Multiple Sclerosis (MS)

MS is a chronic, autoimmune disease of the central nervous system, affecting the communication between the brain and other parts of the body.

TREATMENT
While there is currently no cure for MS, establishing and following a treatment plan is the best way to manage the disease and enhance quality of life. Treatment plans often include medications to prevent the number of relapses and help treat symptoms.¹

WHAT WE MEASURE
We measure Annualized Relapse Rate (ARR), the average number of patient-reported flares reported in one year. ARR is an indication of response to MS treatment as well as disease progression. A lower ARR is optimal, with a range based on literature benchmarks (0.16 to 0.37).²

HOW WE MEASURE ARR
Our clinical pharmacists engage patients while reviewing the electronic medical record (EMR) to obtain information on the number and severity of relapses.

Optimal ARR Range²

```
0.0          0.5
OPTIMAL RANGE IS 0.16–0.37
SHIELDS: 0.18
```

WHY IT MATTERS
Reducing the number of flares over time can delay the progression of disability and neurologic dysfunction.²

HOW MONITORING ARR HELPS
If a patient reports a relapse, our pharmacists will evaluate the EMR to determine if the event could be due to medication-related concerns, such as non-adherence. Pharmacists can intervene with the patient and provider to resolve any medication issues and coordinate care to address the relapse.

NATIONAL MS-CERTIFIED SPECIALISTS (MSCS)
Clinical expertise, excellence and advanced clinical knowledge

3 Common Barriers to the Treatment & Management of Multiple Sclerosis
1. Lack of financial resources: non-integrated specialty pharmacies’ average co-pay is >$300*  
2. Inadequate care coordination between Multiple Sclerosis care and non-integrated specialty pharmacies  
3. Social isolation and lack of support from family members
Multiple Sclerosis (MS)

Our proven care model breaks down barriers to care to optimize patient outcomes

Shields Health Solutions’ dedicated clinical team of pharmacists, liaisons, and patient support advocates engages patients and their families to help educate, coordinate care and ensure patients receive specialty medication without significant delays.

**Engage**
Our team engages with patients at the clinic and through telehealth appointments.

**Intervene**
Clinical pharmacists intervene to improve the patient’s care plan when drug interactions, related side effects, barriers to adherence or other concerns are identified.

**Coordinate**
Liaisons investigate patient benefits, complete prior authorizations and identify financial assistance, minimizing barriers to optimal therapy.

**Enhance**
Through clinical pharmacist interventions, we can enhance patient care by providing support and education, and by optimizing therapy when challenges arise and treatment goals are not met.

**Renew**
Pharmacists provide ongoing interactions beyond refills, proactively identifying opportunities to improve patient care and outcomes at each touch point.

---

**FAs/PAs Completed (YTD)**
Clinical staff utilizes their time to focus on patient care.

**Patients start medication on time.**
- Clinical Interventions (Total by Clinic)
  - Preemptively adjust patient medication to prevent complications.

**Patient Reported Treatment Efficacy**
Percentage of MS patients that report they feel very well/well with how their specialty medication is helping them with MS.

**Financial Assistance**
Secured in 2022.

**Med Adherence**
(Proportion of Days Covered)
Patients receive, and take, medications on time.

**Net Promoter Score**
Patients are satisfied with the pharmacy service.

**Average Provider Score**
Providers have a seamless experience.

**Cost Avoidance**
Maximize cost avoidance.

---

* Shields Health Solutions Network includes data from a collective of member health systems that partner with Shields to elevate an integrated specialty pharmacy model.
* All metrics are reflective of data collected in 2022.