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CEO
National Community Pharmacists Association
www.ncpanet.org
Follow the Conversation Online

Follow NCPA on Twitter @commpharmacy for live coverage of today’s Web event

Join the conversation at #adherencereport
**Medication Adherence**: Extent to which a patient takes their medications correctly.

- Poor adherence can lead to worse health outcomes, expensive hospitalization, or even death.
- *Costs of non-adherence estimated to be as high as $290 billion.*
NCPA’s PAMA Initiative

Pharmacists Advancing Medication Adherence

• Five-year program, launched by NCPA in 2011, to advance and improve patient adherence.
Gary Langer
President
Langer Research Associates
@LangerResearch
www.LangerResearch.com
Research Objective

Examine prescription medication adherence in the U.S.

- Focus on those who use medication most regularly and therefore are at greatest risk if non-adherent
- Quantify non-adherence in a national report card

Evaluate demographic, attitudinal and experiential factors that influence adherence

- Identify possible ways to increase compliance
NCPA commissioned:

- A nationally representative survey of American adults age 40+ with at least one chronic condition for which they have been prescribed one or more medications to take on an ongoing basis
- 1,020 telephone interviews, Feb. 20–March 10, 2013
- Landline ($N = 720$) and cell-phone ($N = 300$)
• Among adults age 40+, 48% report having been prescribed a medication for a chronic condition
  – Most common: high blood pressure (57%), high cholesterol (47%)
• 2/3 have had Rx for chronic condition for 6+ yrs
• Four in 10 have seen a doctor at least 5 times in the past year, including 20% with 10+ visits
• While 83% are self-reliant, one in six relies at least to some extent on others for reminders about taking their medications
Measuring Adherence

Ask if respondents, in the past 12 months...

- Failed to fill or refill a prescription
- Missed a dose
- Took a lower or higher dose than prescribed
- Stopped taking a medication early
- Took an old medication for a new problem
- Took someone else’s medication
- Forgot whether they’d taken a medication
Results

• About three-quarters concede at least one type of non-adherent behavior in the past 12 months
• More than half report multiple non-adherent behaviors (average appx. 2)
• Non-adherence, if anything, could be understated

...Even as more than nine in 10 say it’s important to take their medication exactly as prescribed
Non-Compliant Behaviors: Past 12 Mo.

- Missed a dose: 57%
- Forgot if took: 30%
- Did not refill in time: 28%
- Took lower dose: 22%
- Did not fill new Rx: 20%
- Stopped taking: 14%
- Took an old Rx: 7%
- Took higher dose: 6%
- Took someone else's: 5%
Grading the Answers

Average across behaviors, score = 0 to 100

Assign letter grades:

• A: Completely adherent
• B: Non-adherent on 1 of 9 behaviors
• C: Non-adherent on 2 of 9
• D: Non-adherent on 3 of 9
• F: Non-adherent on 4 or more
National Report Card on Adherence

Average Grade: C+

- A: 24%
- B: 24%
- C: 20%
- D: 16%
- F: 15%
Modeling identifies six key predictors:

- Patients’ personal connection with a pharmacist or pharmacy staff
- Ease of affording medication
- Continuity of care
- Recognizing the importance of taking medication exactly as prescribed
- Feeling informed about health
- Extent medication causes unpleasant side effects
Patients’ relationships with pharmacists and doctors are critical.

- **Connectedness:** Having a pharmacist (or pharmacy staff) who “knows you pretty well” is the single strongest predictor of adherence

- **Continuity:** Always seeing the same doctor is another strong predictor
Affordability is the second-strongest predictor of adherence.

- A third overall report difficulty paying for their medications
- Among the non-adherent who find it hard to afford, 42% cite “trying to save money” as a major reason, vs. 10% of those who can easily afford their Rx
- Similar pattern for those who lack insurance and for lower-income Americans
Two further predictors reflect the key role of information in adherence:

- Recognizing the importance of taking medication exactly as prescribed
- Feeling informed about health
Predictors of connectedness:

- Pharmacy type
- Duration of having an ongoing prescription
Connectedness by Pharmacy Type

% saying pharmacist or staff "knows you pretty well"

<table>
<thead>
<tr>
<th>Pharmacy Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail order</td>
<td>36%</td>
</tr>
<tr>
<td>Chain pharmacy</td>
<td>67%</td>
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<tr>
<td>Neighborhood pharmacy</td>
<td>89%</td>
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</table>
Connectedness by Duration of Rx

% saying pharmacist or staff "knows you pretty well"

- First Rx: 2 years ago or less: 38%
- 3 to 5 years ago: 60%
- 6+ years ago: 68%
Predicting Drivers of Adherence

Recognizing importance of adherence:
• Effectiveness of medication
• Ease of taking medication as prescribed
• Concern about long-term consequences
• Connectedness with health care facility

Being informed about your health:
• Education
• Continuity of care
• Extent to which provider explains new medications
Adherence as “Extremely Important”

<table>
<thead>
<tr>
<th></th>
<th>Rx improves life a great deal</th>
<th>Less than that</th>
<th>Same provider each visit</th>
<th>Same provider less often</th>
<th>Rx very simple to take</th>
<th>Harder than that</th>
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</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>56%</td>
<td>36%</td>
<td>53%</td>
<td>44%</td>
<td>53%</td>
<td>34%</td>
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</table>
Understand “Great Deal” About Health

<table>
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<tr>
<th></th>
<th>College grads</th>
<th>HS diploma or less</th>
<th>Doctor always explains new Rx</th>
<th>Explains less often</th>
<th>Same provider each visit</th>
<th>Same provider less often</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>90%</td>
<td>75%</td>
<td>84%</td>
<td>65%</td>
<td>84%</td>
<td>71%</td>
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</tbody>
</table>
Summary

This national report card finds troubling levels of medication non-adherence:

- Millions of Americans are departing from doctors’ instructions in taking their medications
- Overall C+ is highly problematic given the risks
- One in seven, more than 10 million adults, get a failing grade
- Personal risk and systemic costs are high
- Aging population holds the prospect for increased non-adherence
Summary

Key factors influencing adherence include:

• Having a personal connection with a pharmacist
• The affordability of medication
• Having continuity of care
• Believing it is important to follow Rx instructions
• Feeling informed about one’s health
• (Not) having medication side effects
Predictors suggest pharmacists and care providers can play a critical role by:

- Establishing a personal connection with patients
- Teaching the importance of adherence
- Inquiring about and seeking to mitigate side effects
- Helping patients cope with costs
- Encouraging/providing health information
Paul DelPonte
Director of Programs, Operations & Development
National Alliance for Caregiving
www.caregiving.org
Pharmacists can help patients and caregivers overcome barriers to follow medication regimens.

- Report reinforces the role of pharmacy services like medication therapy management (MTM) and synchronized-refill programs like Simplify My Meds.
Independent Pharmacists are well-suited to boost patient adherence through connectedness:

- Patients who primarily use an independent community pharmacy are 33 percent more likely to say the pharmacy staff “knows them pretty well” than customers of national chain pharmacies & more than twice as likely as customers of mail order pharmacies.
✓ Congress should enact the Medication Therapy Management Empowerment Act (H.R. 1024/S. 557).

✓ States should adopt legislation that gives patients a choice in pharmacy services and prevents them from being forced into mandatory mail order plans.

✓ Plan sponsors should support access for patients and caregivers to the pharmacy that best meets their individual needs.

...continued
✓ Payers should not rely solely on fill rates as an indicator of quality as these metrics can produce unnecessary waste, costs to the system.

✓ Payers should remove existing barriers and encourage greater adoption of medication synchronization services as a standard of care.
Visit www.ncpanet.org/reportcard

View/download copies of:

- Full Report
- Implications for Policymakers, Plan Sponsors, Stakeholders
- Webinar Recording (allow 24 hours)
- Speaker Slides
- Speaker Bios