



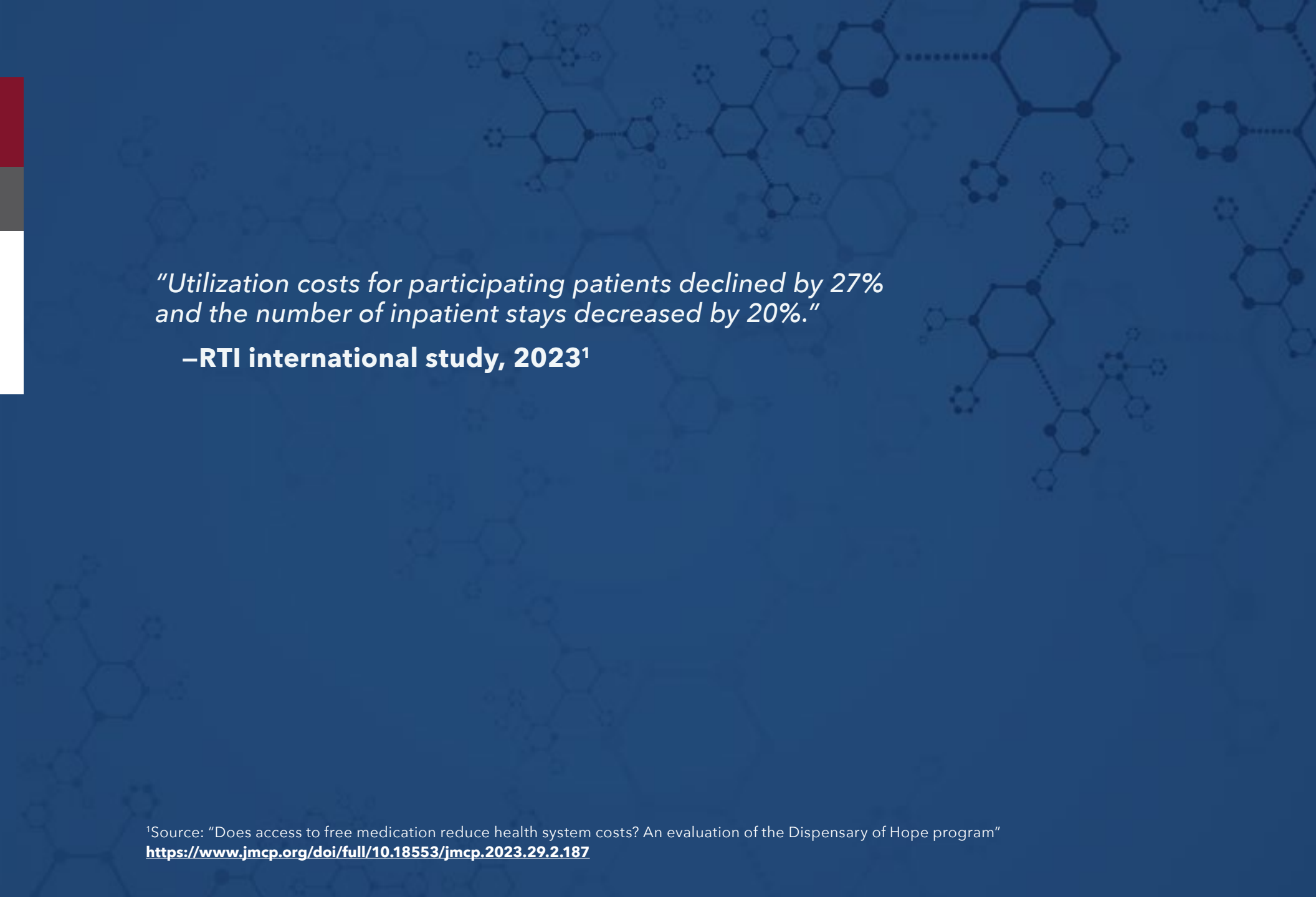
DISPENSARY OF

HOPE

CONNECTING ABUNDANCE WITH NEED

A HEALTHY FUTURE FOR ALL

2023 REPORT TO THE COMMUNITY



*“Utilization costs for participating patients declined by 27%
and the number of inpatient stays decreased by 20%.”*

–RTI international study, 2023¹

¹Source: “Does access to free medication reduce health system costs? An evaluation of the Dispensary of Hope program”

<https://www.jmcp.org/doi/full/10.18553/jmcp.2023.29.2.187>



We believe in healthcare for all. That includes life-saving medications for all: The uninsured. Anyone in need. We are committed to providing medication access with dignity for all of America's most vulnerable. We will accomplish this vision with commitments to quality, strong partnerships and technological innovation. We are measurably improving health outcomes, improving the quality of lives, supporting healthcare providers, and benefiting communities. Yet, there are still significant areas of opportunity to expand. Significant need still exists.

The last few decades have seen impressive developments in the technology we all rely on every day, from the smartphones that keep us connected with loved ones across the country to safety features in cars that prevent accidents and serious injury when the unthinkable happens. In healthcare, too, advancements in tech are making it easier to keep people healthy.

At Dispensary of Hope, a commitment to supporting the technology that can save lives has meant adherence to the Drug Supply Chain Security Act. The law calls for the use of an electronic system to track medications, so that all healthcare providers can ensure patient safety. We have been collaborating with our donor partners to ensure adherence to the law well in advance of deadlines. Dispensary of Hope is prepared.

As we look to the future, we're implementing machine learning and exploring how apps can best serve our populations. We do so with humble confidence because our efforts seem to be paying off: multiple research studies have proven that Dispensary of Hope improves health outcomes, reduces the need for costly and preventable care, and saves unnecessary healthcare costs. Savings are already in the millions and, in many ways, we're just getting started.

Thank you for your unwavering support. Together, anything is possible. Together, we can continue to provide a bright and healthy future for all.

A handwritten signature in black ink, appearing to read 'C. Palombo', written in a cursive style.

Christopher F. Palombo
CEO, Dispensary of Hope

Investments in Medication Access Improve Outcomes and Lower Costs

Doctors prescribe medications to keep us healthy. When we're unable to take them consistently, we increase our chances of requiring costly hospital care or even dying prematurely. Not taking prescribed medications can also lead to needing more outpatient care.²

Dispensary of Hope makes critical medications accessible to those in need to help lengthen life, improve health outcomes, and reduce the need for additional care. A 2016 study of our program by The Advisory Board Company found a 50% reduction in hospital stays and a 35% reduction in emergency department visits for the patient cohorts investigated.³ They also observed an annual cost savings of more than \$2 million per 1,000 patients.⁴ They attributed 25% of the reductions in utilization and costs to Dispensary of Hope interventions.³

Additional studies have confirmed the potential for savings, for both healthcare systems and patients.⁴

2 Source: "Does access to free medication reduce health system costs? An evaluation of the Dispensary of Hope program" <https://www.jmcp.org/doi/full/10.18553/jmcp.2023.29.2.187> t

3 Source: "Advisory Board: Dispensary of Hope" https://assets.speakcdn.com/assets/2560/dispensary_of_hope_abc_white_paper__09272016.pdf

4 Source: "The Dispensary of Hope Advantage" https://assets.speakcdn.com/assets/2560/dispensaryofhope_advantage.pdf

2021



Over **\$110** per patient saved each month on the cost of insulin alone

2022



Annual cost savings to healthcare systems of **\$3.1 MILLION** per 1,000 patients

None of this would be possible without the technology that facilitates collaboration between pharmaceutical companies, Dispensary of Hope, and healthcare facilities.

Fiscal Year 2023 Results

50

DONORS

115M

TOTAL
DOSES DONATED

245

SITES

1.2M+

PRESCRIPTIONS
FILLED

MEDICATION DONORS

In FY2023, we:

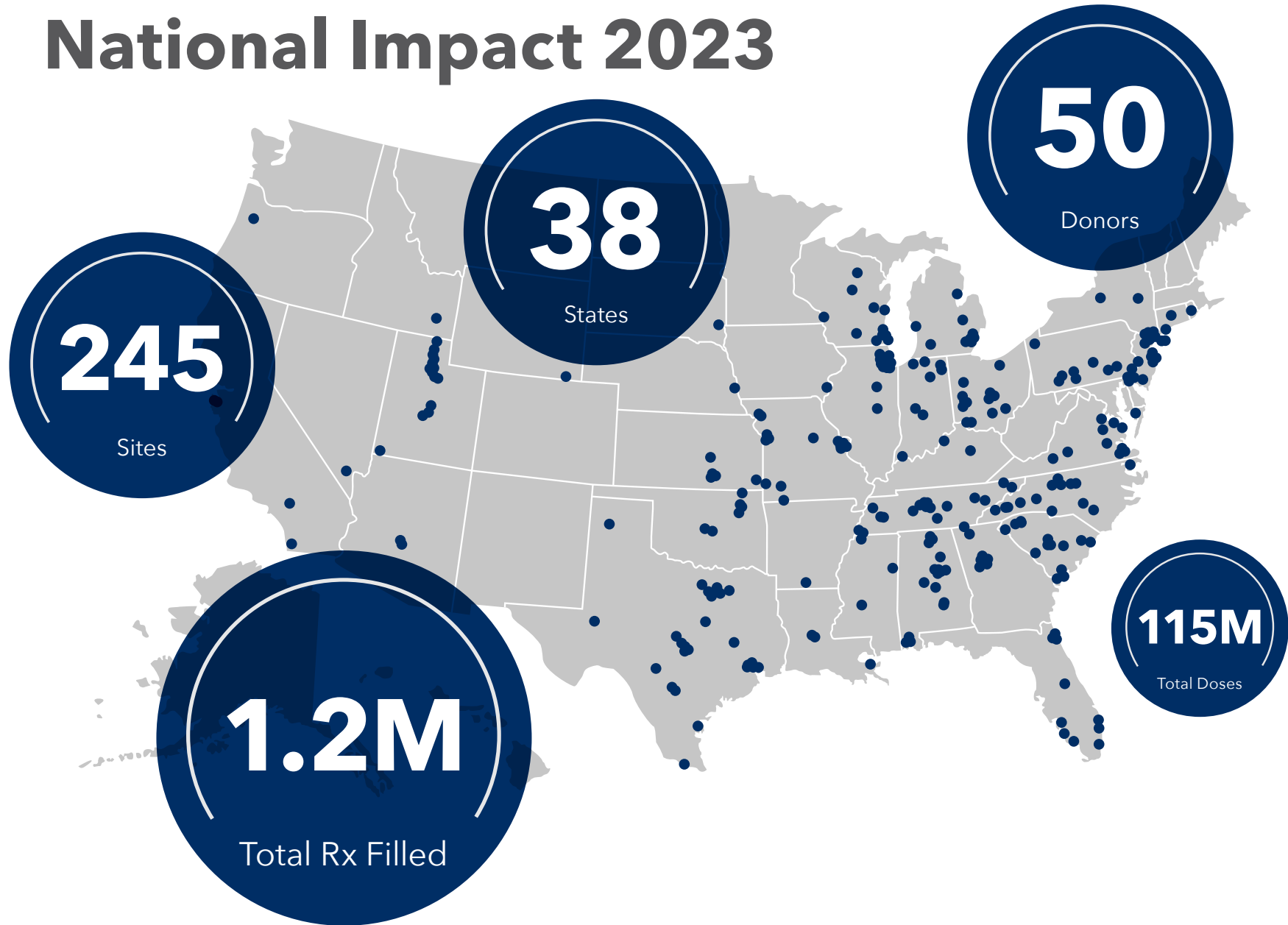
- Celebrated **10 years** of giving with several manufacturer donors.
- Added nine new donors—including one distributor.
- Established a distributor donation operation, the first of its kind in the nation.
- Deepened and expanded our donor relationships, opening up opportunities for public relations, philanthropy, and new initiatives to help us identify and solve some of our nation's most pressing needs, from the opioid crisis to rural disparities and more.

DISPENSING SITES

In FY2023, we:

- Added more than **40** new dispensing sites.
- Expanded the number of states we serve to **38**.
- Supported our network of sites to provide medicine to patients in need more than **3,200** times a day.

National Impact 2023



Commitment to Quality Means a Commitment to Technological Advancement

We provide access to medication to those in need so that we can turn our vision of a healthy future for all into a reality. Our focus on quality—both a high-quality supply chain and high-quality medications—supports better health outcomes and reduces the overall cost of care for the entire population.

What Does Quality Mean for a Medication Distributor?

Quality is built and maintained in our model and culture:

- We do not seek charitable regulatory exemptions.
- We meet the highest quality standards of the medication distribution industry.
- Our distribution center order accuracy rate of 99.53% is among the industry's best.
- We produce both internal and independent auditing for our entire network of dispensing sites to guide and confirm adherence to our policies as well as local, state, and federal requirements.

Quality is proven through:

- National Association of Boards of Pharmacy (NABP) and MedSurplus Alliance (MSA) accreditation.
- Drug Supply Chain Security Act (DSCSA) compliance.

How Does Technology Impact Quality?

The **DSCSA** was signed into law on November 27, 2013. It was established to promote the use of an electronic system to track medications and regulate transactions between manufacturers, wholesalers, dispensers, and repackagers to ensure medication and patient safety. At Dispensary of Hope, we have been working closely with all of our medication donors to ensure compliance with the law since before it was required.

Our partner network sites use **eHOPE, a medication inventory management and ordering system**, to order medication, report quarterly metrics, view reports, and access additional resources that help them serve their patient population. The new platform was released in August 2021. Multiple improvements and feature additions in FY2023 have improved the user experience, ordering efficiency, and accuracy of medication shipments to dispensing partners.

We use **machine learning**, in addition to manual monitoring, to develop and improve our medication target lists and formulary system, strengthen forecasting of needed medications, and improve consistency of access to medications.

Future innovations include developing a patient-facing app that can unlock potential areas of development, including targeted awareness, increasing patient volume, operations efficiency, and research.



Fiscal Year 2023 Goals and Accomplishments

We had five strategic goals this past fiscal year, which have allowed us to further our mission and meet the needs of more people in need.

1. Increase medication donations

- Increased total donations by nearly **20%**.
- Added nine new manufacturer donors.
- Developed a new donor model for medication distributors.

2. Retain and expand our network of dispensing sites to serve more people

- Added **43** new network sites.
- Added four new states, resulting in a total of **38** states served.
- Achieved a near World-Class Service Net Promoter Score rating of **77**.

3. Increase philanthropic donations

- Developed several new funding opportunity initiatives including our Partner Engagement Initiative.
- Cultivated ten relationships with new prospective corporate donors with a gift potential of **\$500,000+**.
- Raised **\$125,000** in new giving.

4. Preserve quality and operational excellence

- Achieved a **99.53%** order accuracy fulfillment rate.
- Successfully passed an NABP onsite audit for accreditation.
- Met DSCSA technological requirements.
- Implemented machine learning.

5. Increase thought leadership and public awareness

- Published research from RTI International on our program's ability to reduce the cost of care in the *Journal of Managed Care and Specialty Pharmacy*.
- Saw a **9%** increase in new visitors to our website.
- Achieved over **1,200** followers on LinkedIn, a 33% increase over FY2022.

OUR BIGGEST ACCOMPLISHMENTS

Added nine new medication manufacturer donors

Added 43 new network sites

Implemented machine learning

Increased total donations by 20%

"Nothing can be done without hope and confidence."

–Helen Keller



A Healthy Future for All

We look to the future with anticipation and hope, proud of our place as the preeminent national medication access solution. Our program is sustainable, equitable, and advancing faster than ever before.

Here is just some of what we're most looking forward to:

- Expanding the reach of Dispensary of Hope to more US communities.
- Implementing a comprehensive Federally Qualified Health Center (FQHC) and clinic expansion strategy.
- Expanding awareness through PR, communications, and thought leadership.
- Aiming for a World-Class Service Net Promoter Score rating.
- Securing philanthropic donors totalling more than \$500,000 in giving.
- Having fully implemented and integrated DSCSA serialization.

Your help is needed now more than ever.

[donate](#) today.

Refer [pharmaceutical manufacturers](#).

Refer nonprofit [dispensing sites](#).

THANK YOU

Our work is possible because of you. Whether you're a pharmaceutical company, network partner, or funder, thank you. We are excited to collaborate with you in FY2024 and beyond.

We encourage you to share Dispensary of Hope with your network.



dispensaryofhope.org



twitter.com/DispensaryHope



linkedin.com/company/dispensary-of-hope



"Let's go invent tomorrow instead of worrying about what happened yesterday."

-Steve Jobs





DISPENSARY OF
HOPE

CONNECTING ABUNDANCE WITH NEED

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