



NCODA Patient Satisfaction Survey within Medically Integrated Dispensing Practices

National Community Oncology Dispensing Association, Inc., Community Link Program Students of Syracuse University, NCODA Member Affiliated Pharmacies

Background

- NCODA consists of a network of collaborative oncology practices dedicated to oral chemotherapy treatment for cancer patients across the United States.
- In-office Dispensing performing as Medically Integrated Pharmacies (MIP) have been regarded as a high touchpoint care model that allows for effective oncology treatment management due to the environment fostering a close relationship between patient, provider and pharmacy staff
- Cancer therapies continue to become more complex and resource dependent, requiring the oncologist and staff to take on a larger role in patient treatment. MIP services offer an additional level of support for an improved continuity of care within oncology practice.
- Factors such as convenience, patient interaction, and time differ greatly between MIP and specialty/mail-order pharmacy where the majority of oral oncology medicine is dispensed from a remote site
- NCODA as an organization looks to demonstrate how effective in-office dispensing pharmacies can be with improved patient convenience and satisfaction

Objective

- The purpose of the study was to determine overall feedback from patients of NCODA member practices across multiple service factors in order to showcase the satisfaction of patients from in-office dispensing facilities

Study Design

- The patient satisfaction survey for NCODA was designed by the Community Link program from the Maxwell School of Citizenship and Public Affairs of Syracuse University with multiple factors used to account for overall satisfaction, and pharmacy demographics
- Upon visiting and receiving medications from the participating facilities, patients were asked to complete the survey
- Data has been collected from NCODA affiliated pharmacy networks from 13 states across the country: NY, PA, ME, OH, IA, FL, UT, TX, WA, NE, AL, NC, AZ
- Primary Outcome Measure
 - Determining overall patient satisfaction within in-office dispensing practices

Methods

Data Collection:

- The data was collected from survey of participants receiving specialty non-mail order cancer drugs from participating pharmacies nationwide. From the target population of patients within NCODA member pharmacies, **1200+** responses were collected in total at this time.
- Survey answers that were excluded included illegible and unfinished survey responses

Data analysis

- Patient Satisfaction Surveys were tabulated and analyzed based on different satisfaction criteria such as Convenience, Time, Staff Interaction, and Overall
- Data recorded was also coded for similar responses regarding financial assistance and reasons for patient preference for filling oncology medications
- Other demographic factors analyzed included but were not limited to: distribution of gender, preference between pharmacy choices

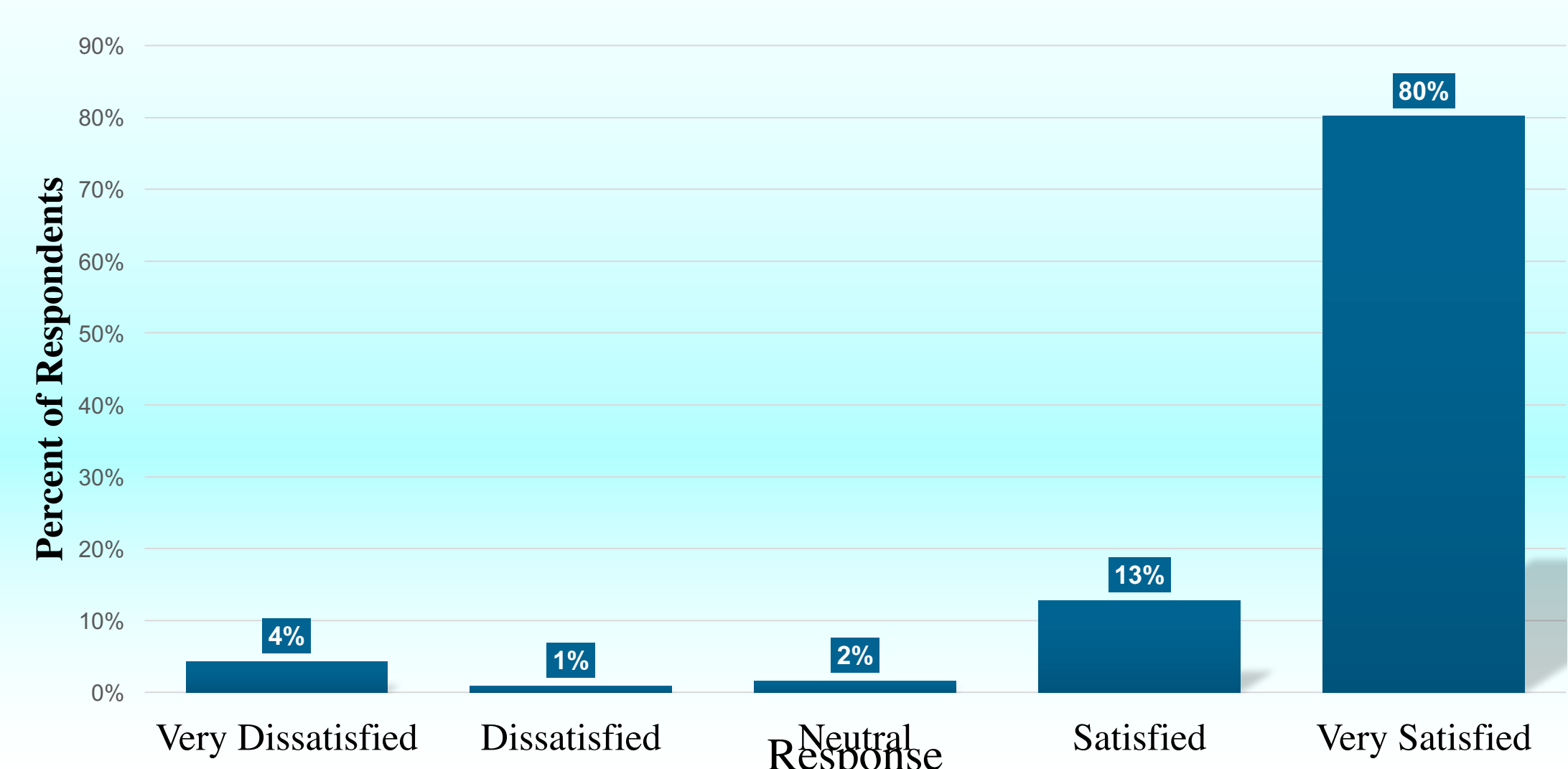
The screenshot shows a survey form with the following sections:

- Header: NCODA National Community Oncology Dispensing Association, Inc. PASSION FOR PATIENTS
- Navigation: < HealthCare Facility >, < Street >, < City, ST, Zip >, < Phone >
- Introductory text: Please take a few minutes to tell us how we can best meet our patient's needs.
- Question 1: Where do you get your oncology medication(s)? Pharmacy in doctor's office Mail-Order
- Question 2: Are you required to use a mail-order pharmacy for any of your medications? Yes No Don't Know
- Question 3: If yes, explain why? _____
- Section: Please rate the following areas for pharmacy type selected above:
- Table with 6 columns: Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied, Don't Know
- Rows: Convenience of receiving prescriptions, Time involved to receive prescriptions, Your interaction with the staff, General satisfaction
- Question 4: Has the pharmacy helped you with any co-pay/foundation assistance? Yes No Don't Know
- Question 5: If yes, how satisfied are you with the assistance you received? Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied
- Question 6: Where would you prefer to fill your oncology medications? Pharmacy in doctor's office Mail-Order No preference
- Text: Please add additional comments or explanations to previous question(s).
- Form fields: Gender: Female Male; Zip Code; Date
- Footer: NCODA, Inc PO Box 308 East Syracuse, NY 13057

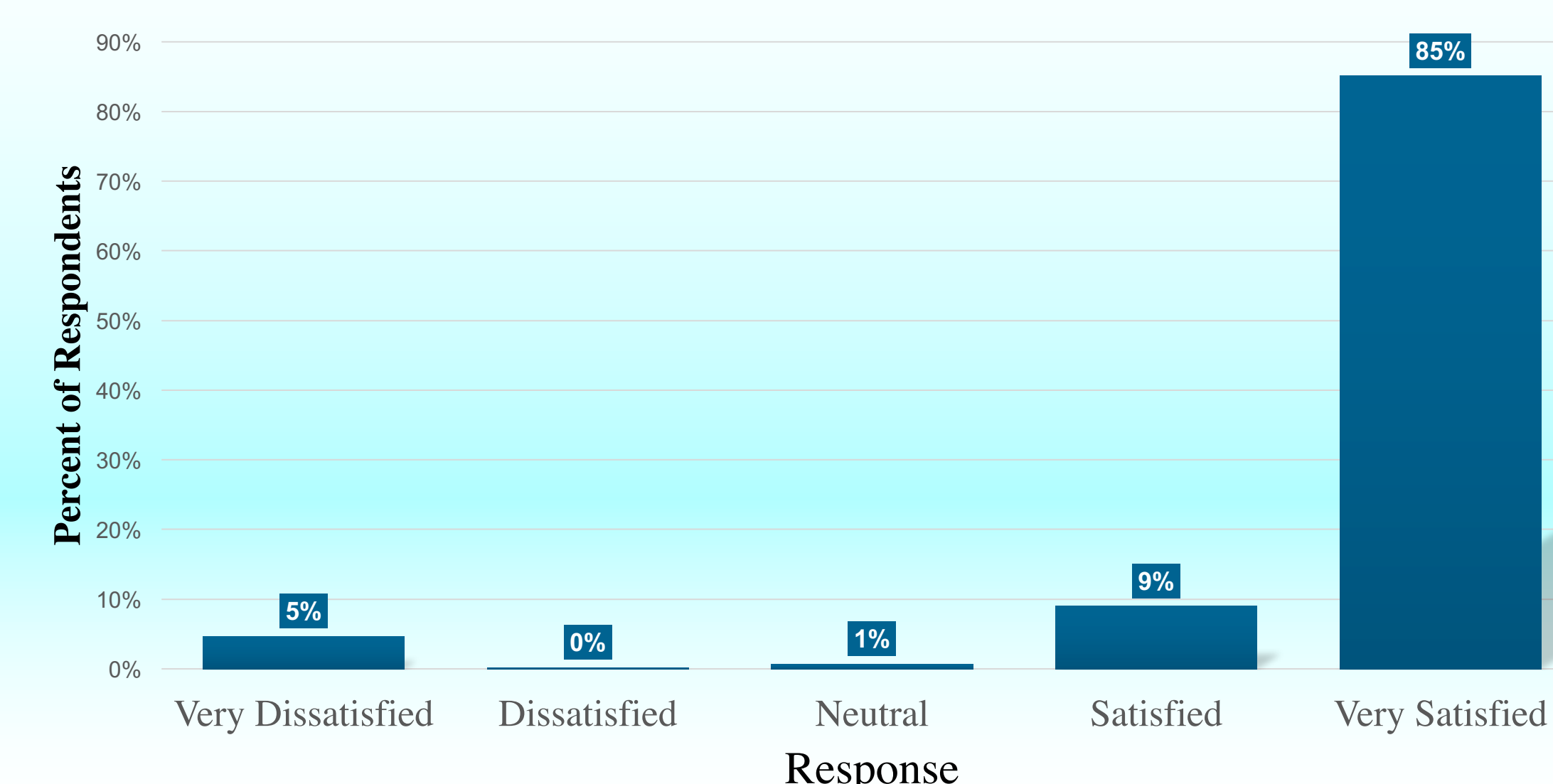
Discussion

- The results displayed include 4 different criteria based on 5 levels of satisfaction for convenience of receiving prescriptions, time involved to receive prescriptions, interaction between staff, and general satisfaction
- Respondents given surveys attributed to greater than 90% full completion rate
- Based on the sample size (45% male and 55% female), over 90% of patients had reported either satisfied or very satisfied among all 4 given criteria
- Coding responses of patients as to the reason for using an in-office MIP service, approximately 80% had responses categorized as positive in line with their satisfaction ratings
 - Sample of positive responses: “Convenient and interaction with the pharmacist”, “Very easy to work with. Staff is friendly and go out of their way to help”
- Dissatisfaction was attributed to individual patient experiences and do not seem to correlate to a systematic issue

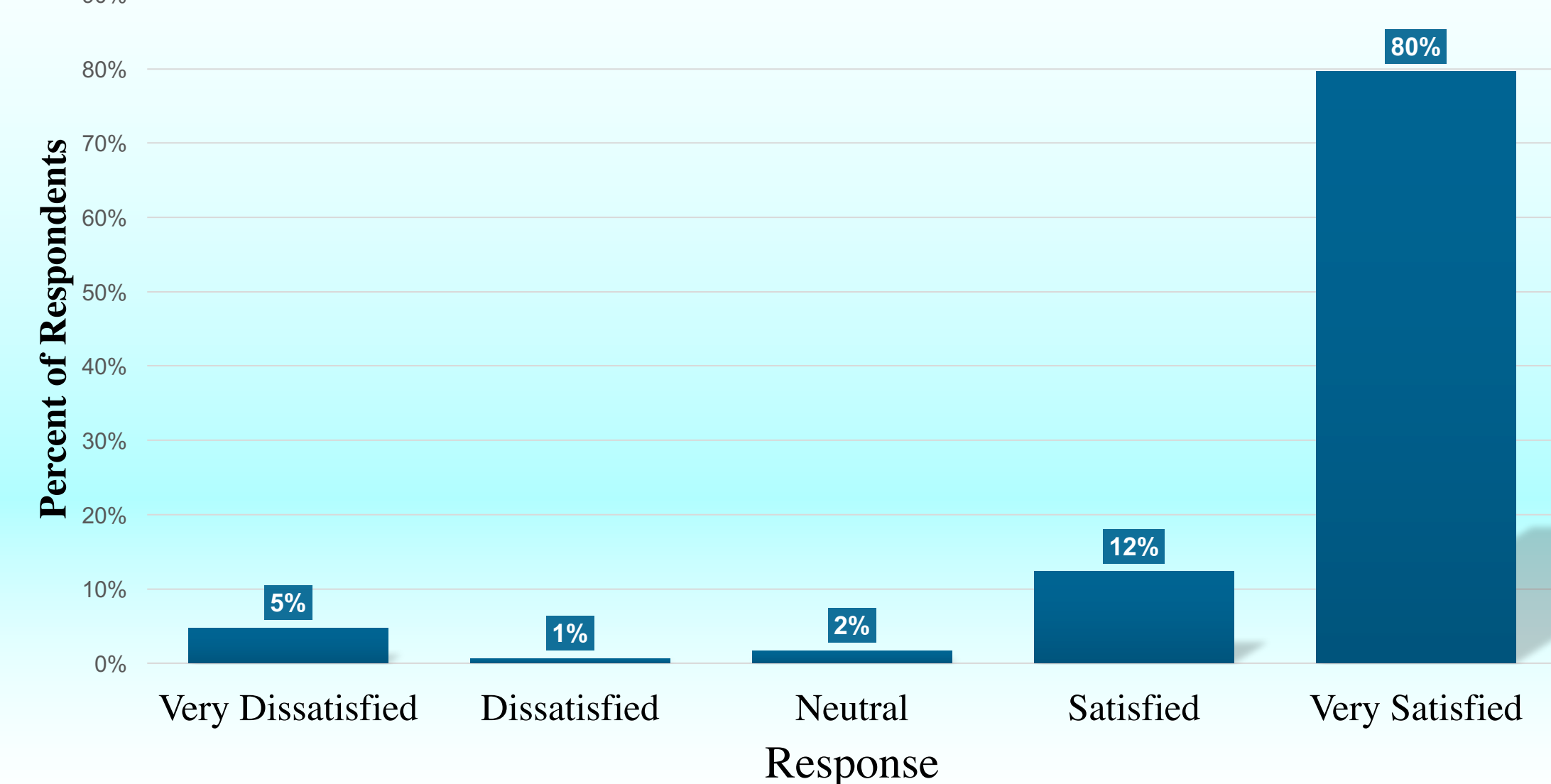
Respondents Satisfaction of Convenience of Receiving Prescriptions
n= 1,057



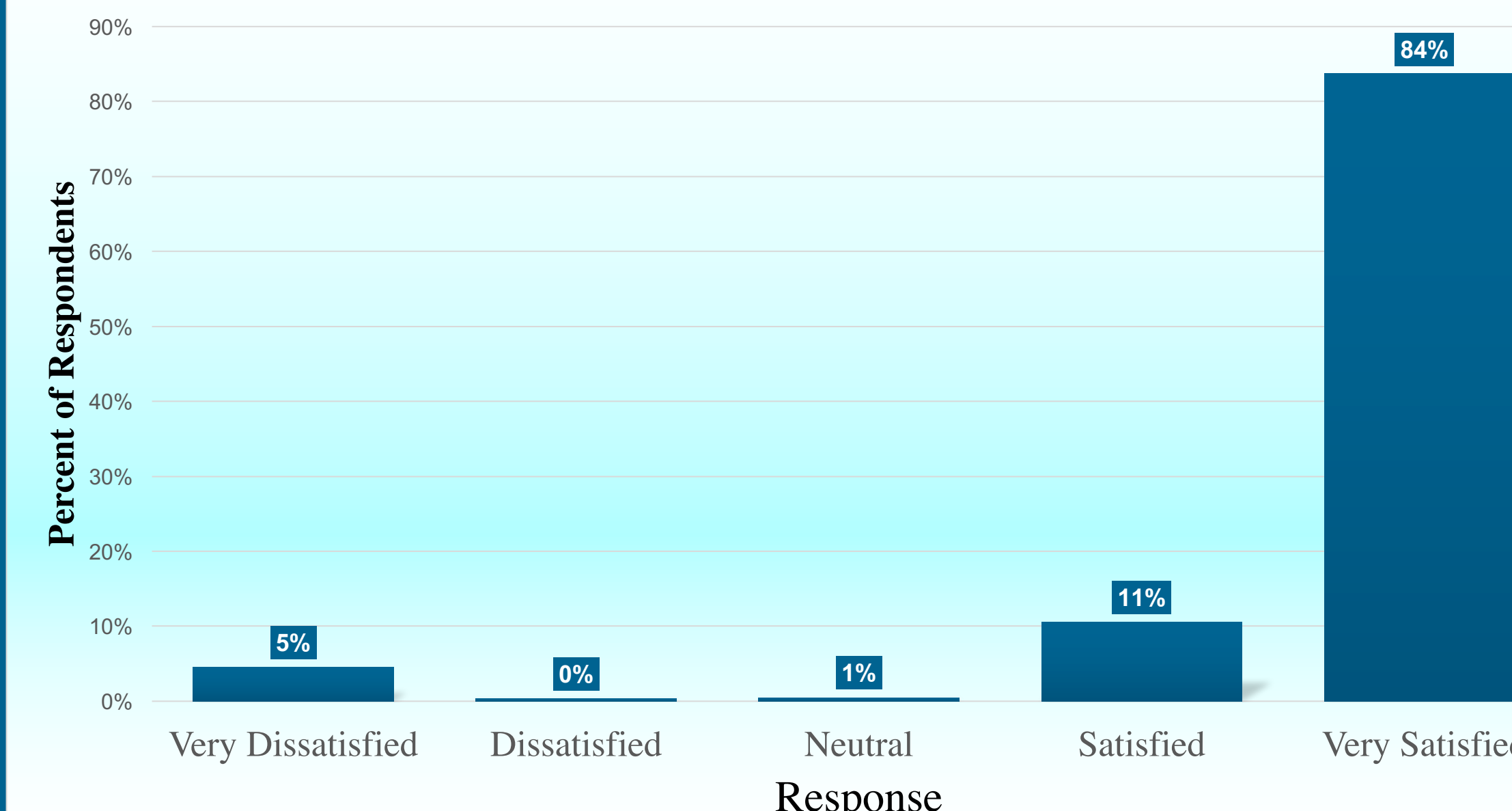
Respondents Satisfaction with Staff Interaction
n= 1,079



Respondents Satisfaction with Time Involved to Receive Prescriptions
n= 1,069



Respondents Level of Overall Satisfaction
n= 1,077



Conclusion

- Although specialty/mail-order pharmacy may have benefits in convenience of delivery, medically integrated pharmacy has a value of convenience as well. MIP convenience is valued through the close interaction with the health care provider utilizing knowledge within the office to create a collaborative group effort to managing patient therapies
- In terms of pure satisfaction, MIP services rank high amongst patients looking for well managed and vigilant care with their provider and pharmacy staff.
- Future use and research of this information will be to look at the main differentiators of MIP vs. specialty/mail-order pharmacies and where that translates to overall satisfaction, with or without being linked to cost benefit

References

- Egerton N. In-Office Dispensing of Oral Oncolytics: A Continuity of Care and Cost Mitigation Model for Cancer Patients. Am J Manag Care. 2016;22 (4 Suppl): S99-S103
- Nubla J, Orzechowski R, Budge A. Patient Satisfaction Surveys: A Continuous NCODA Initiative for Improvement Within the Oncology Dispensing Practice. Am J Manag Care. Evidence Based Oncology. 2018
- Tom B. In-Office Dispensing Is Better Value [Internet]. OncLive. [cited 2017Sep10]. Available from: <http://www.onclive.com/publications/oncology-business-news/2016/august-2016/inoffice-dispensing-is-better-value>

*Authors have the following relationship(s) to disclose related to this presentation: No relationships to disclose