

# CASE STUDY

## DBA KCCARE HEALTH CENTER TRANSFORMS PATIENT CARE FOR THE UNDERSERVED COMMUNITIES



Elevating Patient Health with ScriptPro's Pharmacy Solutions



**Dr. Kamile Johnson, PHARM.D**

Vice President of Pharmacy Services

~ DBA KCCARE Health Center

### INTRODUCTION AND INTENDED OUTCOME

For nearly 50 years, the DBA KCCARE Health Center has served as a healthcare lifeline for Kansas City's most vulnerable populations. As a private, nonprofit, and Federally Qualified Health Center (FQHC) organization, it offers a comprehensive range of services, including primary care, HIV care, dental services, behavioral health support, and an in-house pharmacy. The Health Center serves over 21,797 patients across four locations and two mobile units, addressing the needs of underserved and uninsured communities.

An important development in DBA KCCARE's service offerings came in 2015 when the Health Center recognized the need to integrate pharmacy services into its care model. They made the strategic decision to establish an in-house pharmacy to better serve its patient population. To bring this vision to life, the Health Center brought on Vice President of Pharmacy Services Kamile Johnson, PharmD.

"When the Health Center approached me, they understood that having a Pharmacy Services Program was essential to the continuity of care for our patients," said Dr. Johnson. "Many of our patients can't easily access or afford prescriptions from outside pharmacies. By offering medications in-house we could make a real difference."

The timing was ideal, as DBA KCCARE had recently earned FQHC status, qualifying them for the 340B Drug Pricing Program, which helps reduce medication costs for eligible patients. With this program in place, Dr. Johnson detailed the requirements for launching the outpatient pharmacy. By March 2016, the Health Center received its pharmacy license, and in September, the pharmacy officially opened its doors.

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“**100%.  
Absolutely.  
I would do  
it again,  
and I would  
do it with  
ScriptPro.**”

**Dr. Kamile Johnson,  
PHARM.D**

Vice President of Pharmacy  
Services

~ DBA KCCARE Health Center

## EXPANDING PHARMACY SERVICES WITH 340B PROGRAM

“The 340B program has been a game changer for us,” said Dr. Johnson. “The savings we generate go directly back into the Health Center, which has allowed us to hire additional staff and offer expanded pharmacy services, such as vaccines. We’re also exploring options for delivery services and adding more specialty care.”

With pharmacy services integrated into the Health Center’s broader care model, prescription adherence improved. “Having our pharmacy in-house gives us access to our patients’ health records, enabling us to closely track outcomes and ensure compliance with treatment plans,” said Dr. Johnson. “As a FQHC organization, and a patient-centered medical home, we already track key health metrics like hypertension and diabetes. I’m eager to see how the addition of our Pharmacy Services Plan will positively impact our patients’ health over time.”

The DBA KCCARE Health Center’s patient base is diverse, including the uninsured to the under-insured, such as small business owners and hourly wage earners, as well as those fully insured through private companies. The pharmacy also assists with patient co-pays via a Medication Assistance Fund, supported by donations from local community members and companies.

## GROWTH LEADS TO NEW PHARMACY SPACE

By 2022, the demand for DBA KCCARE’s pharmacy services outpaced the physical space available. Longer wait times and cramped conditions prompted Dr. Johnson and her team to explore expansion opportunities. A larger space adjacent to the current pharmacy became available, but the complexity of managing multiple vendors created challenges.

That’s when DBA KCCARE turned to ScriptPro, a trusted partner in pharmacy automation, to manage the expansion. “Juggling multiple vendors is a daunting task,” Dr. Johnson explains. “ScriptPro made everything easier by coordinating the process from start to finish.”

## A SEAMLESS PHARMACY REDESIGN WITH SCRIPTPRO’S SUPPORT

The redesign project was a collaborative effort and a true partnership. ScriptPro worked closely with DBA KCCARE to create an optimized layout that improved both efficiency and patient experience. Within 24 hours, ScriptPro delivered a design plan featuring new cabinetry, shelving, conveyors, and a space that maximized the use of the Health Center’s existing automation systems.

The pharmacy is now equipped with ScriptPro’s SP 200 Robot, ScriptPro Pharmacy Management System, and 340B Management Package with TPMS, ScriptPro’s third-party reconciliation solution. These tools have streamlined operations, ensuring accurate dispensing and management of medications.

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*Learn more about  
how ScriptPro  
transformed  
DBA KCCARE's  
pharmacy  
operations and  
patient care.*



In April 2023, DBA KCCARE proudly opened the doors to its newly redesigned pharmacy, and the patient response was overwhelmingly positive. "They love the new space — it's bright, welcoming, and equipped with the latest technology," said Dr. Johnson. "It's a place that makes them feel valued."

## DRIVING BETTER OUTCOMES THROUGH PARTNERSHIP AND INNOVATION

DBA KCCARE's partnership with ScriptPro has been integral to its ongoing mission of providing quality care and promoting wellness in the community.

"Partnering with ScriptPro was a no-brainer," said Dr. Johnson. "Their solutions allow my pharmacists to focus on clinical work, while my technicians can devote more time to patient care. Plus, with their comprehensive offerings, we have everything we need to grow, all in one place."

## ABOUT DBA KCCARE HEALTH CENTER

The DBA KCCARE Health Center (formerly the Kansas City Free Health Clinic) is one of the oldest and largest charitable care clinics in the nation. Founded in 1971, the Health Center provides care, access, research, and education for the underserved and all people in the Kansas City community. The DBA KCCARE Health Center's clinical services include adult general primary care, HIV primary care, pediatric care, oral healthcare, and behavioral health services which are enhanced by supportive services such as case management, care coordination, and community screenings and health education.

## ABOUT SCRIPTPRO

ScriptPro is the worldwide leader in pharmacy automation. We offer a comprehensive line of over 200 pharmacy automation and management system products that have revolutionized pharmacy operations in the United States and around the world.

ScriptPro systems operate in thousands of independent chain, hospital, supermarket, and government pharmacies. From independent retail pharmacies to large health systems, ScriptPro technology and expertise enable pharmacies to participate in the healthcare system at the highest levels.

## BIOGRAPHY

Vice President of Pharmacy Services Dr. Kamile Johnson, at DBA KCCARE Health Center, has 17 years of experience as a community pharmacist. She earned her PharmD from the University of Pittsburgh and helped establish DBA KCCARE's in-service pharmacy, improving patient access and healthcare services.



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