

CASE STUDY

# Hepatitis C Patient Outreach

*Coordinating care for improved patient adherence*

## Problem

Therapies to treat hepatitis C are increasingly expensive. Improvements in therapeutic outcomes and patient experience – brought by direct-acting antiviral therapies including Sovaldi – have shifted the patient management focus from side effect management to patient engagement. Medication adherence remains the greatest behavioral risk factor for treatment failure.<sup>1</sup>

## Solution

Envolve Pharmacy Solutions, in partnership with sister company Envolve PeopleCare, worked with clients to pilot an intensive outreach program for Hepatitis C patients. The program combined utilization management strategies with a medication adherence program that fostered treatment success.

The program empowered patients through motivational interviewing techniques, while providing clients with increased visibility into medication adherence throughout hepatitis C treatment. Due to its positive impact, several aspects of the high-touch program, including motivational interviews, were incorporated into other operational and clinical services to improve patient engagement.

## Background

333 patients enrolled across 6 US states

## Results

Analysis showed that program participants had **23-40% lower rates of clinically significant non-adherence** compared to patients who did not participate (MPR <96% and patient-reported missed doses >3, respectively)<sup>2</sup>, participants also had a **44% lower rate of clinical discontinuation**.

Other results:

<b>Adherence</b>	<ul style="list-style-type: none"><li>&gt; 92% of patients reported no missed doses</li><li>&gt; Medication possession ratio (MPR) = 98.45%</li></ul>
<b>Interventions</b>	<ul style="list-style-type: none"><li>&gt; 66% completion rate for weekly outreaches</li><li>&gt; 43% of patients required at least 1 additional outreach to mitigate barriers to adherence</li></ul>

<sup>1</sup> Reported at AASLD. 2016 Nov 11-15 Boston, MA

<sup>2</sup> Data, August 2015 - January 2016

**Overall, 98% of patients found the program helpful.**

**Envolve Pharmacy Solutions offers patient engagement strategies to mitigate operational and clinical barriers, resulting in decreased risk factors and improved adherence. Contact us to learn more.**