

Improved Outcomes Post-Enrollment In High Touch, Tailored Pharmacy: Meeting Patient Needs

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INTRODUCTION

Many ESRD patients struggle with reliable pharmacy access. Oral medication access barriers can include lack of transportation, insurance and financial issues, and pharmacy support. These challenges may lead to poor patient outcomes and a lower quality of life.

In addition to providing patient insight into the problem, this poster presents how DaVita[®] is responding to meet patients' access needs.

KEY POINTS

- Survey of 1,662 ESRD patients identified several barriers to oral medication compliance ranging from a lack of delivery or flexible payment plan to unreliable stock of renal medications
- Created in 2005, DaVita RxSM is a tailored solution for ESRD patients, designed to address medication access barriers
- A case study illustrates the potential clinical improvement that can be realized when access barriers for a patient are removed

We thank the patients who participated in this study, Dialysis Patient Citizens for spearheading and conducting the survey, and DaVita Clinical Research[®] for support in preparing this poster. DCR is committed to advancing the knowledge and practice of kidney care.

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1 PHARMACY SURVEY

To understand how various challenges affect patients and oral medication compliance, we conducted a survey of in-center hemodialysis patients (N=1,662) at DaVita dialysis facilities in Georgia and North Carolina.

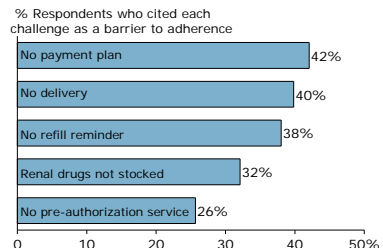


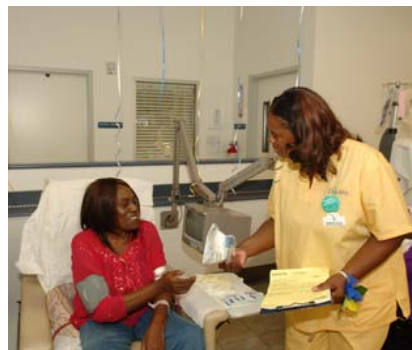
Figure 1: Selected Survey Results

- Figure 1 shows that a high percentage of dialysis patients had difficulty obtaining access to either local pharmacies (40%) or to the actual medications they required (32%)
- Insufficient pharmacy services also impact ESRD patients: 38% of patients sometimes miss refills because their pharmacy did not offer an automatic refill program, 42% of patients cited a lack of flexible payment options as a barrier, and 26% cited insufficient prior-authorization assistance as a barrier to consistent access

2 DAVITA Rx OVERVIEW

As of February 2009, DaVita Rx provides care to patients in 38 states. DaVita Rx is designed specifically to address the challenges faced by ESRD patients. To accomplish this, DaVita Rx provides the following services:

- Payment options for patients
- Delivery of prescriptions drugs to patients while they dialyze and receive care in DaVita clinics
- Refill management system that sends patient their medications on the schedule prescribed by their physicians
- Insurance specialists who manage the prior authorizations and step therapy requirements for patients' insurance plans



3 PATIENT PROFILE

One example of the clinical potential of DaVita Rx is seen in a 37 y/o African American female patient diagnosed with ESRD and diabetes.

She faces many challenges procuring her medications on a regular basis; she is legally blind and dependent on others for transportation. Like many ESRD patients, she has limited financial resources and is dependent on Medicare/Medicaid for most of her treatment costs.

She enrolled in DaVita Rx in July 2007 and observed both clinically measured (see Figure 2) and self reported improvements in her overall health. She experienced 3 medication-related hospitalizations prior to enrolling with DaVita Rx and zero post-enrollment.

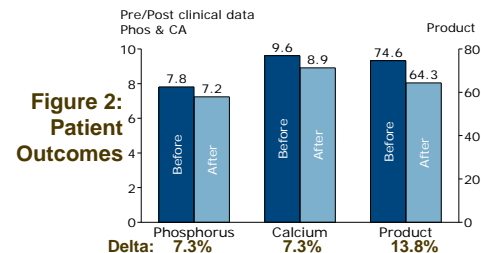


Figure 2: Patient Outcomes

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