KLAS RESEARCH | Performance Insights

Emerging Solutions Spotlight

QuicksortRx

A Real-Time Pharmacy Decision Support Platform to Decrease Medication Costs

Performance Report | **February 2023**

QuicksortRx: A Real-Time Pharmacy Decision Support Platform to Decrease Medication Costs

Why This Spotlight?

Drug procurement is a large expenditure for health systems, and it is often complex and time consuming to optimize spending. QuicksortRx hopes to reduce this burden with their pharmacy decision support platform that aims to use real-time data analysis to lower pharmacy spend efficiently. This report examines the experiences of customers using the QuicksortRx platform.

What Does QuicksortRx Do?

(a customer explains)

"QuicksortRx keeps an eye on our purchasing by doing surveillance on invoices and market trends. The product helps identify any increase in spending or any opportunity to decrease spending. The product compiles all our purchases in real time." —Analyst/coordinator

Bottom Line

Respondents are all highly satisfied with QuicksortRx's performance, reporting savings that exceed the cost of the platform. Customers highlight the high-touch approach of the vendor and list flexibility and innovation as clear strengths. The solution is still developing, and customers would like to see more functionality, such as integration with more pharmaceutical products. All customers interviewed are optimistic for QuicksortRx's future viability and believe their needs will continue to be met.

Key Competitors (as reported by QuicksortRx)
Bluesight, SpendMend, S/T Health Group

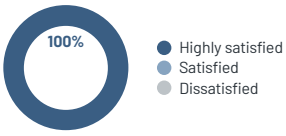
Top Reasons Selected
Flat-fee pricing structure, high-touch support team, real-time data, willingness to develop and make changes

Number of Customers Interviewed by KLAS
6 individuals from 6 unique organizations (QuicksortRx shared a list of 12 unique organizations; the list represents 100% of the customers that are eligible for inclusion in this study)

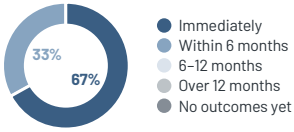
Survey Respondents—by Organization Type (n=6)

QuicksortRx
Customer Experience: An Initial Look

Overall Customer Satisfaction (n=6)



Time to See Outcomes (n=6)



Outcomes Expected by Customers

Achieved · Unexpected outcome · Pending · Not achieved

Reduction of pharmacy spending	✓
Better tracking of savings and accumulations	✓
New industry connections through relationship with QuicksortRx	★
Help maintaining 340B compliance	★

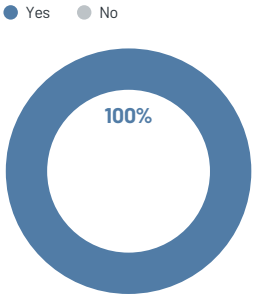
Key Performance Indicators (1–9 scale)

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
A	B+	A+	A+
(n=5)	(n=6)	(n=6)	(n=6)

Software grading scale

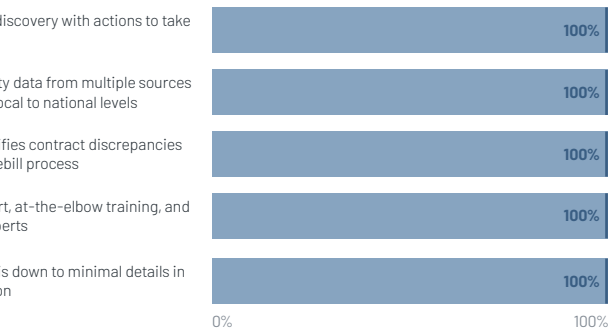
A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
A- = 7.92–8.18	B- = 7.02–7.28	C- = 6.12–6.38	D- = 5.22–5.48	

Would you buy again? (n=6)



Adoption of Key Functionality—by Organization

Percentage of interviewed organizations using functionality (n=6)



Strengths

The detailed dashboard helps maximize the product's value

"The dashboard is great; it is easy to understand any achieved savings. QuicksortRx also tracks unfavorable buying practices. If we are buying on the wrong accounts and are paying too much or if the vendor made a product recommendation and we didn't make the change, they will call that out so we can make corrections in real time." —VP/other executive

QuicksortRx is a deeply invested, adaptable partner

"The vendor's at-the-elbow support is a huge strength. Their willingness to go the extra mile and put us in contact with people who can help us out is above and beyond. The vendor's adaptability to any new reports or features that we want to see is incredible." —Manager

Real-time data synchronization

"The product compiles all our purchases in real time. That is awesome. The vendor provides a very user-friendly platform to do that surveillance. We can catch a price increase the day it happens, and that is pretty fantastic." —Analyst/coordinator

Opportunities

There could be integration with more pharmaceutical vendors

"We would like fuller integration with all of our vendors. Right now, QuicksortRx's software monitors our biggest wholesaler, and we are hoping to get EDI feeds to the rest of our vendors as well." —Director

QuicksortRx is young and still developing into a well-rounded solution

"As we have found needs, QuicksortRx has been willing to deliver new technology. Because QuicksortRx is such a young company, they will continue to develop their platform, but it might take time to get every little thing that we need." —VP/other executive

Points to Ponder

What does a customer need to do to be successful with this solution?

QuicksortRx explains

- **Designate a point person/quarterback and empower them.**
- **Commit to regular meetings with our pharmacy supply chain experts.**
- **Follow through on decisions made and follow up on action items**

Customer explains

- **Establish a process for implementing QuicksortRx's recommendations**
  "Have the resources in place to make any recommended changes. QuicksortRx does not go into our wholesaler and make purchases for us; we have to do that. To be successful, the health system has to have the ability to go into the wholesaler and make the changes to the preferred drugs that QuicksortRx has identified." —VP/other executive
- **Be prepared to engage regularly with the vendor and solution**
  "To be successful, customers need to learn how to use the solution and put in the time to monitor it. Customers need to work with the representatives dedicated to their accounts to maximize all that the representatives have to offer and make the solution work in the best way for their organization." —Manager
- **Plan to work with wholesalers as recommendations are identified**
  "One big thing that set us up for success was a routine meeting cadence with our wholesaler. Through the tool, we were able to identify a ton of contract misalignments, and we were sending emails every day; we were getting lost in all of the incident numbers. We set up regular meetings with the wholesaler so we could go over what QuicksortRx was identifying so we could make changes a little quicker." —Manager

What is the long-term viability of the solution?

Reduced pharmacy spending will likely remain a priority for many healthcare organizations. Customers recognize that QuicksortRx helps them simplify their pharmacy spending data and are confident in QuicksortRx's long-term partnership. Customers believe the decreased spending and reduced analytical burden possible with QuicksortRx will lead the vendor to be viable in the hospital pharmacy space for years to come.

"QuicksortRx has no problems with long-term viability. They are assessing drug spending with inflation, and what they are doing with shortage management is innovative. Folks are interested in making sure they have their arms around those things. With the way that drug pricing works, how frequently the pricing changes, and the ongoing issues that wholesalers have, the product is timeless." —Manager

"Pharmacy is a big spender of hospital resources, so CFOs will be coming to the pharmacy team to ask them to do a better job and be better stewards of their resources. Any type of data analytics similar to what QuicksortRx offers will be the future of pharmacy purchasing and pharmacy supply chain to look for those cost savings wherever we can to decrease drug spending for a system." — VP/other executive

QuicksortRx: Company Profile at a Glance

Founder(s)
Jonathan Yantis and Matt Hebbard

Year founded
2018

Headquarters
Charleston, SC

Number of customers
16

Number of employees
8

Funding
No further funding plans

Revenue model
Flat fee for unlimited platform access

Target customer
Academic medical centers, nonprofit health systems, and large IDNs that are taking control of their own pharmacy supply chains

Healthcare Executive Interview

Jonathan Yantis
CEO

Matt Hebbard
VP of Pharmacy

What is your background?

QuicksortRx was founded by pharmacists and technologists from the Medical University of South Carolina (MUSC) as a solution for their own pharmacy supply chain. Our founding team worked with MUSC and their pharmacy team stakeholders to develop health-system focused, intuitive pharmacy procurement software and incubated it for several years. In 2019, QuicksortRx partnered with MUSC's Foundation for Research and Development to take the tools developed at MUSC and use them to help other nonprofit health systems. We have been helping health systems realize tens of millions of dollars in cost savings ever since.

Why was QuicksortRx started?

At MUSC, we saw the potential for our hospital to be more independent and efficient, but that would require complex analysis that was difficult to do manually. Because there was not a solution on the market to unlock that potential, we developed one ourselves. Once we saw the value, we were able to uncover for MUSC and realized that we were solving a problem that almost all health systems were facing, we founded QuicksortRx as the vehicle to share our solutions and help other hospitals.

What is QuicksortRx's biggest differentiator?

Our customers appreciate the expert level of service that we provide. They enjoy working with pharmacy supply chain experts that are connected with some of the best health systems in the country and that are constantly pushing the envelope.

Solution Technical Specifications (provided by QuicksortRx)

Cloud environment
AWS multi-tenant

Development platform
Python

Database environment
SQL + NoSQL

Mobile application environment
Browser based only

Security platform
N/A

Confidentiality
No PHI accepted—NDA only

Data encryption
AES-192+ at rest and in transit

Integration approach
EDI, REST APIs

HITRUST certification
No

AI
No

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Report Information

QuicksortRx Performance Overview

All standard software performance indicators

Culture		
Keeps all promises (percent of respondents who answered yes)	(n=6)	100%
Proactive service (1–9 scale)	(n=6)	A+
Product works as promoted (1–9 scale)	(n=6)	A+
Loyalty		
Forecasted satisfaction (1–9 scale)	(n=6)	A+
Likely to recommend (1–9 scale)	(n=6)	A+
Overall satisfaction (1–9 scale)	(n=6)	A+
Part of long-term plans (percent of respondents who answered yes)	(n=6)	100%
Would you buy again (percent of respondents who answered yes)	(n=6)	100%
Operations		
Ease of use (1–9 scale)	(n=6)	A–
Quality of implementation (1–9 scale)	(n=6)	A–
Quality of training (1–9 scale)	(n=6)	A+
Product		
Delivery of new technology (1–9 scale)	(n=6)	A+
Overall product quality (1–9 scale)	(n=6)	A+
Product has needed functionality (1–9 scale)	(n=6)	B+
Supports integration goals (1–9 scale)	(n=6)	A
Relationship		
Executive involvement (1–9 scale)	(n=6)	A+
Quality of phone/web support (1–9 scale)	(n=6)	A+
Value		
Avoids charging for every little thing (percent of respondents who answered yes)	(n=6)	100%
Drives tangible outcomes (1–9 scale)	(n=6)	A
Money's worth (1–9 scale)	(n=6)	A

Software grading scale

A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
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