



YOURmeds Pilot Study
January 2019



Contents

Executive Summary	3
Background	3
Pilot Methodology	4
Results	4
Return on Investment	5
Conclusions	5

Executive Summary

The pilot operated for a total period of 81 days with a total of 15 participants. The selection of participants was led by the Pharmacy Technician Team Co-ordinator, focusing on the more challenging clients who needed several medication visits per day. The aim of the pilot was to ascertain how many people could self-medicate, and the cost saving that would arise using the YOURmeds solution. Over the period, average adherence was 59.5%, the average ROI was 6.5X and some 1,676 visits were saved. The range for adherence is 41% to 85% and ROI is 1.5X to 21.2X. Initial findings suggest a strong positive relationship between number of days on the YOURmeds solution and the ROI. These findings suggest that the YOURmeds solution is an effective way to increase independence and reduce costs for Leeds City Council.

Background

Mr Jason Lane, Commissioning Manager for Adult Social Care, was interested to discover what the impact of using the YOURmeds Solution in Leeds would be. He asked Patsy Bamber, Head of the Pharmacy Technician Team, to run the pilot. YOURmeds is a new technology that can monitor whether people are taking their medication in their own homes. The Council also wanted to explore the benefits of creating an Asset Based Community around each participant: the creation of a support network around each participant that would be advised in real time whether medication had been taken or not. And if not, they would be able to intercede with timely reminders, and even visits if necessary. YOURmeds was keen to demonstrate the value to the Council of such a set-up, specifically the support network would be replacing paid workers for free, thus providing 'free social capital'.

The Pharmacy Team conduct over 400 visits a week to clients that potentially need support with their medication, and demand on their resources is increasing. There is a substantial backlog of clients that need assistance from the Pharmacy Team, and so new solutions are imperative if Adult Services are to meet the needs of its clients.

Patsy Bamber, leader of the pilot, and her team met with YOURmeds to scope out the pilot, provide training for the Pharmacy Team and work with the pharmacy selected to ensure that it was able to fulfil all the requirements asked of it. Hyde Park Pharmacy was chosen given its reputation of high levels of service to clients, some of whom were assisted by the Pharmacy Team. YOURmeds spent a considerable period of time training Hyde Park Pharmacy on how to use the system and explaining to potential participants how to access the medication. Hyde Park was the first line of call should there be any queries from the participants, with YOURmeds supporting the pharmacy.

The pilot commenced on 18/11/2017 and ended on 24/7/2018, a period of 248 days. Participants joined the pilot during the period, and left it either they requested to do so, or their situation had deteriorated such that they needed a different form of care (residential home care was the primary reason for leaving the pilot). Participants were selected based upon the intensity of visits, at least one other person could support the participant, and the participant was on polypharmacy.

Pilot Methodology

Participants were selected based upon the frequency of visits from the Pharmacy Technician Team, having at least one person who could assist with prompts and reminders, had known adherence issues, and were on polypharmacy. Whilst precise adherence levels of the potential participants prior to the pilot were not known, it was evident that adherence was a major problem given that they were receiving visits whenever medication was due. This is relevant when trying to understand the adherence figures that were achieved.

Each participant was shown how to use the YOURmeds solution, with the medication being delivered weekly by Hyde Park Pharmacy. The delivery person would attach the electronic Tag to the new pack and check its functionality before leaving the participant's property. In addition, Hyde Park used a new labelling and dispensing software solution provided by YOURmeds, which contained photo recognition of the participant, actual pictures of each medication etc, to reduce errors and make adherence easier.

Each participant was recruited by the Pharmacy Technicians and Hyde Park set up the participant directly. YOURmeds was only involved with providing the equipment and training. Where there were technical issues that could not be resolved by Hyde Park, YOURmeds sent its IT specialists to assist. Most common issues that arose related to signal strength and connectivity.

Cost savings were determined by the number of times the participant self-medicated correctly, and therefore removed the need for a visit by a Community Support Worker. The cost per medication administration visit is £7.50. In some cases, a visit from a Pharmacy Technician took place as a part of safeguarding, and therefore the Pharmacy Team calculated that an adjustment factor of 0.67 was necessary. This had the effect of reducing the potential saving by 33%.

Results

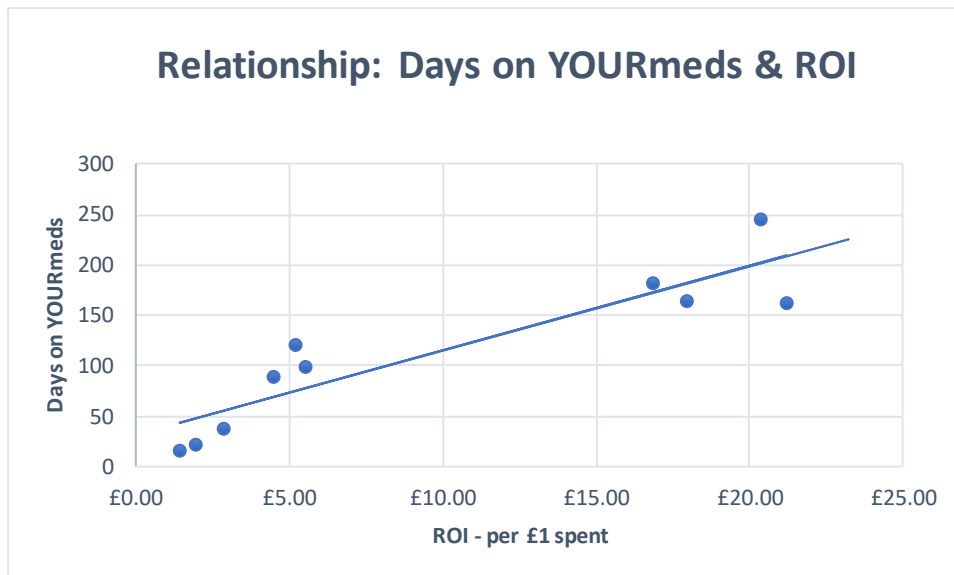
Over the period, there were 3,636 individual medication rounds, with the average being 243 per participant. Participants stayed on average 76 days. The average ROI was 6.55 - for every £1 spent on YOURmeds the saving generated was £6.55, after the adjustment factor was included. For reference without the adjustment factor, the ROI was 9.8X, a saving of £9.80 per £1 spent. Table 1 below provides more details

Table 1 – Key Results

Patient	Adherence	ROI	Days	Visits Saved	Total Rounds
Average	59.54%	£6.55	76	168	244

One of the factors that emerged from the pilot was that the longer a participant used YOURmeds, the greater the ROI. This is shown in Chart 1 below. One explanation could be that YOURmeds acts as a 'conditioning' system, and therefore the longer the participant is exposed to YOURmeds, the more likely they are to adhere.

Chart 1 – Time is an important determinant of adherence



Note that there are two clear clusters showing low ROI and higher ROI depending on time on the system.

Return on Investment

Whilst clearly ROI will drop as the sample becomes larger, it is still evident that the benefits are substantial. Note that in the calculation of the ROI, only the Pharmacy Technician visits were included. All other aspects of social care have been excluded. Further, key relevant areas such as hospital admissions, GP visits (out of the usual routine) and delaying residential care costs, have also been excluded. For example, one participant was able to live independently for a period of 88 days before needing to be moved into a home, thus saving some £7,190. In other studies, avoiding un elective admissions has been a major component of ROI, but this has been omitted here.

Overall £12,568 was saved over the period after the 0.67 adjustment (gross of £18,758), with the average saving per participant of £1,257. Annualised this equates to a saving of £18,509 adjusted and £27,626 unadjusted.

Some 1676 visits (post adjustment factor) were saved, equating to 210 days (assuming 8 visits per day), 4.2 weeks over the pilot period. Annualised this equates to 309 days and 6.2 weeks.

Conclusions

Overall, it can be concluded that the YOURmeds solution provides a real benefit to both participants and the Council. For participants, the benefits range from increased independence, more social interaction (the support network) and better health outcomes. For the Council, this level of saving can be reinvested back into key services, either by bringing more people into the safety net, or allocating more time to the participant for better quality care.