

## APPLICATION FOR 2003-2004 RALPH W. KETNER EMPLOYEE PRODUCTIVITY AWARDS

County: WAYNE Employee: TERESA SMITH Email: teresa.smith1@ncmail.net  
 County Department: SERVICES ON AGING Employee Title: HEALTH PROMOTION MEDICATION MANAGEMENT COORDINATOR  
 County Phone: 919-731-1591 County Address: Mailing P.O. BOX 227, GOLDSBORO, NC 27533

Is this project being submitted on behalf of two or more employees? No X Yes       

If yes, please provide below a listing of all project employees. Employee & title as listed above should be for lead team member.

Fair Labors Standards Act Designation: In order for your project to be eligible, you MUST indicate one of the following. If you do not know, please contact your personnel director.

EXEMPT:        NON-EXEMPT: X BOTH (if applicable to team):       

1. Productivity Improvement Title: **“NO SENIOR WITHOUT” – PRESCRIPTION DRUG ASSISTANCE**
2. Implementation Date (must be between January 1, 2003 and January 1, 2004): **NOVEMBER 2003**
3. Please describe the productivity improvement. (Please limit response to these 2 pages.)

Our agency initiated an outreach program designed to help Senior Citizens gain access to low or no cost medications in order to get better health, and to improve medication compliance. We discovered that often times it was a conscientious decision NOT to purchase necessary medications in order to purchase food with the limited income available to them. Our agency felt that this was unacceptable and therefore, developed the “No Senior Without” program to aid any Wayne County Senior in obtaining drugs via pharmaceutical companies patient assistance programs.

The program utilizes a medication intake form that is completed by reviewing each medication bottle presented by the senior. As we gather income information which is necessary to present to the pharmaceutical companies to request assistance. Once we have completed the intake form we promise to be in touch with the senior once research is complete, and we have an action plan to proceed.

From there, we determine the manufacturer of each medication, and explore that particular manufacturer’s willingness to aid the senior. It is not uncommon to work with several pharmaceutical manufacturers to accomplish this task. Occasionally, we will attend doctor appointments with the senior to request the doctor swap medications in order to work with a manufacturer that is willing to help.

The process is always ongoing with each senior as reauthorization is critical to keep the medication coming to the senior at a red no cost. Communication with the senior is very important to the process, as is their confidence in the agency. In all cases, we mu a plan B should the pharmaceutical company fail to provide drugs as requested. At that point, the relationship with the medical community is crucial to the success of the program. To date, we have assisted many seniors and see no end to the requests.

4. Please describe why this project was initiated or what problem it addressed:

As stated in item #3, our agency initiated the outreach program to help Senior Citizens gain access to low or no cost medications to promote better health, and to improve medication compliance. We discovered that often times it was a conscientious decision purchase necessary medications in order to purchase food with the limited income available to them.

Seniors cannot possibly maintain physical and emotional well-being without ready access to medication prescribed by physicians that we could aid in securing the medications thereby remedying a growing problem.

5. Please quantify the improvement's results in terms of cost savings, cost avoidance and/or a higher level of services provide *(Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued*

Although our agency did not incur any additional costs in providing this program, we do feel that the overall system indirectly ber a reduction in repeated visits to physicians. Obviously, the seniors themselves gain tangible cost savings, and for that we are ext pleased. We feel that they no longer have to make difficult choices between eating or taking medications. This, alone, is well wor amount of time that our agency must spend to assist.

6. Please provide any other descriptive information you would like to be considered by the review committee.

This program is just one way that we can add value to the services provided by our agency. The first step is to recognize any need then work in a creative way to utilize existing resources to make a difference.

Should we be granted an award for our accomplishment, the funds would serve to purchase a new PDR (Physicians Desk Referen manual, and access to additional internet-based resources that will further aid in our ongoing project.

County Manager: **Lee Smith, Wayne County Manager**

Supervisor's  
Name:

**Louise Phillips, Director-Services on Aging**

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Return by JUNE 1, 2004 via email Rebecca.Troutman@ncacc.org