



Alliance for Patient Medication Safety

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APMS Releases Key Findings and Results of the Appointment Based Model

RICHMOND, Va., April 26, 2011 – The Alliance for Patient Medication Safety (APMS), a supporting organization of the National Alliance of State Pharmacy Associations (NASPA) is pleased to release the key findings and results of the Appointment Based Model (ABM), a synchronized prescription refill program designed to improve health outcomes by improving medication persistence and decreasing gaps in therapy.

The ABM was designed by a pharmacist in Long Beach, CA in 1995, and further developed by NASPA. With Pfizer's sponsorship of a project manager to lead this effort, NASPA launched the national pilot effort in 2009.

Two recent studies (NASPA ABM Pilotⁱ and L&S Pharmacyⁱⁱ) provide evidence on the value of the ABM and patient centric care. Some key findings from the two studies were that:

- 57 percent of the non-persistent patients became persistent after 12 months in the ABM
- The percentage of persistent refills in the non-persistent patients increased from 59 percent prior to the ABM to 76 percent after implementation
- Of the patients in the persistent group, 90 percent continued to remain persistent throughout the entire 12 months of the study
- There was a 30 percent increase in the number of prescriptions dispensed in the post-intervention subgroup (L&S Pharmacy Study)

Pharmacists who have piloted the ABM have positive feedback on the model. They say that,

"The program has given us more control over our workflow and better efficiency. It has also allowed us to be more aware of our patients' total healthcare picture. ABM puts us in a consultative role with our patients—asking questions, making recommendations. We're in a position with our ABM patients to know if they are taking too much or too little of their medications. We can now *catch and counsel!*"

In addition, the impact that it has had on their practice from an operation standpoint has been tremendously beneficial. Most importantly, pharmacists have said that;

"... [It] keeps us in touch with our patients. By regularly reviewing their records, we can spot potential medication or compliance issues and address them before they become problems. That results in improved health and money savings for our patients."

"As part of Pfizer's dedication to improving patient care and quality of life through improving medication adherence, we are excited about the results from the pilot and pleased to have supported the ABM," said David Searle, R.Ph., Director, Pharmacy Development. "We strongly believe in the model as an opportunity for community pharmacists to improve adherence."

For more information on the model, please visit <http://www.naspa.us/grants/abm.html>

The **Alliance for Patient Medication Safety (APMS)** strives to foster a culture of quality within the profession of pharmacy that promotes a continuous systems analysis to develop best practices that will reduce medication errors, improve medication use and enhance patient care. APMS is a supporting organization of NASPA. To learn more go to www.medicationsafety.org.

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ⁱ Holdford, D. A., & Inocencio, T. (2011, April). *Patient Centric Model: Pilot Data Analysis Report*. Retrieved from National Alliance of State Pharmacy Associations: <http://www.naspa.us/documents/grants/abm/NASPA%20Report%204-08-2011%20Final%20Reports.pdf>

ⁱⁱ Logan, T., & Armstrong, T. A. (2010, December). *Impact of Mind Your Medicine Program on Persistence and Adherence: A Descriptive Report*. Retrieved from National Alliance of State Pharmacy Associations: <http://www.naspa.us/documents/grants/abm/L%20%20S%20Adherence%20Write-up%20UPDATE%2012-22-10.pdf>