

# Net Promoter Scores Demonstrate Value of Integrated Health System Specialty Pharmacy Services

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SCAN ME

**DISCLOSURES**

The authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.

## BACKGROUND

Patient satisfaction scores are a key driver of the integrated health system specialty pharmacy (HSSP) model, as they can demonstrate capabilities, allow for expanded accreditations, and drive quality improvement. The Net Promoter Score (NPS) is a standardized index measured by a single question on the 33-question survey (Figure 1), ranging from -100 to 100 (Figure 2). Specialty pharmacy (SP) industry benchmarks for NPS scores are published by the National Association of Specialty Pharmacies (NASP), with an overall score of 80.0 for participants in 2022. Our objective was to describe the impact of a quality improvement (QI) effort within a single HSSP on NPS scores.

Figure 1: NPS Survey Question<sup>1</sup>

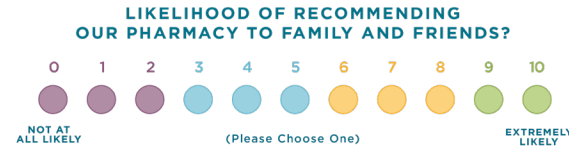


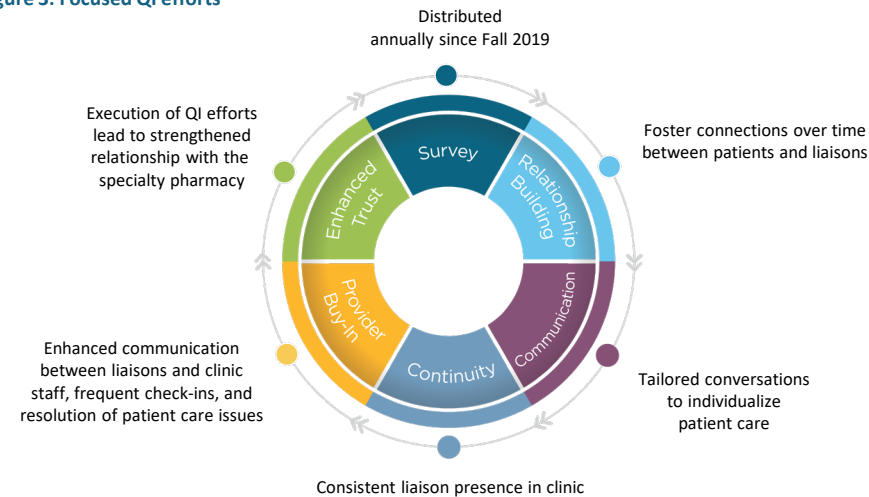
Figure 2: NPS Score Range<sup>1</sup>



## DESCRIPTION

SP services were established in August 2019 at Spartanburg Regional Health System (SRHS), with embedded liaisons in four clinics including oncology, HIV, and hepatitis C. After the initial patient satisfaction survey results in the fall of 2019, several QI efforts were undertaken to improve the patient experience with the SRHS pharmacy (Figure 3). Exceptional customer service, including delivery coordination and reliable phone access, ensured patient satisfaction when interacting with the pharmacy. One patient satisfaction example cited the financial assistance process: the liaison was able to obtain approval for a high-cost medication within a one-day timeframe.

Figure 3: Focused QI efforts



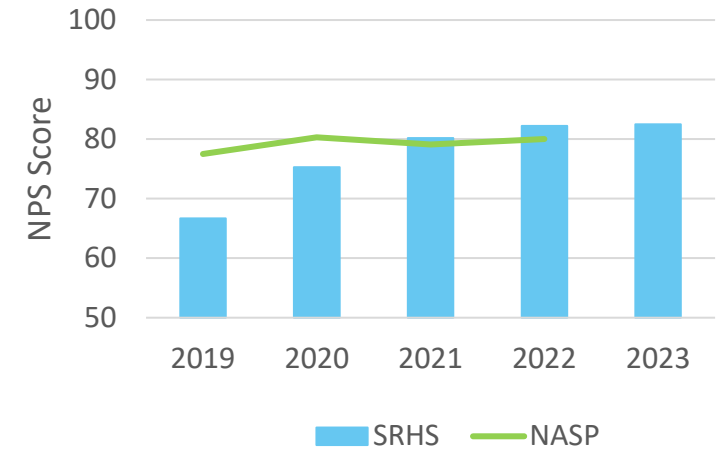
## EVALUATION

The NPS scores for the SRHS SP from the initial date to the most recent result in 2023 are outlined in Table 1. Figure 4 compares the SRHS SP score trends to NASP averages.

Table 1: Spartanburg Regional Health System NPS Response Rate and Scores

Survey Date	Surveys Distributed (N)	Survey Responses (n)	Response Rate	Net Promoter Score (NPS)
Fall 2019	324	50	15.4%	66.7
Fall 2020	399	76	19.0%	75.3
Fall 2021	805	102	12.7%	80.2
Fall 2022	935	120	12.8%	82.2
Fall 2023	1041	129	12.4%	82.5

Figure 4: NPS Score Trend



## CONCLUSION

The continuous increase over time of NPS scores from inception of a HSSP to its current state highlights the impact of focused quality improvement efforts on patient engagement and satisfaction. Scores in this case exceeded the NPS national benchmark for specialty pharmacy, demonstrating the potential benefits of the HSSP model on patient engagement.

Reference:

1. National Association of Specialty Pharmacy. Patient Satisfaction Survey Results. 2022. <https://a8af0b.p3cdn2.secureserver.net/wp-content/uploads/2023/09/NASP-2022-Patient-Survey-White-Paper.pdf>. Accessed August 5, 2024.