

POSTER ABSTRACTS

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Evaluating Care Delivery 10

Osteoporosis Counseling Study: A Randomized Clinical Trial

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Objective: Compliance with osteoporosis medications is low, similar to therapy for other chronic disorders. The purpose was to investigate the impact of an intensive counseling session by a specially trained nurse on therapy compliance, satisfaction and therapy costs among patients undergoing bone density testing (DXA).

Methods: 74 patients following DXA who met treatment thresholds (National Osteoporosis Foundation and/or high risk for hip fracture) were offered participation. These were randomized 3:1 between the intensive counseling (IC)-57 patients and usual care (UC)-17 patients. Patients in both received individualized reports summarizing their results/treatment recommendations along with a 24 page pamphlet UC patients were instructed to contact their ordering provider to review results and discuss therapy. IC patients received concurrent counseling by a nurse including indications, therapy advised, risks/side effects, costs, enrollment in manufacturer's drug assistance programs as needed and issuance of a prescription. All patients were surveyed at 1 month. Pharmacy costs and patient drug co-payments were assessed.

Results: IC patients had higher rates of bone protective drug use (79% versus 65%); satisfaction with care experience (8.4 versus 8.1); drug assistance program enrollment (54% versus 0%); as well as lower out of pocket drug costs (\$64 versus \$73) and health plan drug acquisition costs per patient (\$191 versus \$215) compared with UC.

Structured counseling following DXA by a specially trained nurse leads to improved medication compliance, patient satisfaction while reducing drug co-payments and health plan drug acquisition costs.