

## A year in review: the feedback loop

by Executive Director Gina Upchurch

Do you remember when businesses spent six months developing elaborate strategic plans that were supposed to guide work for the next 3, 5 or more years? Well, those days are largely consigned to the history books. Now, we try to remain flexible and creative so that we can continually improve, expand and/or lower our costs.

For Senior PharmAssist, this means keeping up with the latest in geriatric care, cost-effective access to medications, medication therapy management and effective ways to tap into other programs and services. It also means regularly obtaining feedback from a range of constituents, including seniors, caregivers, physicians, community pharmacists, social service and aging service providers, staff members, volunteers and donors.

In FY15, we developed several new methods for addressing community needs. We created a 13-member Participant Advisory Council that has already provided valuable help with defining rights and responsibilities for participants, editing consent forms and introducing a comment box to encourage regular, anonymous feedback from participants. A recent survey of physicians also furnished useful

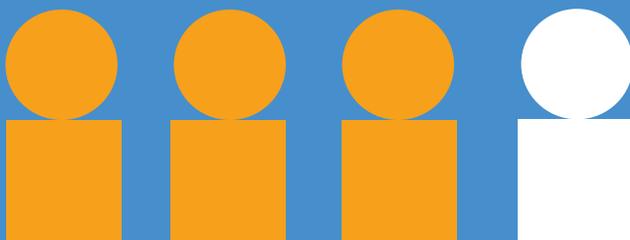
insights, including the need for us to regularly provide program materials to their practices. Most surveyed also felt that our clinical pharmacists need access to their electronic health records so we can share information securely and in “real time.”

Input from donors has also been valuable. Several of our major funders have ended or will end their grant-making soon. Thus, we need to continue to grow our donor base and develop ways to generate some of our own income. One method is via “Stewardship Funds” created thanks to large and planned gifts that will generate funds for future use (assuming interest is earned).

We know that we can also generate revenue by partnering with other institutions that benefit when our work improves seniors’ health and/or decreases healthcare spending. Fortunately, we will earn approximately \$70,000/yr. for the next three years by working with Duke colleagues on the “Geriatric Workforce Enhancement Program” or GWEP, which is featured on the front page of this newsletter.

Life is never boring at Senior PharmAssist, and we could not do it without your support and the collaborative spirit in Durham.

Thanks to your generous investment, we made a difference for 1,971 neighbors in Fiscal Year 2015. Of the 312 participants who received all of our services, including financial assistance, we can report:



Three out of four were women

### Averages

- Age 75
- 12th grade education
- Monthly income of \$1,488 for a single person; \$2,113 for a couple

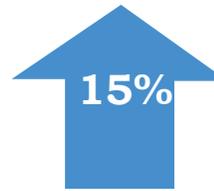
### Percentages

- 72% were single, divorced or widowed
- 53% lived alone
- 58% were black; 39% were white

# FY 2015 by the numbers

In addition to **312** participants who benefited from our full range of services, we helped:

- 158** Seniors who qualified for Medicare's low-income subsidy by providing them with all of our services except financial assistance.
- 5** Individuals above 200% of the federal poverty level who paid for comprehensive medication reviews.
- 1,011** Medicare beneficiaries received face-to-face counseling to select the Medicare Part D drug plan or private Medicare Advantage health plan that best suited their needs.
- 485** Individuals primarily under 60 received help with accessing other resources, usually to obtain medicines they could not afford.



Increase in total number served from FY14.



Average amount saved by those we helped switch drug plans for 2015. **TWO-THIRDS** of individuals with a Part D plan needed to switch to save money.



**Number of hours volunteers contributed this past year, not including board and committee members!**

## FY15 Financial Status (unaudited)

July 2014—June 2015

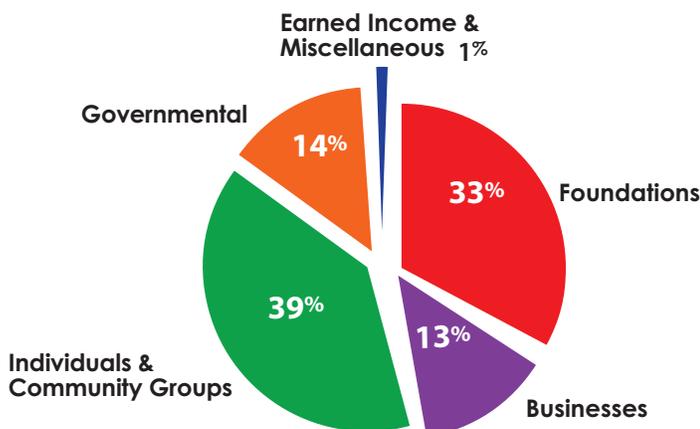
|                 |                 |
|-----------------|-----------------|
| Annual Revenue  | \$724,526       |
| Annual Expenses | \$687,465       |
|                 | <b>\$37,061</b> |

*Revenue does not include \$202,269 in in-kind support or \$46,350 in gifts to Stewardship Funds (for future use).*

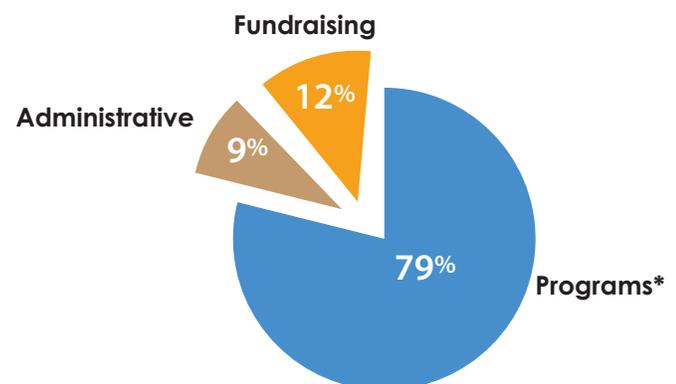


SHIIP Regional Manager Barry Mowbray helps our insurance counseling volunteers and staff stay sharp.

## FY 2015 Revenue (\$724,526)



## FY 2015 Expenses (\$687,465)



*\*Includes prescription purchases, medication management, Medicare insurance counseling, evaluation, public awareness & tailored community referral*