



## The Value Pharmacists Provide to Your Health and Wellness Strategy

Stevan Mizimakoski  
Melissa Williams  
Elizabeth Davenport  
Vince Workman

### Objectives

- **To demonstrate how pharmacists can help individuals manage their health.**
- **To share how employers have leveraged community pharmacy.**
- **Recommend considerations when selecting a pharmacy network**



# To demonstrate how pharmacists can help individuals manage their health

Objective 1



Pharmacists are a valuable resource and pharmacy can help you manage your overall spend

- How often does the average person see their pharmacist per year?
  - 35 times, which is 5-7 times more than any other healthcare provider
- What are the areas that a pharmacist can impact most
  - Medication adherence
  - Immunization compliance
  - Disease state education and awareness



# Medication nonadherence is a costly national problem

Estimated cost of nonadherence in the United States



Total cost of nonadherence for adults with diabetes, hypertension or dyslipidemia



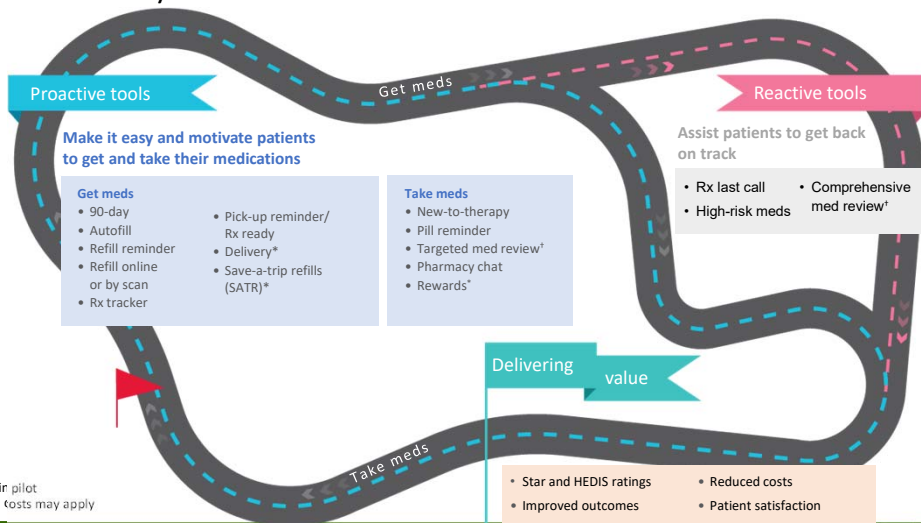
Total cost of medication-related hospitalizations due to nonadherence



1. New England Healthcare Institute. Thinking outside the pillbox. [http://www.nehi.net/writable/publication\\_files/file/pa\\_issue\\_brief\\_final.pdf](http://www.nehi.net/writable/publication_files/file/pa_issue_brief_final.pdf). August 2009. Accessed June 15, 2015.  
 2. Nasseh K, Frazee SG, Visaria J, Vlahiotis A, Tian Y. Cost of medication nonadherence associated with diabetes, hypertension, and dyslipidemia. *Am J Pharm Benefits*. 2012;4(2):e41-e47. 3. Phrma. Improving medication adherence is key to better health care. [http://www.phrma.org/sites/default/files/pdf/PhRMA\\_Improving%20Medication%20Adherence\\_issue%20Brief.pdf](http://www.phrma.org/sites/default/files/pdf/PhRMA_Improving%20Medication%20Adherence_issue%20Brief.pdf). Published January 2011. Accessed June 15, 2015.



# Pharmacy tools and resources can provide touch points to help members stay on track



\*Currently in pilot  
 \*Additional costs may apply



## Low vaccination rates contribute to increased illness and higher costs

Only 40% of adults (2 out of 5) get a flu shot each year<sup>1</sup>



Almost 50% of those still get shots at a costly medical location<sup>2</sup>

1. Flu vaccination coverage, United States, 2015-16 influenza season. Centers for Disease Control and Prevention Web site. <https://www.cdc.gov/flu/fluview/coverage-1516estimates.htm?ncid=txtInkusaolp00000618>. Updated November 1, 2017. Accessed April 17, 2018.
2. Influenza. National early-season flu vaccination coverage, United States, November 2017. Centers for Disease Control and Prevention Web site. <https://www.cdc.gov/flu/fluview/nifs-estimates-nov2017.htm>. Accessed April 3, 2018.

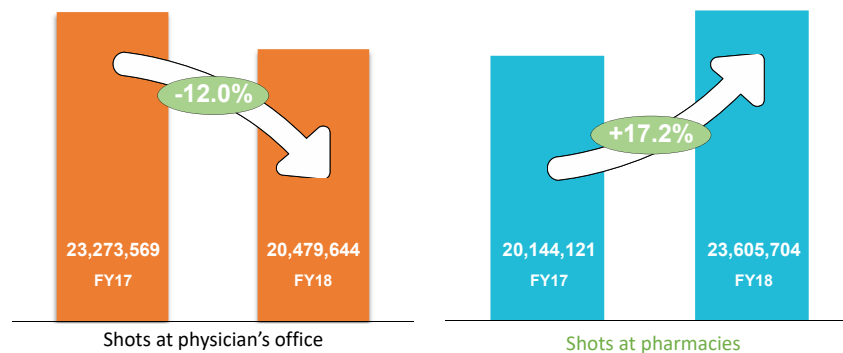
©2018 Walgreen Co. All rights reserved.



## More people choosing pharmacies for flu shots

### Flu shot volume at physician's office and at retail (IQVIA)

August to November 2017



Retail - IQVIA, RxInsight, retail pharmacy only.  
Physicians - Projected number of patients receiving flu vaccine in physician offices – IQVIA quintiles – medical claims reported among patients age 18+

©2018 Walgreen Co. All rights reserved.



Pharmacists have a vast knowledge of medications and disease states

- Diabetes management
- Hypertension
- Hyperlipidemia
- HIV
- Hep C
- Tobacco cessation
- Opioid use
- And more...



# To share how employers have leveraged community pharmacy

Objective 2



## Employer 1

### Pharmacy partnership description

- Maintain an open retail network
- Partner with one pharmacy for worksite immunizations
- Leverage local pharmacists to attend onsite educational events
- Refer employees to local retail clinics for onsite clinic off-hours
- Benefits leadership annual meeting to ensure alignment on goals and solutions

### Outcomes

- 74% participation in new-to-therapy calls (leads to improved adherence)
- 31% worksite immunization participation
- Trusting, collaborative partnership between pharmacy provider and employer as a result of multiple touch-points



## Employer 2

### Pharmacy partnership description

- Preferred pharmacy network (retail, mail, specialty)
- Custom formulary
- Weekly onsite pharmacists focused on diabetes, medication management, cost savings, and immunizations
- Quarterly strategy meetings with benefits leadership and bi-weekly task log meetings

### Outcomes

- Cost savings for retail and specialty
- High medication adherence rates
- Member satisfaction with employee benefits
- Diabetes program participants improve blood pressure and A1c
- Member cost savings as a result of pharmacist interaction



## Employer 3

### Pharmacy partner description

- Worksite pharmacy (and patient-centered medical home)
- Open retail network with preference for worksite location
- Pharmacist-led diabetes condition management and education program
- Pharmacist-HR partnership on formulary and benefit design/copay structure
- Medication synchronization, late to refill and soon to fill calls
- Monthly review and engagement of patients with medication adherence <80% (mental health, diabetes, hypertension, dyslipidemia, HIV, specialty, respiratory)
- Daily monitoring and patient engagement regarding medication adherence (adherence stamp program)

### Outcomes

- Significant reduction in client's overall diabetes and hypertension healthcare spend
- Therapeutic Interchange Program (up to \$60k in direct medication cost savings per month)
- Enhanced patient experience (Access, Respect, Trust)
- Overall medication adherence 15% better than community



# Considerations when selecting a pharmacy network

## Objective 3



## Key areas of consideration

- Cost – pricing, transparency, direct contracting, intangibles
- Access
- Expertise
- Demonstrated results (adherence)
- Trust, Care



## Objectives

- **To demonstrate how pharmacists can help individuals manage their health.**
- **To share how employers have leveraged community pharmacy.**
- **Recommend considerations when selecting a pharmacy network**





# Questions

Melissa Williams – [Melissa.Williams@walgreens.com](mailto:Melissa.Williams@walgreens.com)

Stevan Mizimakoski – [Stevan.Mizimakoski@walgreens.com](mailto:Stevan.Mizimakoski@walgreens.com)

