

PerformanceEdge™

# Patient Services and Hubs

*Diabetes*

**Patient Services and Hubs** assesses the use and value of programs in your therapeutic market and highlights industry best practices so you can identify opportunities to improve.

**Patient Services and Hubs answers your questions about benchmarks for:**

- Use and value of patient support services
- Hub vendor performance on cost and service
- Industry best practices and case studies
- Future outlook

**See Your Patient Services and Hub Performance Compared to Industry Leaders**



**You can use Patient Services and Hubs to:**

**Measure** the performance of patient services and Hub vendors in your market

**Identify** industry best practices

**Benchmark** Hub and patient support services

**Identify** gaps and opportunities to improve









<p><b>April 2018</b> <b>Mar, June, Sept, Dec 2019*</b> <b>Patient Services Benchmarks</b></p>	<ul style="list-style-type: none"> <li>▪ Snapshots of patient support programs for leading drugs in category</li> <li>▪ Quarterly updates to highlight new programs and changes to existing programs</li> <li>▪ Ratings of key program components based on provider and patient customer experience; accessible in a dynamic, interactive database updated quarterly</li> </ul>
<p><b>October 2018</b> <b>June, December 2019*</b> <b>Patient Services Best Practices and Case Studies</b></p>	<ul style="list-style-type: none"> <li>▪ Overall assessment of best practice patient support programs</li> <li>▪ Case studies of programs advancing and/or overcoming critical issues in performance measurements</li> </ul>
<p><b>Mar, June, Sept, Dec 2019*</b> <b>Hub Vendor Benchmarks**</b></p>	<ul style="list-style-type: none"> <li>▪ Comprehensive set of Hub vendor profiles</li> <li>▪ Quarterly updates to highlight relevant changes to vendor programs and relationships</li> <li>▪ Hub vendor performance on key cost and service attributes; accessible in a dynamic, interactive database updated quarterly</li> </ul>
<p><b>November 2019*</b> <b>Outlook 2021**</b></p>	<ul style="list-style-type: none"> <li>▪ Future growth trends impacting need/utilization; pipeline influences, revenue growth needs and demands, healthcare reform, government influences, IT enhancements and modifications</li> </ul>

\*2019 delivery dates subject to change

\*\* Quarterly updates to call out changes to existing programs or new programs

<p><b>Brands Include</b></p>	<ul style="list-style-type: none"> <li>▪ Farxiga</li> <li>▪ Invokana</li> <li>▪ Januvia/Janumet</li> <li>▪ Lantus</li> <li>▪ Tradjenta</li> <li>▪ Trulicity</li> <li>▪ Victoza</li> </ul>
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**Clients receive:**

 <b>On-call access to our subject matter experts for your inquiries</b>	 <b>Access to our website, customized for your organization</b>
 <b>Client-exclusive webinar</b>	 <b>Unlocked PowerPoint slides</b>
 <b>On-site and virtual presentations with research leaders</b>	 <b>Access to source data</b>
 <b>Opportunity for input into research topics covered within the service</b>	 <b>Specific recommendations for your organization</b>

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