



Survey Results

Feedback on personalized patient care and patient eLearning.

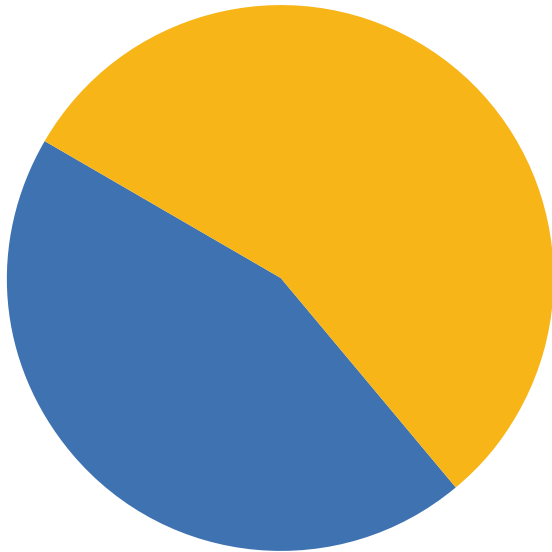
CORE Higher Education Group recently conducted a survey on the importance of personalized patient care and member education for PBMs.

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For more information visit www.COREreadiness.com/patients or email sales@corereadiness.com

Personalized Patient Care and Patient eLearning Survey Results

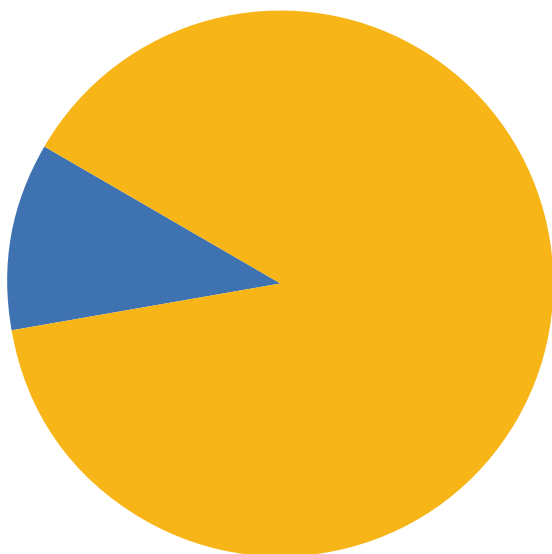
Is personalized patient care a priority in 2019 for your PBM?



Yes Somewhat

ANSWER CHOICES	RESPONSES
Yes	55.56%
No	0%
Somewhat	44.44%
Unsure	0%

Is improvement in member education a priority in 2019 for your PBM?

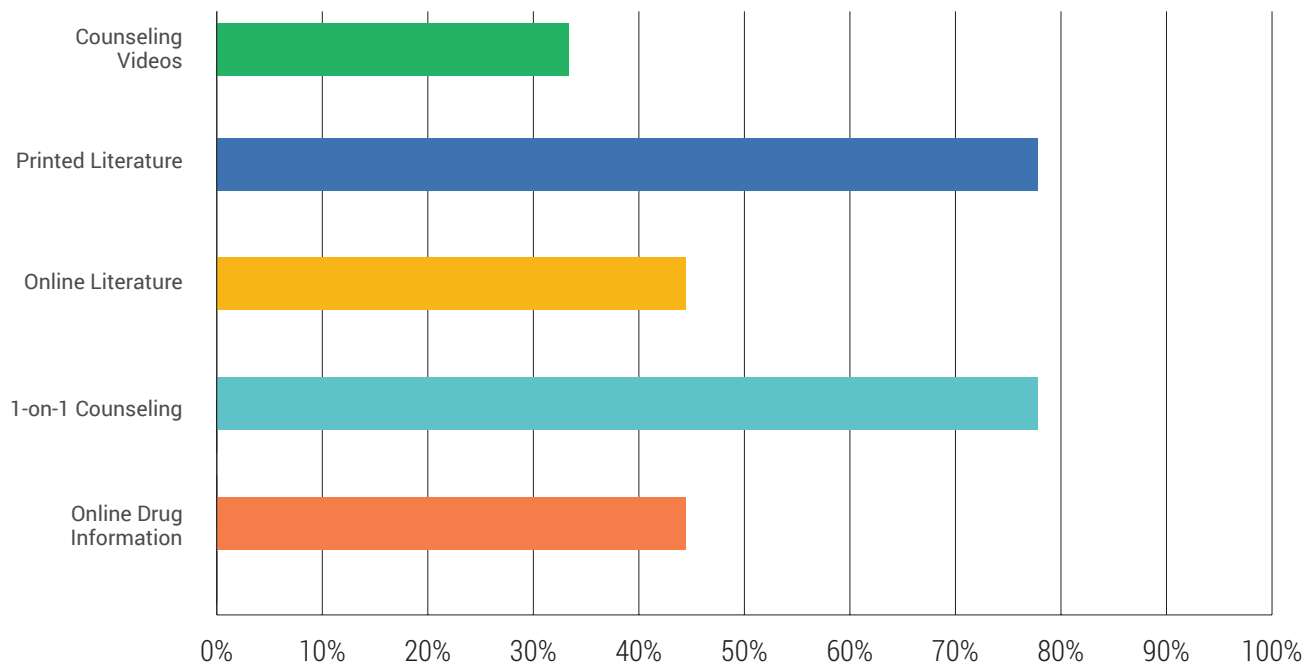


Yes No

ANSWER CHOICES	RESPONSES
Yes	88.89%
No	11.11%
Somewhat	0%
Unsure	0%

Personalized Patient Care and Patient eLearning Survey Results

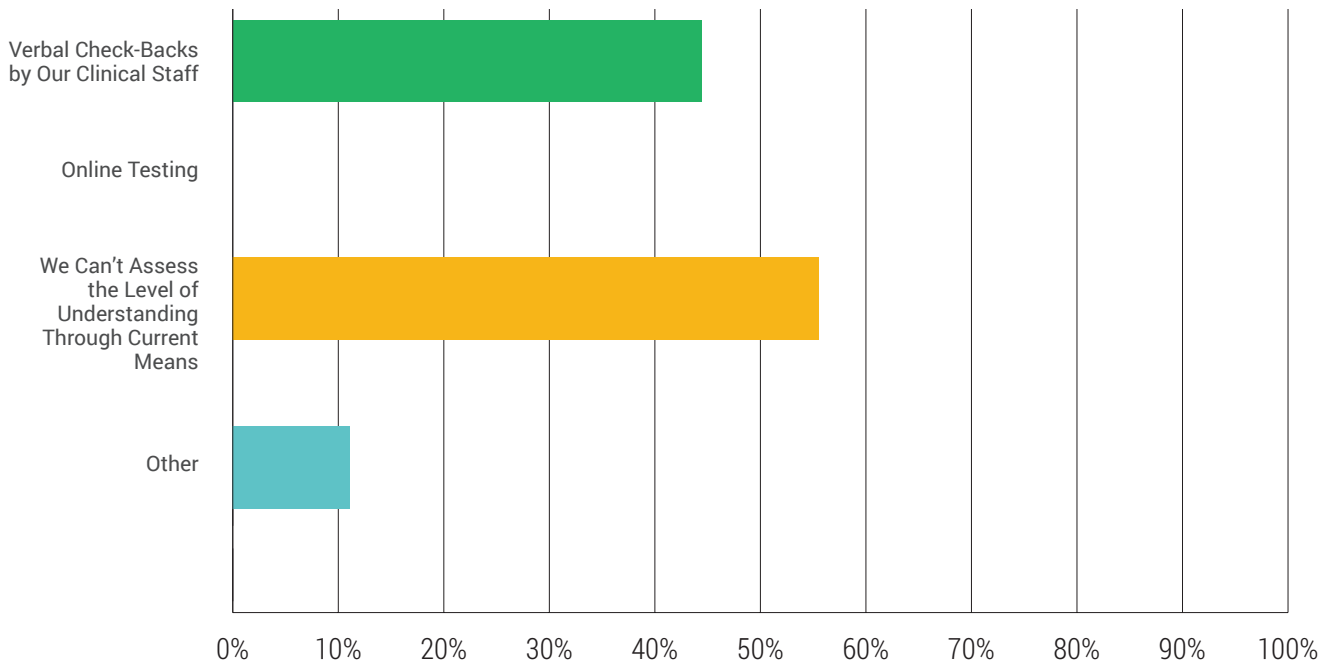
What is your PBM currently using to support member education related to their medication therapy?



ANSWER CHOICES	RESPONSES
Counseling Videos	33.33%
Printed Literature (Paper)	77.78%
Online Literature (Digital)	44.44%
1-on-1 Counseling (Remote/by Phone or Telepharmacy)	77.78%
Online Drug Information	44.44%

Personalized Patient Care and Patient eLearning Survey Results

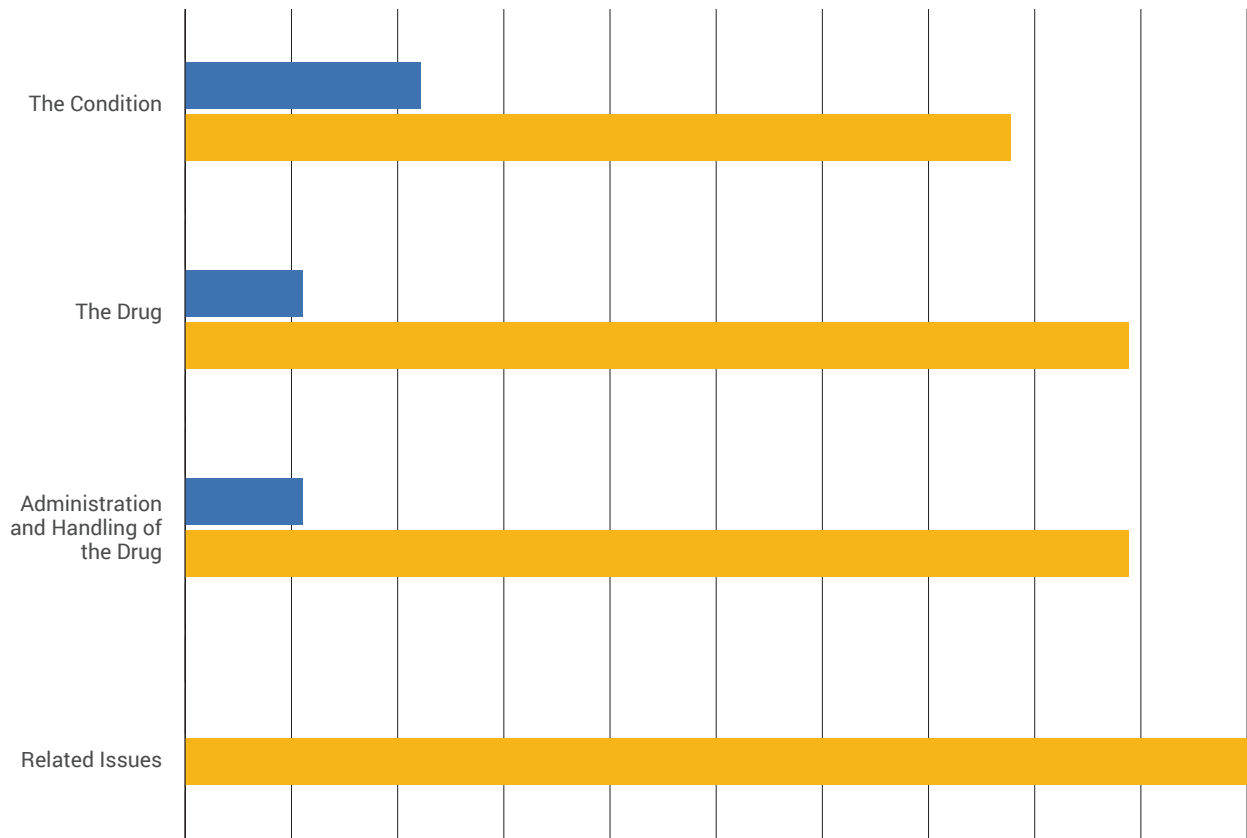
How is your PBM currently ensuring your members understand the education they are provided regarding their therapy?



ANSWER CHOICES	RESPONSES
Verbal Check-Backs by Our Clinical Staff	44.44%
Online Testing	0.00%
We Can't Assess the Level of Understanding Through Current Means	55.56%
Other (Please Specify)	1.11%

Personalized Patient Care and Patient eLearning Survey Results

Regarding “wholistic” patient eLearning related to specialty medications, please rate the importance of the following course components:

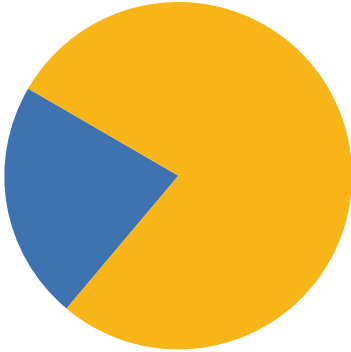


● Not Important
 ● Somewhat Important
 ● Very Important
 ● Unsure

ANSWER CHOICES	NOT IMPORTANT	SOMEWHAT IMPORTANT	VERY IMPORTANT	UNSURE
The Condition	0.00%	22.22%	77.78%	0.00%
The Drug	0.00%	11.11%	88.89%	0.00%
Administration and Handling of the Drug	0.00%	11.11%	88.89%	0.00%
Related Issues (Importance of Adherence, Patient Assistance, etc.)	0.00%	0.00%	100.00%	0.00%

Personalized Patient Care and Patient eLearning Survey Results

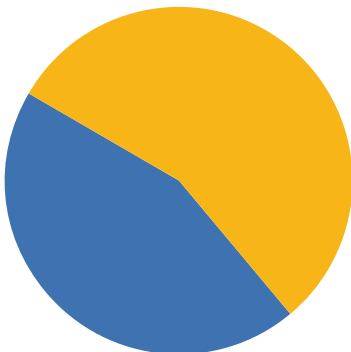
Could you envision a percentage of your members taking short-courses (8-15 mins) on their medication therapy on their own (self-directed eLearning)?



Yes No

ANSWER CHOICES	RESPONSES
Yes	77.78%
No	22.22%

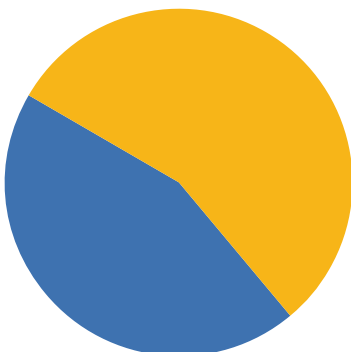
Could you envision your clinicians sharing specific therapeutic short-courses 1-on-1 with individual members?



Yes No

ANSWER CHOICES	RESPONSES
Yes	55.56%
No	44.44%

Could you envision your clinicians developing and sharing a personalized “playlist” of short-courses for an individual member with comorbidities or a complex therapeutic regimen?

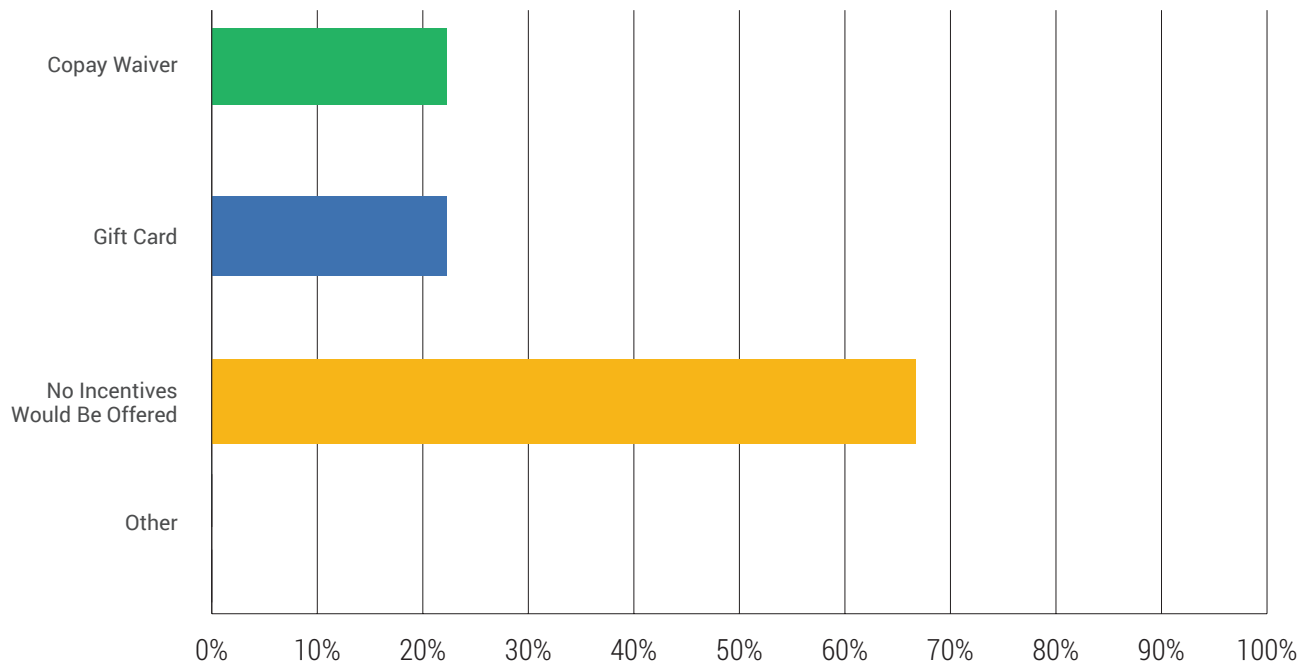


Yes No

ANSWER CHOICES	RESPONSES
Yes	77.78%
No	22.22%

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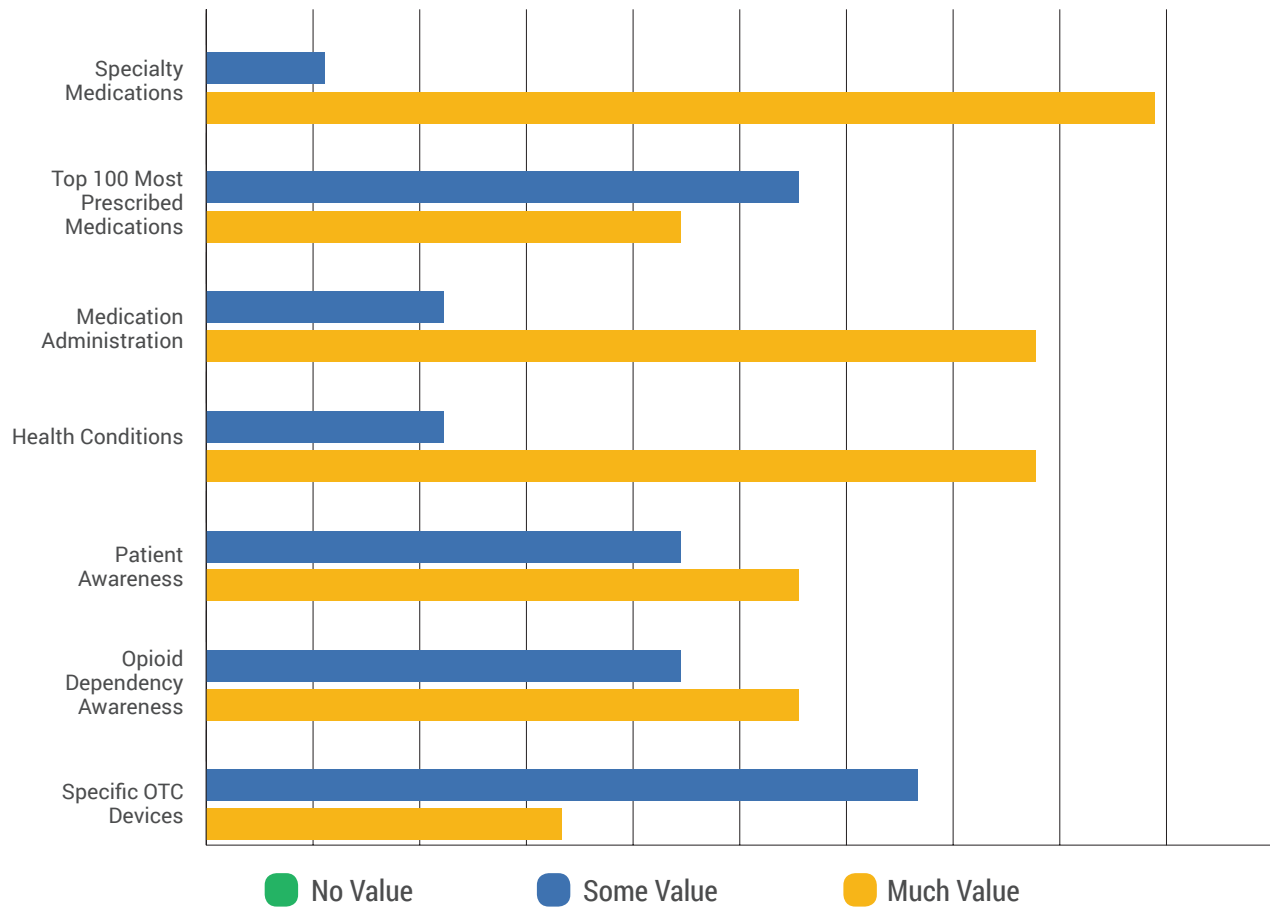
If your PBM considered incentivizing members in order to get them to complete an 8-15 minute short-course on their medication therapy, what would be the incentivization?



ANSWER CHOICES	RESPONSES
Copay Waiver	22.22%
Gift Card	22.22%
No Incentives Would Be Offered	66.67%
Other (Please Specify)	0.00%

Personalized Patient Care and Patient eLearning Survey Results

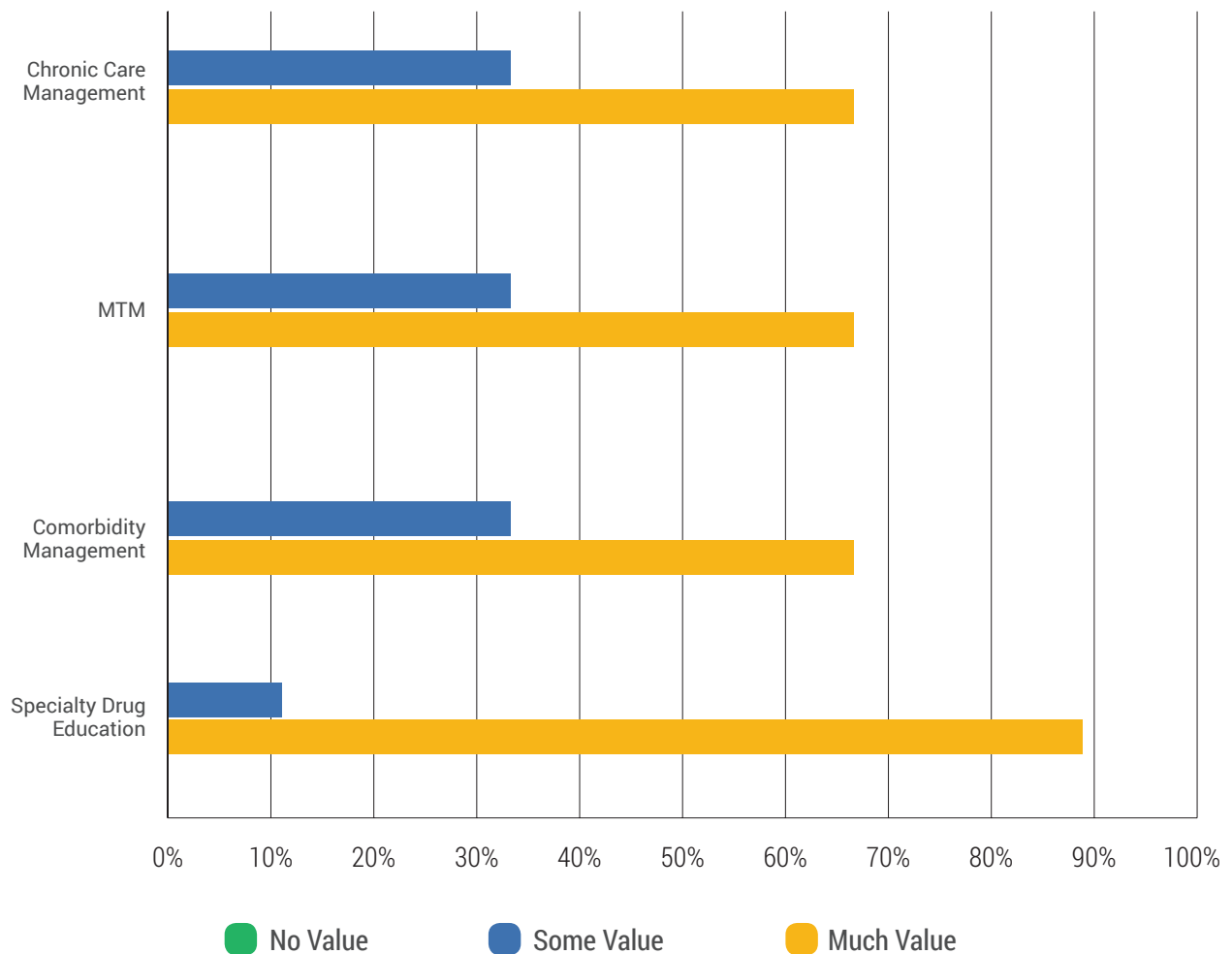
Regarding the course content available in CORE readiness learning centers, please rate the value of each subject category:



ANSWER CHOICES	NO VALUE	SOME VALUE	MUCH VALUE
Specialty Medications	0.00%	11.11%	88.89%
Top 100 Most Prescribed Medications	0.00%	55.56%	44.44%
Medication Administration (How to Administer at Home)	0.00%	22.22%	77.78%
Health Conditions	0.00%	22.22%	77.78%
Patient Awareness (What is a PA?, What is WFA? The importance of Adherence, etc.)	0.00%	44.44%	55.56%
Opioid Dependency Awareness	0.00%	44.44%	55.56%
Specific OTC Devices (Glucometers, CGM Devices, etc.)	0.00%	66.67%	33.33%

Personalized Patient Care and Patient eLearning Survey Results

Regarding patient eLearning as it relates to personalized patient care, where would you see the greatest value in educating patients?



ANSWER CHOICES	NO VALUE	SOME VALUE	MUCH VALUE
Chronic Care Management	0.00%	33.33%	66.67%
MTM	0.00%	33.33%	66.67%
Comorbidity Management	0.00%	33.33%	66.67%
Specialty Drug Education	0.00%	11.11%	88.89%

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READINESS

Personalized Patient Care Through eLearning

eLearning centers to support individualized and value-based patient care. Provide your patients with specialized, personalized, and accountable education to improve adherence and quality of care outcomes for complex medication therapies.



Features

Branded LMS to Your Institution	✓
700+ Video-Based Short Courses	✓
Custom Learning Center for Your Formulary	✓
Comprehensive Reporting Suite	✓
Monitor Course Analytics	✓
Monitor Patient Engagement and Success	✓
Integration With Your Management Software	✓
Personalized Patient Care	✓
Self-Directed Education	✓
Clinician-Directed Education	✓
Clinician-Directed Personalized Care	✓
Accessibility Anywhere, Anytime	✓