

2010 Benchmarks in Medication Adherence: Programs, Challenges & Results

INDUSTRY PULSE FROM THE HEALTHCARE INTELLIGENCE NETWORK™

Results of HIN monthly e-survey on trends shaping the healthcare industry.

Executive Summary

Of 1.8 billion prescriptions dispensed annually in the United States, only 50 percent are taken correctly by the patient, according to the World Health Organization. Beyond increasing risk of death, poor medication adherence is tied to as much as \$290 billion annually in increased medical costs and responsible for 33 to 69 percent of all medication-related hospital admissions in the United States, at a cost of about \$100 billion per year.

In its January 2010 **Medication Adherence** e-survey, the Healthcare Intelligence Network set out to capture the expanding focus and impact of medication adherence in the healthcare industry, from populations and health conditions targeted by medication adherence programs to the components of a successful medication adherence program. Through responses provided by 107 healthcare organizations to 23 multiple choice and open-ended questions, the survey results reveal that responsibility for medication adherence no longer solely rests with the patient but is shared by the provider, payor, pharmacist, case manager and others.

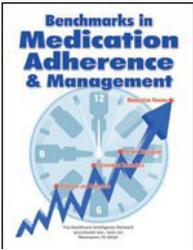
Survey Highlights

- ✓ Nearly 65 percent of responding organizations have created a program to improve medication adherence.
- ✓ According to 82.7 percent of responding organizations, individuals with multiple chronic conditions are the principal targeted population for medication adherence programs.
- ✓ Time is the single greatest barrier to implementing a medication adherence program in an organization, according to 46.2 percent of respondents.
- ✓ Sixty-nine percent say that a pharmacist is included in their medication adherence team.
- ✓ Almost 71 percent of respondents are not currently reimbursing their pharmacists if they have one involved in their adherence team, though nearly 27 percent reimburse pharmacists for medication reconciliation/review.
- ✓ About 76 percent of responding organizations say that it is too early to determine ROI generated by their medication adherence program.
- ✓ Due to the success of medication adherence programs, 57.5 percent of respondents have seen a decrease in drug therapy problems.



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Go to

<http://store.hin.com/product.asp?itemid=4006>
to order the special report,
2010 Benchmarks in Medication Adherence and Management,
and view other useful resources for making a difference for you, your team and your organization.

Disclaimer: HIN survey results are not based on a scientific sampling but on the number of responses to the HIN monthly online survey at <http://www.hin.com>.

Key Findings

- ✓ Medication Adherence Among Populations:
 - ▶ Diabetes is the condition that poses the greatest opportunity for organizations to improve medication adherence among its populations, according to 73.1 percent of respondents.
 - ▶ When asked to name the most common barriers to medication adherence in their populations, 57.4 percent say cost, while 53.7 percent say not being able to “see” results of drug therapy.
 - ▶ Nearly 76 percent of responding organizations review prescription refill patterns to assess and monitor medication adherence among their patients.
 - ▶ Almost 57 percent of responding organizations without a current program say that they will create programs to improve medication adherence in the next 12 months.

- ✓ Program Details:
 - ▶ About 94 percent of responding organizations include patient information/education in their medication adherence program.
 - ▶ Telephonic reminders are the most popular technology in use in medication adherence programs, with 57.8 percent of respondents reporting this technology.
 - ▶ According to 88.4 percent of responding organizations, their program has successfully increased medication adherence. Also, 60.5 percent have experienced a decrease in hospital admissions.
 - ▶ Efforts to improve medication adherence mainly occur during a regular clinic/office visit, according to 55.1 percent of respondents.
 - ▶ Nearly 41 percent of responding organizations say that it is the primary care provider who has primary contact with patients for the purposes of improving medication adherence, while nearly 37 percent assign this responsibility to either a case manager or a health advisor/health coach.

About the Survey

The Medication Adherence survey was administered in January 2010 via the Healthcare Intelligence Network Web site at <http://www.hin.com>. Respondents were invited to take the survey via e-mail, e-newsletter and social networking reminders throughout the month. A total of 107 healthcare organizations responded to the survey. The survey included 23 separate questions, with multiple responses possible on some questions. Some of the questions were open-ended, inviting participants to write in their responses. Not all surveys were fully completed. Survey results were compiled by the Healthcare Intelligence Network.



Respondent Demographics

Responses to the January 2010 Medication Adherence survey were submitted by 107 organizations. Of 87 respondents identifying their organization type, 26.1 percent were health plans, 21.7 percent were hospitals, 13 percent were either disease management or physician organizations, 10.9 percent were health coaches, 8.7 percent were from behavioral health organizations, 4.3 percent were pharmacies and 2.2 percent were retail pharmacies.

About the Healthcare Intelligence Network

The Healthcare Intelligence Network (HIN) is an electronic publishing company providing high-quality information on the business of healthcare. In one place, healthcare executives can receive exclusive, customized up-to-the minute information in five key areas: the healthcare and managed care industry, hospital and health system management, health law and regulation, behavioral healthcare and long-term care.

Related Resource

Need more details from the survey? **2010 Benchmarks in Medication Adherence and Management** provides actionable information from 107 healthcare organizations on their efforts to improve medication adherence and compliance in their populations and the impact that medication therapy management programs are having on adherence levels, medication costs, ER visits, hospital and nursing home admissions, risk of death and other areas of concern. This 35-page resource provides metrics and measures on current and planned medication adherence programs as well as program elements, lessons learned, challenges and benefits and early returns from successful medication adherence initiatives, presenting the data in more than 40 easy-to-follow graphs and tables.

For more information, please visit: <http://store.hin.com/product.asp?itemid=4006>

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