



Member Value Report

2023

NHIA
National Home Infusion Association



National Home Infusion Association

OUR MISSION

To provide advocacy, education, and resources to the 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 annual report, a review of the major association activities for 2023. The home and alternate site infusion industry continued its strong rebound from the pandemic, fueled by a robust pipeline of infused specialty therapies, an aging demographic, and payor-focused strategies to lower costs. At NHIA, we are proud to provide advocacy and support on behalf of the infusion professionals working to serve patients and their families, helping them to lead healthy, independent lives.

NHIA's advocacy efforts continued to focus on improving home infusion access to Medicare beneficiaries through passage of the Preserving Patient Access to Home Infusion Act. Provider participation in the Part B home infusion therapy services benefit remains alarmingly low due to the lack of reimbursement for pharmacy professional services. As we work toward a resolution, NHIA also continued its outreach to commercial payors by issuing the first ever Commercial Payor Recommendations and by hosting a second payor summit to help payors leverage home infusion to lower the total cost of care. Read more about our advocacy efforts in the full report.

Interest in the home and alternate site infusion industry continues to be strong as evidenced by continued growth in NHIA membership. In 2023, NHIA added 40 new provider and supplier companies invested in the home and alternate site infusion industry. We are honored to have the opportunity to represent over 340 companies and 17,000 professionals—from patient care providers to manufacturers and distributors.

In 2023, NHIA offered more opportunities for members to receive high-value education and

resources to stay current on the latest trends in the industry. In addition to the extremely successful 2023 Annual Conference, which was the most attended conference in recent history, NHIA offered a total of 20 hours of educational programming with our Talk Infusion, Clinical Connect, Operations Elevation, and Sterile Compounding webinar series. NHIA also published its first clinical practice standard with the Electronic Mechanical Pump Selection for Home Administration of Infusion Medications to provide guidance and direction to members and other industry stakeholders. Congratulations to the Quality and Standards Committee on this major effort.

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 your dedication and support. We could not do what we do without your partnership and guidance. Thank you for being a member of NHIA, and for the work you do on behalf of patients and their families.



Connie Sullivan, BSPHarm
President & CEO

NHIA Advocacy

Efforts to Fix Medicare's Part-B Home Infusion Therapy Services Benefit

NHIA continues to advocate for passage of the Preserving Patient Access to Home Infusion Act. In 2023, the association partnered with our Congressional champions to re-introduce the bill and continued to build positive momentum toward passage.

NHIA organized a press briefing upon reintroduction of the legislation to educate media on the importance of the proposed fix from the provider and patient perspective. NHIA invited several patients to share their stories about how home infusion has impacted their lives. The meeting illustrated the positive and important benefits of receiving treatment at home and why Medicare beneficiaries should have better access.

The association also provided tools for providers to coordinate site visits with their local representatives during the August recess and several members hosted productive visits with their legislators. At NHIA's Advocacy Day on Capitol Hill in October, NHIA coordinated over 100 meetings between NHIA members and legislators advocating for improved Medicare home infusion therapy coverage. This was the largest and most successful event of its kind for the home infusion

industry in recent years and had the primary goal of securing additional cosponsors for NHIA's legislation.

NHIA legislative champion Rep. Debbie Dingell (D-MI) advocated in support of the Preserving Patient Access to Home Infusion Act at a House Energy and Commerce Health Subcommittee hearing as well as a key committee markup. Several other legislators subsequently shared their support for the bill as well including Rep. Diana Harshbarger (R-TN) and Rep. Lary Buchon (R-IN) during these sessions.

The work accomplished in 2023 has positioned the association well to maintain momentum in 2024.

Regulatory Advocacy Efforts

NHIA further incorporated patient advocates during a special fly-in session with CMS. NHIA leadership and infusion patient advocates met with CMS Administrator Chiquita Brooks-LaSure to discuss the impacts of the Medicare coverage gap for home infusion services. Patients shared their experiences with home infusion and the benefits it offers including a higher quality of life, relief from transportation burdens, better care and improved clinical outcomes due to their independence with treatment. They also shared how the lack of coverage creates

financial burden for them and their families as well as confusion with the fragmented HIT Services benefit that is limited to only 36 drugs.

The NHIA Advocacy team also monitors and seeks to influence numerous other regulatory developments with the potential to affect the provision of home and alternate site infusion services. Over the course of 2023, NHIA achieved significant successes on behalf of members.

Comments on Health Care Rulemaking

- Submitted comments to CMS on the proposed 2024 Physician Fee Schedule that would affect Medicare classification and coverage of self-administered drugs, payment for administration of non-chemotherapeutic complex biologics, as well as coding and billing requirements related to the use of single dose containers and drug waste.
- Submitted comments to CMS on the proposed 2024 home health payment rule. CMS did not mention the HIT services benefit in its 2024 rulemaking; however, NHIA believes it is important to continue advocating on behalf of Medicare beneficiaries to improve access to home infusion services. NHIA recommends CMS align

NHIA Advocacy

the HIT services benefit with the new IVIG benefit and combine the disposable supplies and services into a single payment paid each day of infusion.

- NHIA responded to an FDA request for comment on “Increasing Patient Access to At-Home Use Medical Technologies,” applauding the agency for recognizing the importance of facilitating access to care in the home and making several recommendations especially in consideration of the home setting.

NHIA Secures New Home Infusion Service HCPCS Code for Injectable Immunotherapies

NHIA successfully petitioned the Centers for Medicare and Medicaid Services (CMS) to secure a new billing code for injectable immunotherapies and revise an existing code to facilitate administration of a wider range of monoclonal antibodies for Respiratory Syncytial Virus (RSV). The request is part of a broader effort to modernize the Healthcare Common Procedure Coding System (HCPCS code) set used by commercial health plans, including some Medicare Advantage and Medicaid programs, to reimburse for infusion services.

NHIA Released White Paper on the Impact of Pandemic-Related Drug and Supply Shortages on the Infusion Industry

NHIA prepared a white paper summarizing the impact of cost increases incurred by infusion providers due to pandemic-related supply shortages with a particular focus on parenteral nutrition (PN) components and disposable supplies. NHIA found that prices for PN components and disposable items rose dramatically during the pandemic due to supply chain challenges and shortages. The white paper offers recommendations for payors regarding ways to ensure complex home infusion services such as PN remain widely available.

Reaction to Medicare Home Infusion Utilization Trends Report

Responded to CMS and in the press to CMS’ HIT Monitoring Report demonstrating low provider participation and declining Medicare beneficiary utilization, contrasting that to overall growth in the Medicare beneficiary population and home infusion marketplace. NHIA continues to recommend that CMS modify the definition of infusion calendar day.

NHIA Urged CMS to Add Home Infusion As Essential Health Benefit

NHIA responded to a CMS request for information on the modification of essential health benefits (EHB) required to be covered by Accountable Care Organization (ACO) plans. The association recommended that CMS delineate outpatient services coverage categories and include home infusion services as an EHB, noting that these benefits are nearly universally covered under employer-sponsored plans.

Commercial Payor Advocacy

NHIA released commercial payor recommendations to improve access, create efficiencies and reduce the total cost of care. The association also held its second annual Commercial Payor Summit, which provided education and a forum to discuss industry trends with representatives from commercial health insurance plans to help them better leverage home infusion.

NHIA’s commercial payor advocacy webpage has the latest updates related to these efforts, including information for payors.

Visit nhia.org/payors to learn more.

National Home Infusion Foundation

Infusion Journal

Infusion Journal completed its second year of publication. Research articles published in 2023 covered a range of pertinent topics, including patient access to home infusion medications, healthcare cost comparisons, medication safety, administration method decisions, and nursing productivity. The case report published in the March/April issue described a patient who actively participated in their treatment plan and emphasized the choice of administration methods for immune globulin therapy at home. This year's award-winning poster abstract was written into a manuscript, submitted to *Infusion Journal*, and published in the July/August issue, describing the authors' research on sociodemographic relationships with home infusion treatment. Another article described research collected in ambulatory infusion suites on nurse time and task measurements. Findings from research published this year in *Infusion Journal* promoted improved clinical outcomes and more equitable health care delivery.

Generously supported by

Baxter

Benchmarking

NHIF's Benchmarking Program focused on outcomes this year. NHIF and the sponsor of

the Benchmarking Program, Brightree®, collaborated to develop technology to enhance data collection through efficiency and standardization. Outcomes+ NHIA, by Brightree®, was piloted during the third quarter of 2023, which led to open availability by the end of 2023. It gave participants a web-based solution for participating in NHIF's Benchmarking Programs. NHIA's standard definitions were built into the system, automatically generating reports in NHIF's required format.

The Patient Satisfaction Survey metric for 2023 continued to report high overall satisfaction among home infusion patients. Monitored quarterly, fluctuations occurred, but trend lines showed a consistent rise in patient satisfaction with the quality of their home infusion services.

Both programs, Status at Discharge and 30-Day Hospital Readmission Rate, built on past and present outcome data providing annual industry benchmarks for therapy completion, adverse drug reactions, unplanned hospitalizations, and hospitalization rates. NHIF's programs average sample sizes of 5K-6K patient outcomes collected per quarter for the two programs combined. NHIF published a 2021 & 2022 comparison of the reasons for discontinuation of home infusion services using data collected from the Status at Discharge program.

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Research

Nursing Workforce Study

NHIF initiated a study and collected survey responses to fill a void in existing research describing the education, training, and experience of nurses in the home infusion workforce. This work will help educate infusion stakeholders on the specialized knowledge and skills of home infusion nurses as well as assess the current and future state of the infusion nursing workforce.

Pharmacist Time Study Related to Services for Specialty Drugs

NHIF launched a pharmacist time study on clinical services for specialty drugs in 2023. The National Home Infusion Foundation (NHIF) invited all specialty infusion providers to participate in a research study involving pharmacists collecting time data on professional services related to specialty drug patient care. The study was conducted during the third and fourth quarters of 2023. The results from this investigation will assist in quantifying the home infusion pharmacist's time commitment to tasks involved with caring for the specialty drug home infusion patient. Publication of the research is planned for 2024.

National Home Infusion Foundation

Awarding Excellence

The Foundation honored Janice Elliott, BS, RN, CRNI®, VA-BC with the 2023 Lynn Giglione Women in Leadership Award. Elliott has administered infusion therapy, developed vascular access teams, and provided education for clinicians in the home, long-term care, hospice, and acute care settings. Elliott has been an active member and local chapter president of the Association for Vascular Access for over a decade and received that organization's Impact Award in 2020. She is also an active educator, presenting at AVA, INS, and NHIA in addition to conducting skills labs validation workshops and developing educational content for both nurses and patients.

NHIF welcomed a new class of Fellows. The FNHIA Program recognizes the contributions and achievements of highly accomplished individuals. The individuals selected for the 2023 class of Fellows include:

- Logan Davis, PharmD, MBA; Vital Care Infusion Services
- Glen Gard, CPHT-Adv, CSPT; Option Care Health
- Bryce Jackman, RPh, BCNSP; CarePro Home Infusion
- Steve Kennedy, PharmD, CSP; Provista Inc.
- Mike Kirkbride, PharmD; Vital Care Infusion Services
- Barbara Prosser, RPh; Soleo Health
- Michael Rigas, PharmD; Retired, Kabafusion

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INTEGRATED MEDICAL SYSTEMS

Kassie Klasen, PharmD from M Health Fairview was selected as the winner of the NHIF Outstanding Abstract Achievement Award. Her poster, [“COVID Sequelae: Evaluation of the Effect of Treatment on Healthcare Utilization and Health Status in the Months Following COVID-19 Infection.”](#) led to publication of an *Infusion Journal* study titled [“Sociodemographic Factors Associated with Treatment for COVID-19 and Their Relationship with Short-Term Acute Care Utilization.”](#)

Education

NHIA Expands Educational Offerings

NHIA launched several new and innovative educational offerings in 2023. Together, these new offerings combined to see 4,666 registrations and over 1,600 CE Hours.

Sterile Compounding Advanced Certificate Training

NHIA's Sterile Compounding ACT is the definitive training program for sterile compounding competency, including what you need to know about the 2022 version of USP General Chapter <797> and USP General Chapter <800> is a must-have resource for all clean rooms and especially the designated person(s). Available in print and an innovative digital format on NHIA University, the advanced training will provide a certificate upon completion, as well as prepare individuals with the knowledge required for the BCSCP (Pharmacist) and CSPT (Pharmacy Technician) certification exams.

New 30-Minute Webinar Series

Each month in 2023, we shared timely and fast-paced knowledge for 0.5 CE hours, alternating between clinical topics in our Clinical Connect series and operations topics in our Operations Elevation series. After each program, attendees were able to post questions and comments in the NHIA Community to further engage with the presenters and continue the conversation. Together, these 12 programs totaled 2,819 registrations across live and on-demand versions and due to this overwhelming success will be back in 2024.

2023 USP Sterile Compounding Webinar Series

This series featured seven webinars on USP <797> and <800>, culminating in an ask-the-experts panel shortly before the November 1 implementation deadline. The education provided key information and extra support to ensure adherence to the updated standards.



A total of 3,650 hours of CE credit granted in 2023

NHIA 2023 Blooms in D.C.

The 2023 NHIA Annual Conference was held in Washington, D.C. March 26-29 during peak cherry blossom season. This was NHIA's largest conference ever, with nearly 1,500 home infusion therapy professionals and 120 companies supplying products and services to the industry attending educational and networking events as well as a trade Expo. The conference featured more than 60 education sessions and the Sterile Compounding Clinic that focused on essential competencies and information around new USP <797> standards.



NHIA University 2023 Stats



The platform houses more than

80

educational products that are available at no cost to all staff at NHIA member organizations and cover all aspects of infusion industry services.

9,844+

learning program registrations



Generously supported by **Baxter**

Membership

2023 Membership Growth



2023 NHIA Community Stats

2023 was the second year for the NHIA Community. Exclusive to NHIA members, the online forum and resource library have become invaluable tools for industry professionals. More than 3,200 unique individuals have signed into the NHIA Community since launch.

The online member forums see daily activity where professionals across all roles in home infusion collaborate on solutions to common challenges. The Community saw more than 500 posts across 203 discussions throughout the year and activity continues to grow.

The NHIA member resource library, accessible within the Community, houses valuable resources for members including reimbursement references, clinical recommendations and guidelines, research, the digital version of INFUSION Magazine and magazine archive, policy and advocacy resources, and more. Members viewed more than 5,900 resources in 2023, and these tools garnered over 2,800 downloads.



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NHIA Committees

NHIA committees bring together the thought leaders and experts in home and alternate site infusion therapy to complement and support staff efforts in promoting and achieving 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. The committee structure reflects the growing interests of NHIA membership and allows new opportunities for participation.

NHIA's committees undertook critical work to support the industry in 2023, the first full year under a revamped committee structure that helped to increase diversity and participation as well as reflect the more pertinent needs of the industry. NHIA also recruited and formed a new nursing task force. In 2023, NHIA committees undertook a wide array of projects to provide member value and drive progress in the industry. Among the many activities, NHIA Committees were instrumental in the launch of multiple new education products, including the Clinical Connect and Operations Elevation webinar series, Sterile Compounding Advanced Certificate Training and USP webinar series, new CE content and feature articles as well as additional conference and nonconference education. The committees also support research efforts and developed standard definitions for electronic mechanical pump events, a nursing workforce study and have begun work on a nursing time study.

Committee work was also integral in establishing a new practice standard for electronic mechanical pump selection, defining situations where a pump is recommended to administer an infusion medication. Work is also underway to develop an assessment tool to help clinicians determine if and how new products can be administered in the home.

To help educate new and existing members on the benefits, tools and resources available to them, committee involvement also served to develop the framework for a robust membership awareness campaign as well as initiate a new engagement opportunity for new members—Welcome Wednesday webinars—that provide a once-a-month orientation for new members.

Committees:

Clinical Practice

Chair: **Felicia Schaps, RN, MSN-ED, CRNI, OCN, CNSC, IGCN, VA-BC**

Education

Clinical & RN Essentials Chair: **Suzanne Kluge**

Leadership Chair: **Cheryl Gast-Whitaker, MBA, FNHIA**

Nursing Taskforce: **xxx**

Revenue Cycle Chair: **Heather McNeill**

Sales & Marketing Chair: **Monica Bandy, FNHIA**

Medicare Contractor Advisory

Chair: **Penny Allen, RD, CNSC, FNHIA, FASPEN**

Membership Advisory

Chair: **Mary Jo Griffin**

Payer Advocacy and Relations

Chair: **Glenel Tillich, FNHIF**

Quality & Standards

Chair: **Carolyn Carlson, RN, BSN, MBA**

Sterile Compounding Practice

Chair: **Barbara Petroff, MS, RPH, BCSCP, FASHP, FNHIA**



[Join our volunteer list!](#)

[Sign up to get involved and be notified of committee openings.](#)

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 in 2023.

NHIA Board Officers and Executive Committee

Chair

John Rademacher
Option Care Health

Vice Chair

Gregory LoPresti
Upstate HomeCare

Second Vice Chair

Dee Grein
OptumRx

Treasurer

Bob Calway
New England Life Care

Past Chair

Tim Affeldt
Fairview Pharmacy Services

At-Large

Eric Ho
Paragon Healthcare Inc.

Non-Voting

Connie Sullivan, BSPHarm
National Home Infusion
Association

Board Members

Rowena Birnel, RPh
Infusion Solutions Inc.

Andy Copeland
PromptCare

Frank Esposito
KabaFusion

Noah Franz (interim member)
Froedtert Health Pharmacy
Solutions

Kathleen Patrick
Chartwell Pennsylvania, LP

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

Melinda Silolahti
Amerita, Inc.

David Vermeulen
UC Davis Health

Drew Walk
Soleo Health

NHIA Staff

Connie Sullivan, BSP Pharm

President & 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

Ryan Garst, PharmD, MBA, IgCP, BCSCP

Senior Director of Clinical Services

Michelle Simpson, PharmD, BCSCP, MWC

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

Marianne Buehler, CPhT

Director of Revenue Cycle Support

Scott Kesselman

Director of Marketing and Communications

Crissy J. O'Donnell

Director of Membership Services

Jeannie Counce

Editorial Director, *INFUSION Magazine*

Erica Platner

Director of Events

Shanika Reese

Executive Assistant

Jennifer Lyons

Data and Quality Analyst

Sage Arnold

Marketing Coordinator

Cathy Hedge

Website & Analytics Specialist



NHIA 2023 Financial Summary

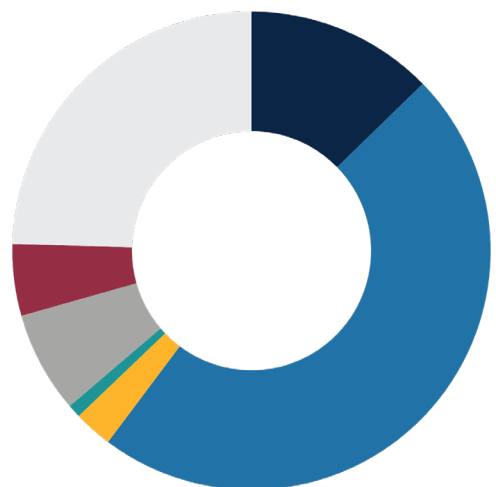
REVENUE \$5,319,113

Membership Dues	\$2,231,446
Advertising	\$407,612
Programs	\$967,355
Conference	\$1,712,702



EXPENSES \$5,169,774

General Administration	\$656,795
Human Resources	\$2,457,386
Magazine	\$135,252
Marketing	\$45,844
Lobbying & Advocacy	\$355,238
Programs	\$250,282
Conference	\$1,268,977



Cash Position ending 12/31/23 -
\$2,945,963





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