

Quality, Patient Care, and Safety Improving Medication Adherence Through a Pharmacy Pill Pack Program

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Objectives

Upon completion of this educational activity, you will be able to:

- Analyze the potential benefits and operational challenges associated with implementing a pharmacy compliance packaging program.
- Describe how technology solutions can be utilized to enhance communication, medication management, and operational workflows within a compliance packaging program.



KPCA
IMPROVING KENTUCKY'S CAPACITY TO CARE

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Annual
Conference

Faculty Disclosure

No one involved in the development of the educational content has a relevant financial relationship to disclose.

Why Medication Adherence Matters

Medications for chronic disease frequently are not taken as prescribed, driving poor outcomes, preventable hospitalizations, and rising costs across the healthcare system.

Who Struggles Most

- Patients with multiple chronic conditions
- Those on complex polypharmacy regimens
- Individuals with cognitive impairment
- Patients with limited caregiver support

Consequences of Nonadherence

- Poor health outcomes
- Increased hospitalizations
- Medication errors
- Higher healthcare costs

Identifying the Opportunity

Recognizing a clear gap between patient need and current pharmacy capabilities was the first step toward building a better solution.

Patients were experiencing:

- Multiple bottles
- Complex schedules
- Confusing medication changes
- Missed doses, duplicate doses

Our organization prioritized improving adherence, support for chronic disease management, and patient safety across all sites.

What is Compliance Packaging?

A pharmacy driven approach that organizes a patient's monthly medications by date and time, eliminating guesswork and improving compliance.

01

Synchronize

Prescriptions aligned to a single monthly fill date

02

Review

Pharmacy team coordinates and verifies all medications

03

Package

Labeled by date, time, and medication contents

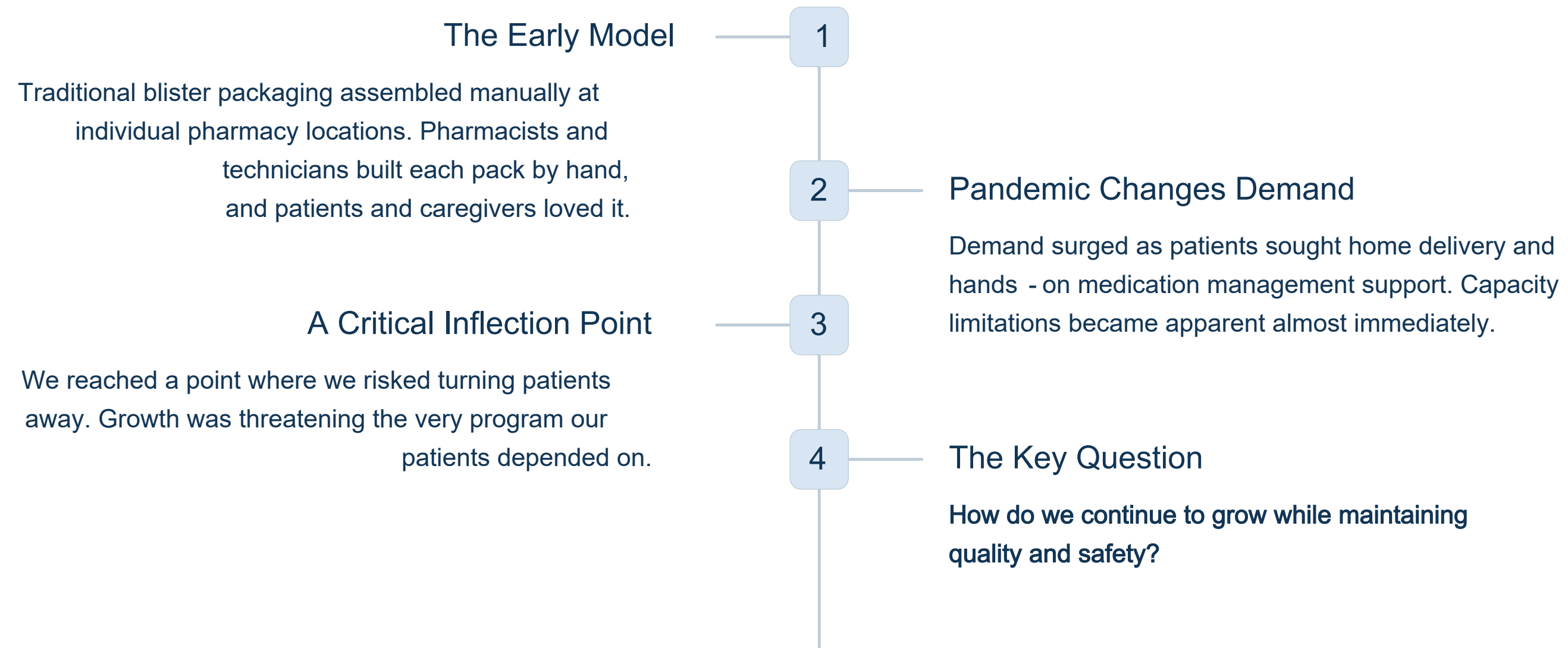
04

Deliver

Patient receives an organized, ready - to - use monthly supply



Where It Started



Evaluation of Technology Solutions

Options considered

- Technology assisted blister packaging
- Strip packaging robot that housed inventory internally
- Strip packaging robot that does not house inventory

Why we chose external inventory strip packaging?

- It supports a large number of NDCs
- Greater flexibility in inventory management.

Central Fill Model

We launched with a single, centralized compliance packaging site that was a closed - door operation serving all pharmacy locations.

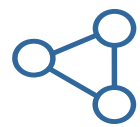
Standardized processes across
the organization

Concentrated pharmacy expertise
in one location

Improved efficiency and quality
control

⚠ As enrollment grew, the centralized model eventually reached capacity, requiring us to rethink the structure.

Challenges We Encountered



Multi - Location Coordination

Multiple pharmacy locations involved in a single patient's medication management workflow created handoff and communication challenges.



Medication Change Communication

Ongoing therapy changes created real - time packaging challenges that were difficult to manage across sites without a dedicated system.



Staff Specialization

Team members became highly specialized at single stations, limiting their understanding of the full workflow and reducing operational flexibility.



Early Fill Authorizations

Prescribers authorizing refills ahead of schedule disrupted synchronization and created downstream packaging complications.

Developing MedTracker

As our program grew, we needed a purpose - built tool to connect our pharmacies, track patient activity, and keep packaging in sync across all locations.

What MedTracker Does

- Facilitates communication between pharmacy locations
- Tracks real - time medication changes and updates
- Compares medication updates against fill history
- Maintains program calendars and scheduling

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Patient Name
TEST,DRUGS

Patient ID
154564

Date Of Birth
04/07/1979

SSN
123456312

**Days to fill
until next pack
N/A**

Provider Name
WILLIAM DENHAM

Next Appointment Date
-

Medi Assist
Yes

Modified By
Amy Thoroughman

Manage Patient Details

Home Pharmacy	Pack Pharmacy	Last Pack Date	Next Pack Date	Notes	Active Status	Action
GR	MH	05/18/2026	-	Patient has Medicaid se...	Active	

★ Latest Pinned Note:

Patient has Medicaid secondary insurance and requests delivery for compliance pack.

Reconciled Medication List (Total: 2)

ReviewedBy: Blair Lykins ReviewedDate: 09/09/2026

Drug Name▲	Sig	7:00AM	8:00AM	12:00PM	4:00PM	8:00PM
ATORVASTATIN TAB 40MG	TAKE ONE (1) TABLET EVERY DAY BY ORAL ROUTE.					1
INDOMETHACIN 25 MG CAPSULE	TAKE 1 CAPSULE EVERY DAY		1			

Non-Packed Medication List (Total: 4)

Drug Name▲
FISH OIL
NABUMETONE TAB 750MG
TREMFYA INJ 100MG/ML
WIXELA INHUB AER 250/50

Clinical Outcomes: Hypertension Control

PlusPack patients show meaningfully higher rates of controlled hypertension compared to the general pharmacy population.

Patient Group	Controlled Hypertension (%)
All PrimaryPlus Patients	69%
Clinical Program Only	66%
PlusPack Patients	72%
Clinical Program + PlusPack	75%

Financial Outcomes: The Business Case

PlusPack is offered at no charge to patients, yet it delivers significant indirect financial value to the organization.

How Value is Generated:

- Improved adherence = more fills per year
- Increased patient loyalty
- Internal capture rate

Revenue Impact

Comparing PlusPack patient revenue in 2023 vs. 2020 , two years after implementation:

\$ 1,038

Average increase in revenue per patient per year

Key Takeaways

Adherence Is a System Problem

Compliance packaging directly addresses many barriers patients face.

Technology Enables Scale

The right automation chosen for your network's needs allows you to grow without sacrificing quality or safety.

Communication Is Infrastructure

Purpose - built tools like MedTracker are not optional extras, they are the critical tool that makes multi - site programs work.

The ROI Is Real, but Indirect

No service fee. More fills. Better outcomes.