

## **IMPROVED OUTCOMES POST ENROLLMENT IN HIGH TOUCH, TAILORED PHARMACY—MEETING THE PATIENTS' NEED**

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Many ESRD patients struggle with reliable pharmacy access. These challenges may lead to poor patient outcomes and a lower quality of life. Access is defined as transportation, insurance and financial issues, or pharmacy support. To demonstrate that pharmacy issues affect compliance, we conducted a survey of in-center hemodialysis patients at DaVita dialysis facilities in Georgia and North Carolina. Survey results on 1,662 patients showed that a high percentage of dialysis patients were indeed having difficulty obtaining access to either local pharmacies (40%) or to the actual medications they required (32%). 38% of patients sometimes miss refills and go without their medication because their pharmacy did not offer an automatic refill program. Finally, 42% of patients cited a lack of flexible payment options as a barrier to consistent access. As a tailored solution for ESRD patients, DaVita Rx was created in 2005 to provide prescription drug services, including delivery to patients while they dialyze, to patients receiving care in DaVita clinics. As of November 2008, DaVita Rx provides care to patients in 33 states. DaVita Rx removes common access barriers for patients, thus supporting improved compliance, which improves outcomes and may ultimately reduce the total cost of care. One example of the program's success 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 self reported and clinically measured improvements in her overall health outcomes. A 10-month period pre- and post-enrollment showed her average Phosphorus values dropped 7.3%, average Ca value improved 7.3% and Ca/Phos improved 13.8%. Additionally, the patient reported 3 medication-related hospitalizations prior to enrolling with DaVita Rx and 0 post enrollment. This patient's results are reflective of the improved outcomes seen in other Rx participants.