

## Shared Learnings

### RMS Online Panel Survey—Medication Adherence from a Clinical Perspective

#### Program Overview

Care Compass Network (CCN) manages an online panel comprised of Medicaid members, providers, community organizations, and community residents within a 9-county region. In October 2018, CCN administered a survey to better understand the perspective of healthcare providers and community organizations when it comes to medication adherence. This survey was administered to healthcare providers and community organizations, of which 53 members responded. Out of those that responded, over 55% have treated patients/ clients that have taken prescription medication(s).

**Start Date:** October 2018

**End Date:** January 2019

**Target Population:** Medicaid members, providers, community organizations, and community residents

#### Program Goals



Gain a better understanding of the perceived barriers/ reasons for not taking prescribed medication(s)

#### Learnings



Panel members were asked what factors might prevent their patients/ clients from taking their medication as prescribed. The top three factors, from their perspective are, ability to pay co-pay or cost of prescription, transportation limitations to pick up prescription, and they do not like how the prescription makes them feel.



Of those that responded, 42% offer assistance programs to minimize or eliminate out-of-pocket prescription costs. 58% of the respondents said their patients/ clients take advantage of the programs.



90% of those surveyed are aware that drug companies have programs that minimize or eliminate out-of-pocket costs for prescriptions.



Of the healthcare providers and community organizations that were surveyed, 90% offered education on the importance of prescription adherence.

#### Contact Information

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