, "Is My Patient Non-Compliant or Do They Have Low Literacy Skills?" was published in an NHIF Research Supplement to INFUSION magazine.

Education

Virtual Annual Conference

NHIA held its first-ever virtual conference in 2021 after having to cancel the 2020 conference due to COVID-19. This conference provided education opportunities for attendees to view during and after the conference for 1 full year and over 50 CE credit hours across clinical, revenue cycle, leadership, sales and marketing, and nursing content. Held April 19-22, NHIA 2021 drew 54,000 website pageviews on the conference website.

The conference transitioned its hands-on Sterile Compounding Clinic to a virtual advanced Compounding Practice Series, offering attendees a deep dive into sterile compounding topics and over 10 hours of CE.

**A total of 3,016 hours of
CE credit granted**

As a precursor to the virtual conference, NHIA held the first-ever **Global Congress on Home Infusion Therapy**. This event kicked off with keynote speaker Daniel Kraft, MD examining the future of health and medicine and the impact of technology due to COVID-19. The event featured presentations on home and alternate site infusion from providers based in the United States, Australia, The Netherlands, Lebanon, and Canada. The program also included education related to the nursing workforce in the home and alternate site industry and the future of home infusion in the new health care continuum post-pandemic.

Year-Round Education & CE Opportunities

NHIA membership includes year-round education for all roles within home and alternate site infusion and CE opportunities for pharmacists, pharmacy technicians, nurses, and dietitians. These opportunities are free for any and all employees of NHIA member companies.

2021 Education Opportunities



21
webinars

3,190
total webinar
registrants



>60% live
attendance
rate



4,281
total CEs awarded

7

INFUSION
magazine CE
articles



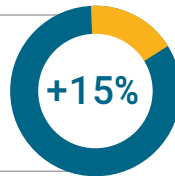
6

webinars for CE

Communications

INFUSION Magazine

**Over 12,000 recipients—
a 15% increase in
print circulation**



The association continues to publish its bi-monthly flagship publication, INFUSION Magazine, which began as a newsletter in 1991. Membership growth and new flexible mailing options combined to increase print circulation by 15% over 2021 and more than double views of digital editions. INFUSION Magazine now reaches more than 12,000 readers including NHIA provider and supplier members. In 2021, the magazine mailed with 2 issues of an NHIF Research Supplement, featuring findings from the foundation's industry-wide benchmarking program as well as original research from the field recognized through the NHIF's Outstanding Abstract Achievement Award.

Magazine content focused on intensified clinical coverage with additional columns, Tech Talk and Revenue Cycler, supporting the intention to publish material that addresses each of the highly skilled disciplines working in the industry.

NHIA's INFUSION Magazine received the American Society of Association Executives (ASAE) Gold Circle Award in 2021.



Industry News

To provide more accessible information and increase organic web traffic, NHIA launched a [web blog](#) in August 2021 where you can find the latest industry updates.

NHIA members also receive the latest industry news in our weekly newsletter INFUSION Express, which goes out every Wednesday.



INFUSION digital magazine stats from 2021

Issue visits: 31,854

Pageviews: 163,895

+212%

from 2020

+108%

from 2020

NHIA Committees

NHIA committees bring together the thought leaders and innovators in home and alternate site infusion therapy and play a critical role in driving the policies and priorities of the association.

The committees complement and support staff efforts to promote and achieve the association's mission and vision. These groups are the embodiment of member engagement, pairing the skills and experiences of members with association resources to advance the industry.

Committees:

Education

Business of Infusion Track Leader: **Monica Bandy, FNHIA**

Clinical Track Leader: **Melissa Leone, RN, BSN, FNHIA**

Leadership Track Leader: **Todd Pledger, BS, PharmD, RPh, FNHIA**

Revenue Cycle Track Leader: **Marianne Buehler, FNHIA**

Medicare Contractor Advisory

Chair: **Dawn McKinney**

Payer Advocacy and Relations

Chair: **Glenel Tillich**

Standards

Chair: **Barbara Petroff, MS, RPh, FASHP BCSCP, FNHIA, CAC**

[Learn more about participating in an NHIA Committee](#)



Future of Infusion Advisory Council

Thank you to the members of our Future of Infusion Advisory Council (FIAC)



Board Members

Thank you to our NHIA Board Members.

NHIA Board Officers and Executive Committee

Chair

Tim Affeldt, PharmD
Fairview Pharmacy Services

Vice Chair

John Rademacher, MBA
Option Care Health

Second Vice Chair

Gregory LoPresti
Upstate HomeCare

Treasurer

Kathleen Patrick
Chartwell Pennsylvania, LP

Past Chair

Logan Davis, PharmD, MBA
Vital Care Infusion Services, LLC

At-Large

Dee Grein, MBA
OptumRx

Non-Voting

Connie Sullivan, BSPHarm
National Home Infusion
Association

Board Members

Rowena Birnel, RPh
Infusion Solutions Inc.

Andy Copeland
ARJ Infusion Services

Mitra Z. Gavgani, Pharm D
Johns Hopkins Home Care Group

Eric Ho, PharmD
Paragon Healthcare Inc.

Richard Iriye
Amerita, Inc.

Joseph Owen, PharmD
CVS Health

Todd Pledger, BS, PharmD, RPh
Harbin Clinic, LLC

NHIA Staff

Connie Sullivan, BSPharm

President and CEO

Jennifer Charron, RN, MSN, MBA

Chief Operating Officer

Bill Noyes

Senior Vice President of
Reimbursement Policy

Ashlan Oberholtzer, MS, RD, LD

Vice President of Membership
and Business Development

Sage Arnold

Marketing Coordinator

Jeannie Counce

Editorial Director,
INFUSION Magazine

Ryan Garst, PharmD, MBA, IgCP, BCSCP

Senior Director of
Clinical Services

Scott Kesselman

Director of Marketing and
Communications

Jennifer Lyons

Data and Quality Analyst

Crissy J. O'Donnell

Director of Membership
Services

Shanika Reese

Executive Assistant

Michelle Simpson, PharmD, BCSCP

Clinical Program Manager,
Editor-in-Chief, Infusion Journal



NHIA 2021 Financial Summary

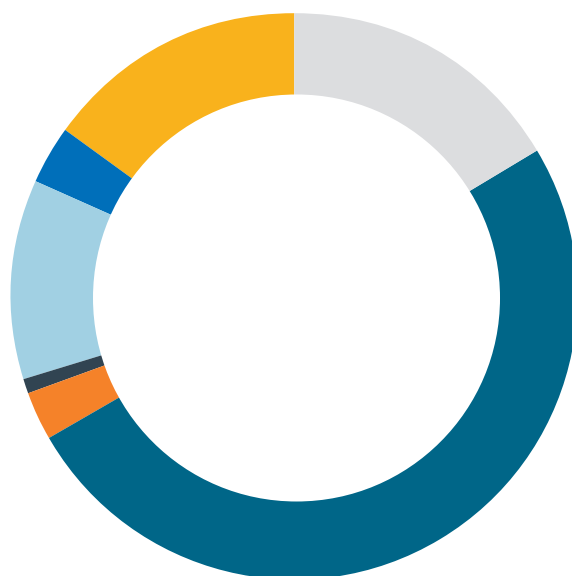
REVENUE \$3,671,992

| | |
|-----------------|-------------|
| Membership Dues | \$1,847,891 |
| Advertising | \$287,979 |
| Programs | \$838,376 |
| Conference | \$697,746 |



EXPENSES \$3,476,435

| | |
|------------------------|-------------|
| General Administration | \$573,118 |
| Human Resources | \$1,747,476 |
| Magazine | \$101,361 |
| Marketing | \$29,703 |
| Lobbying & Advocacy | \$393,396 |
| Programs | \$109,999 |
| Conference | \$521,382 |



Cash Position ending 12/31/21 -
\$1,811,719





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