



NATIONAL ASSOCIATION OF
SPECIALTY PHARMACY
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www.naspnet.org

For Immediate Release

National Association of Specialty Pharmacy (NASP) develops a Provider Survey Of Specialty Pharmacy Services with assessment firm SullivanLuallin Group

February 1, 2018: The [National Association of Specialty Pharmacy \(NASP\)](http://www.naspnet.org) announced today that it has engaged with [SullivanLuallin Group \(SLG\)](http://www.sullivanluallin.com) to develop a Provider Survey of Specialty Pharmacy Services to assess the satisfaction and engagement of specialty pharmacy referral sources.

NASP is the only national association representing all stakeholders in the specialty pharmacy industry. NASP members include the nation's leading independent specialty pharmacies, pharmaceutical and biotechnology manufacturers, group purchasing organizations, patient advocacy groups, integrated delivery systems and health plans, technology and data management vendors, wholesalers/distributors and practicing pharmacists. As a result of the diversity of the NASP membership, experience and commitment to specialty pharmacy patients and the practice of specialty pharmacy, NASP members have gained valuable insights and perspectives which will be incorporated into the strategic design of the new assessment instrument.

"The goal of this program is two-fold," said Michael R. Agostino, RPh, President of NASP. "Using this robust tool, our members have an opportunity to understand engagement levels of their referral sources, and with the data, set priorities for improving work processes and referrer satisfaction."

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.

"By standardizing and enhancing the Provider Survey of Specialty Pharmacy Services program," Thomas P. Jeffrey, President of SLG, noted, "NASP and its members will continue to lead the discussion and pave the way towards service excellence."

This survey program follows the implementation and success of the NASP Patient Satisfaction Survey program, launched in 2016. The Provider Survey of Specialty Pharmacy Services can be distributed through either direct mail or web-based options. Initial results will be presented in conjunction with the NASP Patient Satisfaction Survey results at the NASP Annual Meeting in September 2018.



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About NASP

The National Association of Specialty Pharmacy (NASP) is a 501(c)(6) non-profit trade organization and is the only national association representing all stakeholders in the specialty pharmacy industry. The mission of NASP is to elevate the practice of specialty pharmacy by developing and promoting continuing professional education and certification of specialty pharmacists while advocating for public policies that ensure patients have appropriate access to specialty medications in tandem with critical services. The association provides an online education center offering accredited continuing pharmacy education programs, hosts an annual meeting that offers education sessions and continuing education credits, and is the only organization that offers a certification program for specialty pharmacists. NASP members include the nation's leading independent specialty pharmacies, pharmaceutical and biotechnology manufacturers, group purchasing organizations, patient advocacy groups, integrated delivery systems and health plans, technology and data management vendors, wholesalers/distributors and practicing pharmacists. With over 100 corporate and 1,200 individual members NASP is the unified voice of specialty pharmacy in the United States. 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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