ACTIONABLE INSIGHTS FROM THE
National Association
of Specialty Pharmacy

2018/19 PATIENT
SATISFACTION SURVEY

An analysis of data from pharmacies
across the industry reveals new opportunities
to improve patient satisfaction

FEBRUARY 2020

NASP | PATIENT SURVEY

EXECUTIVE SUMMARY

The National Association of Specialty Pharmacy (NASP) serves as the unified voice of specialty pharmacy in the U.S. and is dedicated to education, national policy advocacy, and engagement of all stakeholders in the specialty pharmacy industry. The increasingly diversified specialty pharmacy marketplace has patients, prescribers, payers, drug manufacturers, and pharmacies clamoring for statistically validated metrics which focus on the consistent measurement of quality and satisfaction of patient care services.

Patient satisfaction surveys can be used to demonstrate a specialty pharmacy's capabilities (i.e. clear and concise communication, timely and accurate delivery of prescriptions, assistance with billing and insurance), and can be used to drive process improvements and operational enhancements. NASP strongly supports a statistically validated, third-party administered methodology for benchmarked patient satisfaction metrics to help our members and the patients they serve better understand and continuously improve patient satisfaction levels. In August of 2016, NASP engaged SullivanLuallin Group (SLG), a leading healthcare consulting firm, to develop a survey tool which utilizes a standard set of questions and metrics to measure performance.

This white paper outlines the findings resulting from the patient satisfaction survey conducted from July 2018 through June 2019. The survey was designed to measure key performance areas affecting **patient engagement** including: **patient access to medication and pharmacist, prescription fulfillment, pharmacy/ staff performance, billing, overall satisfaction** and **willingness to refer friends or family members**, and pertinent **demographic information**.

> One of the many purposes of NASP is to identify opportunities to demonstrate the value of specialty pharmacy and help its pharmacy members improve patient satisfaction.

Why is NPS Important?

Consumers are experiencing rapid improvements (e.g. speed, easy purchase process, transparent pricing) in customer service from companies selling products and services they purchase. They expect the same from their healthcare providers. Gone are the days where incoherent medical jargon , slow hand-offs from clinic to pharmacy and mysterious pricing algorithms are tolerated. Specialty pharmacies are being compared to Amazon, Apple and NetFlix, not just other pharmacies.

NASP Patient Survey Process and Results

A total of 16 NASP members, including six new and ten returning specialty pharmacies, opted to participate in the 2018/2019 NASP Patient Survey Program. All offered both U.S. Postal Service mail and email distribution delivery options. The number of surveys sent per pharmacy depended on the number of patients per pharmacy in line with industry standard requirements for statistical validity.

In accordance with statistical standards, 8,129 survey responses were included in the analysis: 23.6% of the 2019 survey data came from newly participating pharmacies, and 76.4% came from pharmacies participating in the 2018 survey.

The overall response rate was 15.00%, slightly lower than the previous year (17.53%). Typical response rates for patient surveys range between 15% and 18%. . Our analysis shows there does not appear to be any significant relationship between response rates and patients' overall rating of the specialty pharmacy.

Net Promoter Score (NPS)

Net Promoter Score (NPS) is a cross-industry standardized index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. It is used to gauge the customer's overall satisfaction with a company's product or service and the customer's loyalty to the brand. Specialty pharmacies maintain a high-touch, service-oriented approach, and staff often play a significant role in a patient's direct care team. Specialty pharmacies employ skilled staff with in-depth knowledge and highly specific expertise on the disease states and the patients they manage. As a result, the patient experience of a specialty pharmacy differs from that of a traditional retail pharmacy.

Survey data was collected from each of the 16 participating pharmacies. Multivariate linear regression models were developed to predict (1) Question E1: Your overall satisfaction with our pharmacy and (2) Question E5: Likelihood of recommending our pharmacy to family and friends. Of the top scoring pharmacies, promptness in resolving issues/ questions concerning your prescription was the key driver, followed by keeping patients informed of the prescription status. Additional review shows that utilizing linear regression modelling of all the data collected in the 2018/19 survey, promptness in resolving issues/questions

concerning your prescription was the most predictive survey question for overall satisfaction with the specialty pharmacy. This shift towards the importance of communicating prescription status to patients builds on last year's findings which indicated a strong demand for better online resources and/or mobile applications to more easily connect and communicate with patients.

Of the remaining correlations, most deal with the quality of the communication with front-line and/or telephone staff (i.e. treating with respect, explaining things clearly, being helpful and friendly). This reaffirms the expectation for a high level of service when working with a specialty pharmacy.

Conclusion

In conclusion, coordination of the prescription and timely, accurate delivery make-up the top 70% of key drivers for both overall satisfaction with the specialty pharmacy and willingness to recommend (NPS). Additionally, we see help with billing and the quality of time spent with specialty pharmacy staff topping out the key drivers. The high-touch personal relationship that is built through patients' experiences with the specialty pharmacy is clearly one of the key differentiators between specialty pharmacies and regular drug store pharmacies. This strongly supports the contention that specialty pharmacies need to view themselves as part of their patients' care team.

Today in healthcare, patients are able to connect to their healthcare team through online portals and telephone apps to obtain test results, ask questions about their health and to schedule appointments for example. Building off last year's results, technology will need to be a continuing investment for those specialty pharmacies that hope to compete for the long-term.

% Promoters
- % Detractors
= Net Promoter Score

NASP strongly supports a statistically validated methodology for benchmarked patient surveys to help our members and the patients theyserve better understand and continuously improve patient satisfaction levels.

INTRODUCTION

The National Association of Specialty Pharmacy (NASP) is a 501(c)(6) trade association representing all stakeholders in the specialty pharmacy industry. Its members include the nation's leading specialty pharmacies, pharmaceutical and biotechnology manufacturers, group purchasing organizations (GPOs), distributors, and other industry groups. NASP is dedicated to education, national policy advocacy, and engagement of all stakeholders in the specialty pharmacy industry.

Retail prescriptions account for 10%[1] of the healthcare spend and specialty medications account for nearly one-half[2] of all drug spend in the United States. The specialty drug pipeline has attracted new players to the specialty pharmacy space. This increasingly diversified marketplace has patients, prescribers, payers, drug manufacturers and pharmacies.

Patient satisfaction surveys can be used to demonstrate a specialty pharmacy's capabilities, (i.e. clear and concise communication, timely and accurate delivery of prescriptions, assistance with billing and insurance), and can be used internally to drive process improvements and operational enhancements. Patient satisfaction is also a critical area of focus for pharmacy partners, including payers and pharmaceutical manufacturers.

NASP strongly supports a statistically validated methodology for benchmarked patient surveys to help our members and the patients they serve better understand and continuously improve patient satisfaction levels. Depending on the survey tool selected, it is important to consider the inherent risks. To avoid exposing unfounded weaknesses or deficiencies that are a result of the flaws of the survey tool construct rather than an indicator of the pharmacy's true performance, it is important to use a standard set of questions and metrics to measure performance.

Specialty pharmacies historically have employed a wide variety of patient satisfaction and engagement survey models and metrics, most of which were either internally developed or not specific to specialty pharmacies. These disparate measurement tools made it difficult for payers, manufacturers, patients and even pharmacies themselves to adequately understand and benchmark their performance against other organizations. In many cases, specialty pharmacies resorted to the

creation of lengthy surveys that were time-consuming and burdensome for patients to complete.

As a result, in August 2016, NASP leaders determined that a standardized survey tool was needed to set performance benchmarks in specialty pharmacy patient satisfaction. NASP engaged SullivanLuallin Group (SLG), a leading healthcare consulting firm, to develop a survey tool that would become the "gold standard" for its members.

SURVEY GOALS AND ATTRIBUTES

NASP and SLG developed the Patient Satisfaction Survey with the following goals in mind:
- Create an independent, non-biased third-party survey that would serve as the industry standard
- Offer pharmacies and industry stakeholders a broad understanding of what drives patient engagement and satisfaction across the industry
- Provide consistent satisfaction metrics and reporting required by pharmaceutical manufacturers, accrediting bodies and payer clients
- Conduct an advanced analysis of the survey data to determine the specific drivers of patient satisfaction for each participating pharmacy and to help these organizations identify opportunities to better demonstrate their industry impact, improve their patient education and optimize their service offerings
- Lay the foundation needed to give member pharmacies a stronger collective voice in advocacy efforts with government entities such as Centers for Medicare and Medicaid Services (CMS), as well as private payers.

This survey was also thoughtfully developed to meet the needs of participating pharmacies through the following key attributes:
- Ensure statistically sound data and standards
- Maintain compliance with specialty pharmacy accreditation organizations
- Utilize a standardized set of questions aligned with payers' and manufacturers' contractual requirements of specialty pharmacies
- Offer a cost-effective survey solution for all pharmacies through efficiencies of bundled mailings and response data entry
- Provide in-depth, customized analysis of survey data to each pharmacy
- Provide for blinding of any pharmacy-specific data, to ensure that each pharmacy's own data will not be shared at an identifiable level
- Secure and safeguard patient data, ensuring that all data collected and reported is also not identifiable.

1. https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/NationalHealthExpendData/Downloads/highlights.pdf
2. Medicine Use and Spending in the U.S., A Review of 2017 and Outlook to 2022; IQVIA Institute for Human Data Science; April 2018

2018/2019 PATIENT SURVEY OVERVIEW

NASP and SLG conducted their third annual patient survey which was completed in the fall of 2019 and included patient responses from 16 participating specialty pharmacies that had fill dates between July 2018 through June 2019. The survey was designed to measure key performance areas affecting **patient engagement** including: **access to medication and pharmacist, prescription fulfillment, pharmacy/ staff performance, billing, overall satisfaction** and **willingness to refer friends or family members**, and pertinent **demographic information**.

Survey Section	Key Patient Experience Areas
A. Your call to our Specialty Pharmacy	Phone calls answered promptly After hours communication Ability to return call timely Clear communication Prescription refills Professionalism of the call staff Availability of pharmacist
B. Your interaction with the Call Center	Courtesy of the call staff Helpfulness of call staff Willingness to listen Taking time to answer questions Amount of time spent with patient Explaining things in a way you could understand Instructions regarding your medication Showing respect Empathy and concern Knowledge of your health condition Knowledge of your medications
C. Our communication with you	Helpfulness of people assisting you with billing/insurance Promptness in resolving billing/insurance questions Effectiveness/helpfulness of our website
D. Your prescription	Timeliness of the delivery Condition of th eprescription when received Accuracy of your filled prescription Keeping you informed of the prescription status Promptness in resolving issues/questions about your prescription
E. Overall satisfaction	Our pharmacy Our service Your experience iwth our specialty pharmacy over others Likelihood of using this pharmacy again
F. Likelihood of recommending to family and friends (Net Promoter Score)	

Survey Process

Both U.S. Postal Service mail and email distribution options were available for the survey. Both distribution options have the goal of receiving a statistically reliable sample for each participating specialty pharmacy.

The key advantages of the email survey distribution methodology are the significant cost savings, immediate feedback and access to enhanced survey recovery options. Additionally, prior research, (DSS Research, 2000) has shown no statistically significant difference in patient responses between either methodology. This consistent and statistically viable level of survey sampling provides NASP and its members with a database that is statistically viable to represent national norms.

Distribution and Sampling

U.S. Postal Service Mail: For this option, a minimum of 2,500 surveys per participating pharmacy were mailed, with the goal of receiving 400 responses. This is in line with industry standard requirements for statistical validity. For those pharmacies with fewer than 2,500 unique patients, a census survey of all patients serviced during the survey window was conducted. For each participating pharmacy, this process included:

- Survey targets list preparation
- Patient address file preparation
- Survey approval and production
- Survey mailing via U.S. Postal Service mail
- Survey collection
- Data entry and processing of results
- Results available via online reporting portal
- Presentation of findings

Online Patient Satisfaction Survey: For this option, participating pharmacies used SLG's eSurv® program, an electronic option for data collection, offering immediate, "real time" information and faster response to service recovery issues. Participating pharmacies could send multiple email invitations to patients.

For each participating pharmacy, this process included:

- Survey targets list preparation
- Patient email address preparation
- Survey approval and programming
- Survey invitations emailed on a weekly basis
- Access to results and comments online via online reporting portal
- Presentation of findings

Participating Organizations

Sixteen NASP members opted to participate in the 2918/2019 NASP Patient Survey Program as indicated below.

Analysis

A total of 8,129 surveys were returned before the cut-off date of July 31, 2019 from 16 participating clients (six new and 10 returning). Of these returns, 1,922 (23.6%) were from new clients and 6,207 (76.4%) from returning clients. The overall response rate was 15.00% which is 2.53 percentage points lower than the previous year (17.53%). Eighteen NASP disease states were represented.

Data analyses began with comparing mean scores for all questions between 2018 and 2019. Mean scores increased from 2018 to 2019 on 17 of the 32 survey items, five significantly so. No items significantly decreased. The questions with significant increases are presented in the table below. A table comparing mean scores for all survey questions between 2018 and 2019 is available in Appendix 2.

Item	2018 Mean Score	2019 Mean Score	Difference
C3: Effectiveness / helpfulness of our website	4.42	4.47	0.05
D4: Keeping you informed of your prescription status	4.58	4.63	0.05
A7: Availability of the on-call pharmacist or nurse	4.60	4.64	0.04
A:3 Our ability to return your calls in a timely manner	4.47	4.51	0.04
A1: Your phone calls answered promptly	4.59	4.62	0.03

8,129
survey responses

15.00%
response rate

16
participating specialty pharmacies
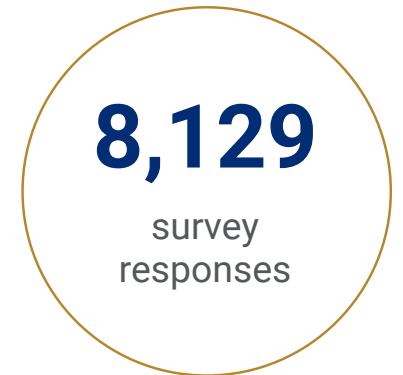
Pharmacy	NPS
01	88.34
02	88.08
03	84.06
04	83.51
05	83.05
06	80.26
07	80.21
08	79.52
09	76.16
10	75.54
11	72.48
12	72.17
13	71.08
14	69.11
15	65.80
16	44.74

The same analysis was performed again including only the pharmacies that returned to the program in 2019. Mean scores increased from 2018 to 2019 on 10 of the 32 survey items, none significantly so. Of the 22 items that decreased, seven dropped significantly. The questions with the largest significant decreases are presented in the table below. A table comparing mean scores for all survey questions from 2018 to 2019 for only returning pharmacies is included in Appendix 3.
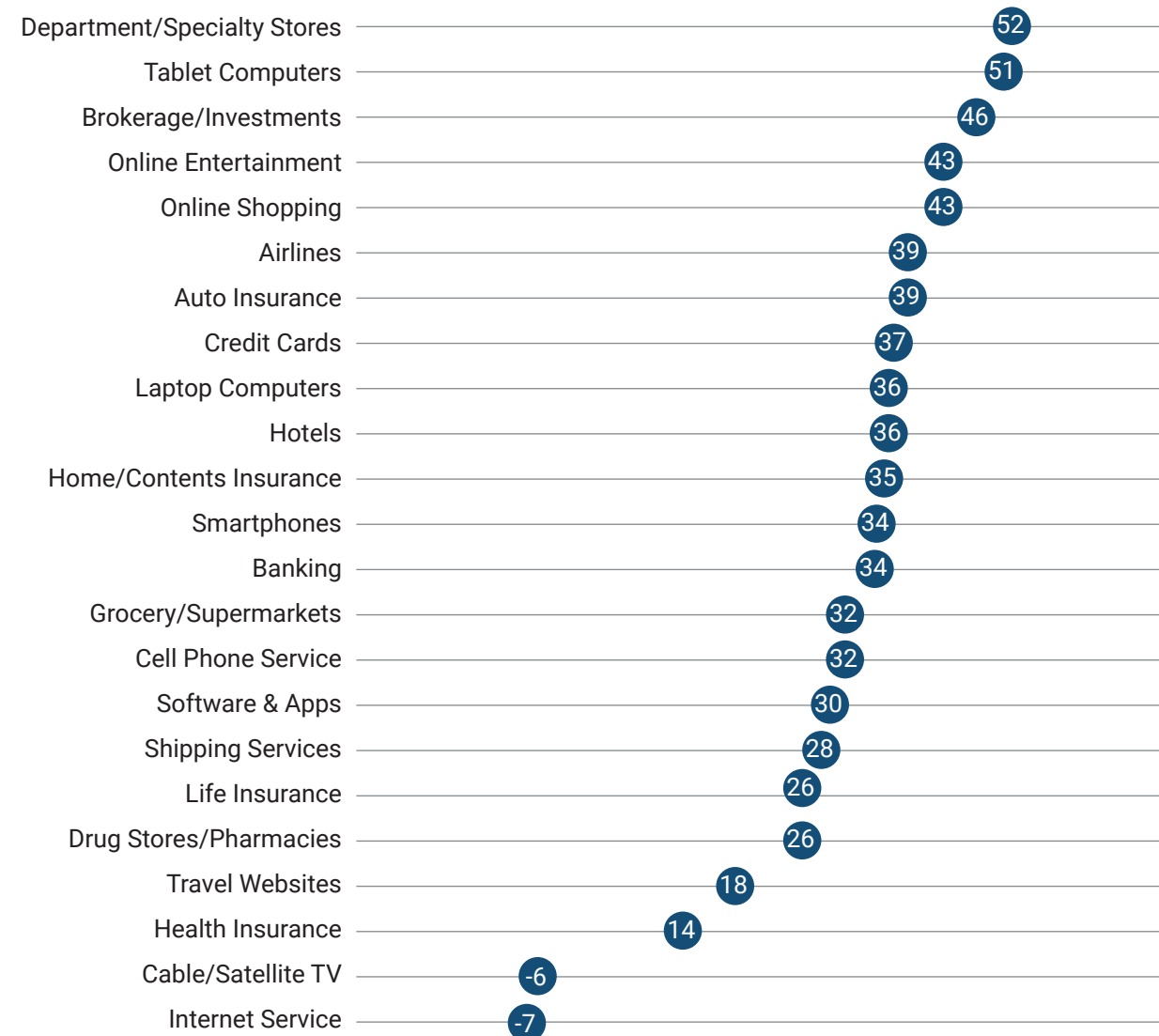
Item	2018 Mean Score	2019 Mean Score	Difference
E6. Likelihood of recommending our pharmacy to family and friends?	9.29	9.21	-0.08
A5. Your ability to obtain prescription refills	4.70	4.66	-0.04
E4. Likelihood of using this pharmacy again?	4.72	4.68	-0.03
D1. Timeliness of the delivery of your prescription	4.71	4.67	-0.03
E1. Our Pharmacy	4.73	4.70	-0.03

The 2019 data was then split into new and returning pharmacies for mean score comparison (Appendix 4). New client responses were higher than those of returning clients on all survey questions, significantly so for all except (1) A2: Your ability to contact us after hours, (2) A7: Availability of the on-call pharmacist or nurse, (3) B11: Knowledge of your health condition, and (4) C3: Effectiveness/helpfulness of our website.

This result, combined with the lack of any significant increases in returning client from 2018 to 2019, suggests that the generally higher scores seen in 2019 are likely due to the addition of new pharmacies.

A net promoter score was also calculated for each pharmacy that participated in the survey program, using question E5 from the survey (Likelihood of recommending our pharmacy to family and friends?). The net promoter scores for each are displayed at left, and a more detailed table is included in Appendix 5.

Average NPS by Industry

Industry	NPS
Department/Specialty Stores	52
Tablet Computers	51
Brokerage/Investments	46
Online Entertainment	43
Online Shopping	43
Airlines	39
Auto Insurance	39
Credit Cards	37
Laptop Computers	36
Hotels	36
Home/Contents Insurance	35
Smartphones	34
Banking	34
Grocery/Supermarkets	32
Cell Phone Service	32
Software & Apps	30
Shipping Services	28
Life Insurance	26
Drug Stores/Pharmacies	26
Travel Websites	18
Health Insurance	14
Cable/Satellite TV	-6
Internet Service	-7

The three pharmacies with the highest NPS values were selected for a correlation analysis between the net promoter question and other action items on the survey.

The top four positive, significant correlations between survey items and the net promoter question are listed below for pharmacies 01, 02, and 03. Questions are colored based on category. Call Center Staff is noted with blue, Prescription Coordination in green, and Prescription Delivery in yellow. Items that appeared more than once have been bolded. The results highlight the importance of Call Center Staff and Prescription Coordination/Delivery in recommending a specialty pharmacy.

Pharmacy 01
- **Promptness in resolving issues / questions concerning your prescription (D5, r=0.614)**
- Timeliness of the delivery of your prescription (D1, r=6.07)
- **Keeping you informed of the prescription status (D4, r=0.585)**
- Showing respect for what you had to say (B8, r=0.503)

Pharmacy 02
- **Promptness in resolving issues / questions concerning your prescription (D5, r=0.668)**
- **Keeping you informed of the prescription status (D4, r=0.641)**
- Your ability to obtain prescription refills (A5, r=0.625)
- Instructions regarding medication / follow-up care (B7, r=0.622)

Pharmacy 03
- Taking time to answer your questions (B4, r=0.534)
- The helpfulness of the person who took your call (B2, r=0.525)
- Empathy and concern for your needs (B9, r=0.512)
- Explaining things in a way you could understand (B6, r=0.508)

Call Center   Prescription Coordination   Prescription Delivery

Bold indicates items that appeared more than once

Key drivers of overall satisfaction and likelihood to recommend

To analyze the data on a more summative level, multivariate linear regression models were developed to predict (1) E1: Our pharmacy, and (2) E5: Likelihood of recommending our pharmacy to family and friends. The survey items with the highest significant b-values are listed below for each outcome question studied.

Overall Satisfaction with Our Pharmacy

#	b	Item Description
1	0.148	Promptness in resolving issues / questions concerning your prescription
2	0.125	**Your ability to obtain prescription refills**
3	0.121	**Timeliness of the delivery of your prescription**
4	0.092	Accuracy of your filled prescription
5	0.063	**Helpfulness of people who assisted you with billing / insurance**

Likelihood of Recommending Pharmacy

#	b	Item Description
1	0.348	**Your ability to obtain prescription refills**
2	0.249	Keeping you informed of the prescription status
3	0.240	**Timeliness of the delivery of your prescription**
4	0.173	**Helpfulness of people who assisted you with billing / insurance**
5	0.162	Empathy and concern for your needs

Call Center   Prescription Coordination   Prescription Delivery   Billing / Insurance

Bold indicates items that appeared more than once

Here we see most items are related to Prescription Delivery (yellow) and Prescription Coordination (green). These results, like those of previous correlation analyses, highlight the importance of Prescription Coordination / Delivery in recommending a specialty pharmacy.

Key Driver Shift

Pie chart:
- Prescription Coordination 40%
- Prescription Delivery 30%
- Billing & Insurance Support 20%
- Call Center Staff 10%
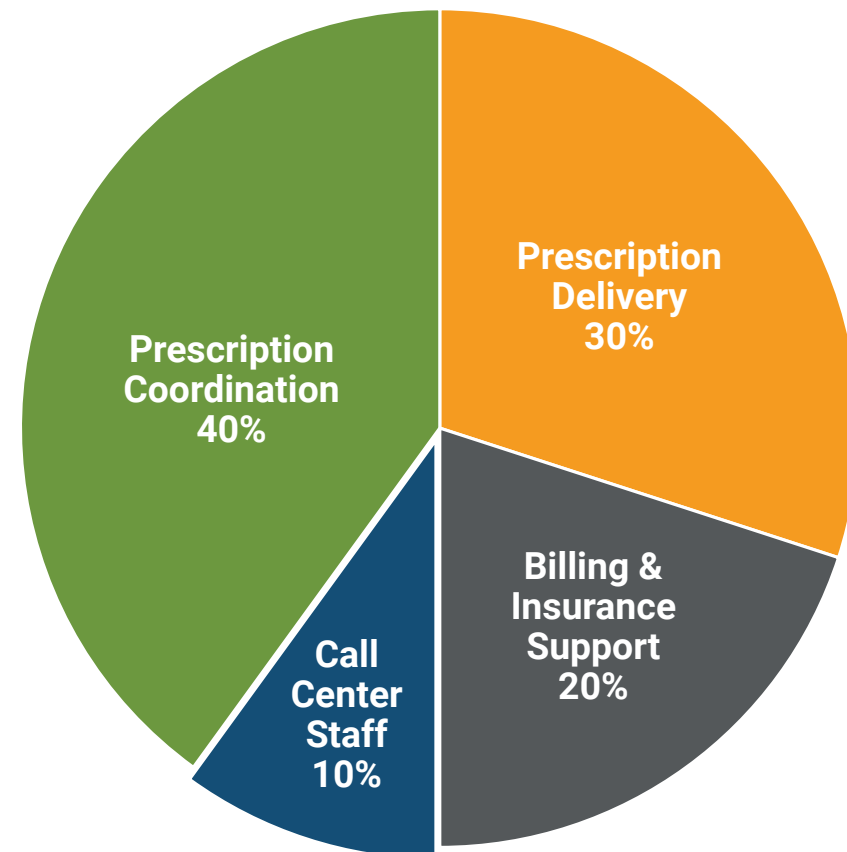
When we compare this to last year's findings, Prescription Coordination and Timely/Accurate Delivery remain at 70% of the key drivers. Billing assistance has become increasingly more important and doubled from 10% in 2018 to 20% in 2019.

Looking Ahead (Success in 2020)

Today in healthcare, patients have come to expect a high degree of care coordination and communication between the care team providing them with care. This is even more relevant when patients are going through treatment that requires the services of a specialty pharmacy. In our experience, healthcare has seen a transition in what drives patients sense of care quality from provider to patient communication to care coordination and teamwork. This transition is not limited to just the physicians and other care providers but is extended to ancillary services and specialty pharmacies. The introduction of the NASP Provider Satisfaction of Specialty Pharmacy Services survey shows that referring physicians are looking to the specialty pharmacy to assist their patients in obtaining the prescribed medications both financially when possible and through the pre-authorization process with payers. They also look to the professional support and resources associated with the specialty pharmacy's pharmacists. Being kept apprised of issues with the prescription, whether in fulfillment, or patient's comments about the medications side effects are not only seen as key drivers for the referral base, but is also another strong indicator of the role specialty pharmacies play in the patient's episode of care.

Coordination of the prescription and timely, accurate delivery make-up the top 70% of key drivers for both overall satisfaction with the specialty pharmacy and willingness to recommend (NPS). Additionally, we see help with billing and the quality of time spent with specialty pharmacy staff topping out the key drivers. The high-touch personal relationship that is built through patients' experiences with the specialty pharmacy is clearly one of the key differentiators between specialty pharmacies and regular drug store pharmacies. This strongly supports the contention that specialty pharmacies view themselves as part of their patients' care team.

Today in healthcare, patients are able to connect to their healthcare team through online portals and telephone apps to obtain test results, ask questions about their health and to schedule appointments. Building off last year's results, where we saw a significant level of demand for technology based communication tools. (i.e. telephone apps and improved convenience with the patient portal), technology will need to be a continuing investment for those specialty pharmacies that hope to compete for the long-term. This being said, it is not our recommendation

that technology take the place of the key personal interactions patients have with specialty pharmacy staff and pharmacists. But, once patients have been on-boarded and understand the fill process and available resources through the specialty pharmacies, being able to monitor status/progress of their prescription via a portal or other application adds to the patient's overall desire for convenience and the peace of mind that comes with knowing their medications will not be delayed and/or interrupted. This mindset should not be limited to patients, but extended to the referral base, thus closing the gap and ensuring specialty pharmacies' powerful role in their patients' care experience.

Introducing New NASP Survey Programs

NASP PROVIDER Survey of Specialty Pharmacy Services:

SLG now offers NASP Corporate Members the opportunity, at a negotiated reduced price, to conduct a NASP Provider Satisfaction Survey of Specialty Pharmacy Services using the same distribution scope as the patient survey – U.S. Postal Service mail or electronic email.

MANUFACTURER Satisfaction Survey:

SLG recently collaborated with NASP to develop a Manufacturer Satisfaction Survey for participating NASP members. SLG will administer, at a negotiated reduced price, a survey of pharmaceutical manufacturer satisfaction using the eSurv: Online Patient Satisfaction Survey. To accommodate typical manufacturer volumes, SLG will process and send unlimited email invitations per reporting business unit either annually, biannually, or quarterly.

About SullivanLuallin Group

SLG has more than three decades of experience in serving provider networks, physician practices and healthcare organizations across the continuum of care. The company provides a full range of services designed to transform the patient experience, including patient satisfaction and engagement surveys, employee focus groups, physician surveys and many other data-driven initiatives. As patient experience consultants, SLG helps healthcare organizations convert their baseline survey findings into practical action plans that produce immediate improvement and ongoing results.

SullivanLuallin Group

A Better Care Experience

To learn more about SullivanLuallin Group, please visit https://sullivanluallingroup.com/assess/nasp/ or contact SLG at 619.283.8988.

APPENDIX 1: Survey Numbers and Questions

Question #   Question

Your Call To Our Specialty Pharmacy

A1	Your phone call answered promptly
A2	Your ability to contact us after hours
A3	Our ability to return your calls in a timely manner
A4	Clear and concise phone communication
A5	Your ability to obtain prescription refills
A6	The professionalism of our call center staff
A7	Availability of the on-call pharmacist or nurse (if applicable)

Your Interaction With The Call Center

B1	The courtesy of the person who took your call
B2	The helpfulness of the person who took your call
B3	Willingness to listen carefully to you
B4	Taking time to answer your questions
B5	Amount of time spent with you
B6	Explaining things in a way you could understand
B7	Instructions regarding your medication and next steps
B8	Showing respect for what you had to say
B9	Empathy and concern for your needs
B10	Concern for your privacy
B11	Knowledge of your health condition
B12	Knowledge of your medication(s)

Our Communication With You

C1	Helpfulness of people who assisted you with billing/insurance
C2	Promptness in resolving billing/insurance questions or problems
C3	Effectiveness/helpfulness of our website

Your Prescription

D1	Timeliness of the delivery of your prescription
D2	Condition of the prescription when received
D3	Accuracy of your filled prescription
D4	Keeping you informed of the prescription status
D5	Promptness in resolving issues/questions concerning your prescription

Your Overall Satisfaction With

E1	Our pharmacy
E2	Our service
E3	Your experience with our specialty pharmacy over other pharmacies you have used
E4	Likelihood of using this pharmacy again?
E5	Likelihood of recommending our pharmacy to family and friends?

APPENDIX 2: Comparison between 2019 survey results and 2018 survey results, using all responses. Significant changes in mean score are highlighted in the last two columns.

	NASP 07/01/2018 - 6/30/2019 (by fill date)			NASP 07/01/2017 - 6/30/2018 (by fill date)						
Question #	Mean Score for Client	Number of Responses	Standard Deviation	Previous Mean Score for Client	Number of Responses	Standard Deviation	Standard Error of the Difference Between Means	T-Score	Higher than Previous	Lower than Previous
A1	4.62	7,326	0.6701	4.59	5,546	0.6703	0.01192	2.547	▲	
A2	4.33	2,936	0.9863	4.28	2,401	0.9992	0.02729	1.899		
A3	4.51	5,674	0.7900	4.47	4,320	0.7922	0.01597	2.224	▲	
A4	4.64	7,615	0.7005	4.62	5,704	0.6879	0.01217	1.281		
A5	4.68	7,326	0.7120	4.70	5,525	0.6542	0.01225	-1.095		
A6	4.72	7,626	0.6049	4.72	5,728	0.5931	0.01049	0.731		
A7	4.64	4,234	0.6795	4.60	3,170	0.6958	0.01612	2.367	▲	
B1	4.73	7,496	0.5861	4.74	5,645	0.5603	0.01015	-0.365		
B2	4.71	7,427	0.6296	4.72	5,616	0.5953	0.01086	-0.281		
B3	4.70	7,472	0.6435	4.70	5,619	0.6054	0.01109	-0.522		
B4	4.71	7,232	0.6255	4.71	5,425	0.6011	0.01105	-0.218		
B5	4.66	7,481	0.6605	4.66	5,623	0.6327	0.01145	-0.076		
B6	4.66	7,301	0.6647	4.66	5,458	0.6292	0.01162	-0.272		
B7	4.67	6,825	0.6592	4.67	5,129	0.6416	0.01204	0.309		
B8	4.70	7,382	0.6379	4.70	5,535	0.6026	0.01109	-0.188		
B9	4.66	7,148	0.6825	4.67	5,348	0.6378	0.01200	-0.979		
B10	4.70	6,875	0.6107	4.69	5,198	0.6113	0.01122	1.449		
B11	4.56	6,519	0.7659	4.55	4,940	0.7516	0.01432	1.050		
B12	4.64	7,097	0.6965	4.63	5,367	0.6874	0.01253	1.004		
C1	4.59	5,665	0.7617	4.58	4,266	0.7519	0.01536	1.083		
C2	4.53	4,699	0.8395	4.53	3,621	0.8068	0.01825	0.106		
C3	4.47	3,034	0.8693	4.42	2,313	0.9181	0.02460	2.201	▲	
D1	4.70	7,583	0.7112	4.71	5,687	0.6827	0.01225	-0.566		
D2	4.80	7,412	0.5259	4.79	5,590	0.5289	0.00933	1.584		
D3	4.80	7,499	0.5396	4.79	5,636	0.5379	0.00949	1.223		
D4	4.63	7,115	0.8017	4.58	5,333	0.8593	0.01497	3.006	▲	
D5	4.63	6,160	0.7740	4.63	4,725	0.7364	0.01466	-0.100		
E1	4.72	7,592	0.6484	4.73	5,648	0.6046	0.01109	-1.099		
E2	4.73	7,586	0.6409	4.74	5,657	0.5926	0.01091	-0.912		
E3	4.58	7,412	0.8885	4.57	5,491	0.8762	0.01572	0.564		
E4	4.71	7,523	0.6964	4.72	5,605	0.6422	0.01187	-0.824		
E5	9.26	7,495	1.7794	9.29	5,556	1.7179	0.03105	-1.205		

APPENDIX 3: Comparison between 2019 survey data and 2018 survey data, using only data from returning pharmacies. Significant changes in mean score are highlighted in the last two columns.

	RETURNING 07/01/2018 - 6/30/2019 (by fill date)			RETURNING 07/01/2017 - 6/30/2018 (by fill date)						
Question #	Mean Score for Client	Number of Responses	Standard Deviation	Previous Mean Score for Client	Number of Responses	Standard Deviation	Standard Error of the Difference Between Means	T-Score	Higher than Previous	Lower than Previous
A1	4.60	5,570	0.6927	4.59	5,546	0.6703	0.01292	0.219		
A2	4.32	2,277	1.0023	4.28	2,401	0.9992	0.02927	1.185		
A3	4.49	4,319	0.8080	4.47	4,320	0.7922	0.01720	0.854		
A4	4.62	5,751	0.7137	4.62	5,704	0.6879	0.01311	-0.175		
A5	4.66	5,512	0.7416	4.70	5,525	0.6542	0.01330	-2.767		▼
A6	4.71	5,764	0.6176	4.72	5,728	0.5931	0.01131	-0.656		
A7	4.63	3,094	0.6963	4.60	3,170	0.6958	0.01758	1.777		
B1	4.71	5,678	0.6009	4.74	5,645	0.5603	0.01091	-1.926		
B2	4.70	5,618	0.6461	4.72	5,616	0.5953	0.01170	-1.634		
B3	4.68	5,658	0.6599	4.70	5,619	0.6054	0.01192	-1.889		
B4	4.69	5,459	0.6443	4.71	5,425	0.6011	0.01196	-1.488		
B5	4.65	5,665	0.6720	4.66	5,623	0.6327	0.01229	-1.191		
B6	4.64	5,509	0.6813	4.66	5,458	0.6292	0.01253	-1.736		
B7	4.65	5,155	0.6786	4.67	5,129	0.6416	0.01304	-0.972		
B8	4.68	5,576	0.6506	4.70	5,535	0.6026	0.01192	-1.168		
B9	4.65	5,407	0.7024	4.67	5,348	0.6378	0.01292	-2.186		▼
B10	4.69	5,201	0.6263	4.69	5,198	0.6113	0.01212	0.380		
B11	4.55	4,894	0.7776	4.55	4,940	0.7516	0.01543	0.293		
B12	4.63	5,353	0.7068	4.63	5,367	0.6874	0.01345	0.136		
C1	4.58	4,291	0.7857	4.58	4,266	0.7519	0.01661	-0.104		
C2	4.51	3,595	0.8626	4.53	3,621	0.8068	0.01967	-0.838		
C3	4.46	2,341	0.8849	4.42	2,313	0.9181	0.02644	1.717		
D1	4.67	5,751	0.7390	4.71	5,687	0.6827	0.01330	-2.342		▼
D2	4.79	5,578	0.5434	4.79	5,590	0.5289	0.01015	0.078		
D3	4.78	5,673	0.5639	4.79	5,636	0.5379	0.01034	-0.446		
D4	4.60	5,362	0.8383	4.58	5,333	0.8593	0.01643	0.819		
D5	4.60	4,666	0.8064	4.63	4,725	0.7364	0.01594	-1.757		
E1	4.70	5,765	0.6701	4.73	5,648	0.6046	0.01196	-2.590		▼
E2	4.71	5,754	0.6583	4.74	5,657	0.5926	0.01175	-2.484		▼
E3	4.54	5,600	0.9298	4.57	5,491	0.8762	0.01718	-1.612		
E4	4.68	5,698	0.7267	4.72	5,605	0.6422	0.01292	-2.602		▼
E5	9.21	5,678	1.8394	9.29	5,556	1.7179	0.03360	-2.431		▼

APPENDIX 4: Comparison between new and returning pharmacies in the 2019 survey. Significant differences in mean score are highlighted in the last two columns.

	NEW Specialty Pharmacies 07/01/2018 - 6/30/2019 (by fill date)			RETURNING Specialty Pharmacies 07/01/2017 - 6/30/2018 (by fill date)						
Question #	Mean Score for Client	Number of Responses	Standard Deviation	Previous Mean Score for Client	Number of Responses	Standard Deviation	Standard Error of the Difference Between Means	T-Score	Higher than Previous	Lower than Previous
A1	4.71	1,756	0.5844	4.60	5,570	0.6927	0.01829	6.278	▲	
A2	4.39	659	0.9268	4.32	2,277	1.0023	0.04358	1.752		
A3	4.57	1,355	0.7260	4.49	4,319	0.8080	0.02456	3.548	▲	
A4	4.69	1,864	0.6551	4.62	5,751	0.7137	0.01865	3.916	▲	
A5	4.76	1,814	0.6083	4.66	5,512	0.7416	0.01924	4.912	▲	
A6	4.77	1,862	0.5614	4.71	5,764	0.6176	0.01611	3.838	▲	
A7	4.66	1,140	0.6317	4.63	3,094	0.6963	0.02353	1.092		
B1	4.79	1,818	0.5338	4.71	5,678	0.6009	0.01577	4.524	▲	
B2	4.76	1,809	0.5728	4.70	5,618	0.6461	0.01700	3.881	▲	
B3	4.75	1,814	0.5864	4.68	5,658	0.6599	0.01734	3.972	▲	
B4	4.75	1,773	0.5613	4.69	5,459	0.6443	0.01708	3.675	▲	
B5	4.71	1,816	0.6215	4.65	5,665	0.6720	0.01780	3.186	▲	
B6	4.72	1,792	0.6076	4.64	5,509	0.6813	0.01805	4.198	▲	
B7	4.72	1,670	0.5928	4.65	5,155	0.6786	0.01854	3.615	▲	
B8	4.73	1,806	0.5956	4.68	5,576	0.6506	0.01726	2.802	▲	
B9	4.71	1,741	0.6140	4.65	5,407	0.7024	0.01879	3.606	▲	
B10	4.74	1,674	0.5583	4.69	5,201	0.6263	0.01715	2.794	▲	
B11	4.59	1,625	0.7286	4.55	4,894	0.7776	0.02192	1.923		
B12	4.67	1,744	0.6629	4.63	5,353	0.7068	0.01919	2.281	▲	
C1	4.65	1,374	0.6785	4.58	4,291	0.7857	0.02358	3.212	▲	
C2	4.59	1,104	0.7564	4.51	3,595	0.8626	0.02885	2.718	▲	
C3	4.50	693	0.8146	4.46	2,341	0.8849	0.03757	1.018		
D1	4.78	1,832	0.6100	4.67	5,751	0.7390	0.01904	5.266	▲	
D2	4.84	1,834	0.4664	4.79	5,578	0.5434	0.01414	3.995	▲	
D3	4.85	1,826	0.4524	4.78	5,673	0.5639	0.01449	4.597	▲	
D4	4.72	1,753	0.6684	4.60	5,362	0.8383	0.02200	5.820	▲	
D5	4.71	1,494	0.6562	4.60	4,666	0.8064	0.02296	4.764	▲	
E1	4.78	1,827	0.5709	4.70	5,765	0.6701	0.01738	4.491	▲	
E2	4.79	1,832	0.5790	4.71	5,754	0.6583	0.01717	4.641	▲	
E3	4.69	1,812	0.7352	4.54	5,600	0.9298	0.02394	6.244	▲	
E4	4.78	1,825	0.5860	4.68	5,698	0.7267	0.01869	5.258	▲	
E5	9.39	1,817	1.5695	9.21	5,678	1.8394	0.04790	3.810	▲	

APPENDIX 5: Descriptive Statistics for NPS by Pharmacy

Pharmacy	Scores			NPS	Mean Score	Margin of Error	Confidence Interval	
	9-10	7-8	0-6				Lower	Upper
Overall	84.4%	8.7%	6.9%	77.51	9.26	0.65	76.86	78.15
01	92.1%	4.1%	3.8%	88.34	9.66	2.28	86.05	90.62
02	91.3%	5.4%	3.3%	88.08	9.59	1.62	86.46	89.70
03	88.9%	6.2%	4.9%	84.06	9.48	2.44	81.62	86.50
04	88.5%	6.6%	5.0%	83.51	9.50	2.05	81.46	85.56
05	89.0%	5.1%	5.9%	83.05	9.42	4.69	78.36	87.74
06	85.5%	9.2%	5.3%	80.26	9.28	5.89	74.37	86.15
07	86.1%	8.0%	5.9%	80.21	9.35	2.72	77.50	82.93
08	85.1%	9.3%	5.6%	79.52	9.30	1.82	77.69	81.34
09	84.8%	6.6%	8.6%	76.16	9.23	4.84	71.32	81.00
10	82.8%	10.0%	7.2%	75.54	9.18	1.22	74.32	76.77
11	79.9%	12.8%	7.4%	72.48	9.11	4.83	67.66	77.31
12	80.9%	10.4%	8.7%	72.17	9.09	3.49	68.68	75.65
13	80.4%	10.2%	9.3%	71.08	9.02	3.44	67.65	74.52
14	80.5%	8.1%	11.4%	69.11	8.91	2.92	66.19	72.03
15	76.5%	12.9%	10.7%	65.80	8.94	3.09	62.70	68.89
16	68.4%	7.9%	23.7%	44.74	8.45	13.77	30.96	58.51

The National Association of Specialty Pharmacy in partnership with the SullivanLuallin Group is pleased to offer a

Patient Satisfaction Survey Program

In collaboration with the SullivanLuallin Group, NASP has developed an industry-accepted patient satisfaction survey to address the unique drivers of patient engagement and satisfaction within the specialty pharmacy field. NASP corporate members at Nickel level and above, receive either:

NASP Standard Survey Program* participation at no charge (a $1,695 value) which includes:
- Email survey distribution only
- Standard NASP survey, no custom questions
- Single wave survey distribution of up to 10,000 patients
- Access to Summary Report, Statistical Significance Report, Comments Report only
- Access to NASP benchmarking database

OR NASP Enhanced Survey Program* participation at NASP member pricing (includes a $1,695 NASP funded credit and additional savings over non-member pricing). Pricing is $3,755 for emailed surveys, or $6,755 for mailed surveys, and includes:
- Email or mail options
- Scalable in frequency and volume (pricing adjusted accordingly)
- Two-wave survey distribution of up to 2,500 patients (mail, unlimited for email)
- Full reporting
- Access to NASP benchmarking
- Annual Presentation of Findings

Copper level corporate members may participate in the survey program at the NASP member pricing; however, they will NOT receive the Standard Survey Program at no additional cost OR the $1,695 credit toward the Enhanced Survey Program.

A Copper level corporate member may upgrade to the Nickel level for an additional $2,130, and in addition to their current benefits will receive:
- The standard survey at no charge or the option to participate in the Enhanced Survey Program with the NASP $1,695 credit applied
- Three (3) additional NASP individual memberships ($975 value)

To participate in the Patient Satisfaction Survey Program, please contact NASP at info@naspnet.org.

The survey program isn't a benefit that benefits you? Did you know each corporate membership level offers two distinct benefit packages to choose from? Please contact NASP to learn more and ensure your benefit package best suits YOUR needs!

*One FULL year of NASP Corporate Membership dues must be paid in full in order to participate in the Patient Satisfaction Survey Program.