

National Association of Specialty Pharmacy (NASP) to develop patient satisfaction survey in conjunction with assessment firm SullivanLuallin Group
Organizations will jointly develop a new survey tool expected to become the gold standard for specialty pharmacies.

July 14, 2016: The [National Association of Specialty Pharmacy](#) (NASP) announced today that it has engaged the [SullivanLuallin Group](#) (SLG) to develop a patient survey that will address the unique attributes and quality objectives of its specialty pharmacy industry.

NASP is a trade association with a membership consisting of 1,600 specialty pharmacy professionals and 100 corporate members including specialty pharmacies, managed care organizations, integrated health systems, distributors and pharmaceutical manufacturers. Thanks to the diversity of the NASP membership, experience and commitment in the specialty pharmacy market NASP members have gained valuable insights, which will be incorporated into the strategic design of the new assessment survey.

“Our aim is to ensure that this tool accurately and precisely measures specific drivers of patient engagement and satisfaction within the specialty pharmacy industry,” said Burt Zweigenhaft, president of NASP. “This includes valuable data about cost savings, quality, outcomes, prescription access, clinical services and patient education. By participating in this assessment, specialty pharmacies will gain valuable insight that will help them benchmark and improve on all of these factors.”

SLG is one of the nation’s most recognized providers of patient experience assessment and consulting services. The organization has a 30-year track record which includes working with more than 2,500 healthcare organizations, including leading hospitals, medical groups and health systems. Its surveys are distributed to over one million patients every year.

According to Thomas P. Jeffrey, president of SLG, “Today, specialty pharmacies employ a wide variety of survey models and metrics to gauge patient satisfaction. This lack of standardization makes it difficult for payers, patients and pharmacies themselves to adequately assess and compare performance across the industry. The combined expertise of NASP and our organization will be incredibly useful in developing a new gold standard for specialty pharmacy assessments that directly addresses this challenge.”

NASP also expects that many payers, including national health plans, will be particularly interested in using industry-wide data from this survey as they develop specialty pharmacy utilization and network strategies. This information may be made available in

a blinded report available through the trade association, with initial results being shared at the upcoming NASP Annual Meeting September 26-27 in Washington, DC..

The new patient satisfaction survey can be distributed through either direct mail or web-based options. Information about the assessment, which will be available to NASP members in July of this year.

About NASP

The National Association of Specialty Pharmacy (NASP), based in Washington, DC, 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, GPOs, distributors, and more. With 100 corporate members and 1,600 individuals, NASP is the unified voice of specialty pharmacy in the United States.

NASP is dedicated to patient access, national policy advocacy, specialty pharmacist education and certification, and the engagement of all stakeholders in the specialty pharmacy industry. For additional information visit www.NASPnet.org.

About SullivanLuallin Group

SullivanLuallin Group (SLG) provides comprehensive services and programs for patient experience transformation — from assessment tools and surveys, to improvement planning and programs, to ongoing maintenance of success.

With more than 20 years of healthcare experience, SLG has seen the industry evolve, and understands the unique challenges organizations face concerning patient satisfaction, employee engagement and retention, and budget constraints as well as reimbursement. SLG is comprised of senior-level consultants and strategic thinkers that have worked over the years with more than 2,500 healthcare organizations nationwide, including physician groups, hospitals and provider networks. To learn more, visit www.sullivanluallingroup.com.

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