

# High Satisfaction with Hemophilia Treatment Center 340B Programs Nationwide



Many Hemophilia Treatment Centers (HTC) in the U.S. participate in the 340B drug purchasing program. This allows for more comprehensive services to be provided to all patients receiving care at HTCs. How satisfied are HTC patients with their 340B programs?

In 2018, nearly 4800 U.S. HTC patients or caregivers from 128 HTCs answered the Second National Patient Satisfaction Survey (PSS) about their HTC care received in 2017. One hundred seven (84%) of all HTCs had a 340B program that year. One PSS question asked about experience with 340B.

## How Satisfied are Patients with HTC 340B Programs?

Overall 96% of 2535 HTC patients across the US who used the HTC 340B program were 'always' or 'usually' satisfied with it. Not all HTCs have a 340B program. Sometimes HTC patients use other places to get factor or other bleeding disorder drugs because of insurance restrictions or patient choice.

## How did 340B Satisfaction Differ among the HTC Patients who use it?

Satisfaction with the HTC 340B program was consistently high. Regardless of diagnosis, severity, race, gender, or age, the majority of patients reported overall positive experiences with their HTC 340B program.

In fact, 97% of PSS survey respondents with hemophilia, and 95% with Von Willebrand Disease were 'always' or 'usually' satisfied with their 340B program.

Satisfaction with this program was uniformly high in all eight HTC regions (between 94% - 99%). Even those PSS respondents who had trouble with insurance reported high levels of satisfaction with their HTC's 340B program.

## Did Satisfaction with their HTC change if the patient used the HTC 340B Program? No.

Using the HTC 340B program did not affect patient satisfaction with overall HTC care. Satisfaction with their HTC was consistently high, whether they used 340B or not. If they used the 340B program, 93% were 'always' or 'usually' satisfied with their HTC care—nearly identical to the 94% rate of satisfaction reported by those who did not use their HTC's 340B program.

"We are very happy with the program and delivering exactly what we need, when we need it."

Parent of teen with severe hemophilia  
from Oregon

**What does this tell us?** First, most HTC patients are highly satisfied with their HTC 340B programs. Second, even if patients don't use 340B, they are highly satisfied with HTC care overall. That's important because being satisfied with medical care means patients are more likely to take actions they need to stay healthy. While some people reported problems with 340B, most of those concerns mentioned other pharmacies or insurance limiting access to a 340B program.

**What is next?** Anonymous feedback from the PSS was sent to each HTC that participated. That feedback provided summarized results, allowing HTCs to compare to regional and national HTC satisfaction in order to guide areas for improvement. Though this was the second time this PSS survey was conducted, this was the first time we asked about HTC 340B programs. In the future, the 340B question will be included to help us understand if 340B programs are continuing to do well or need to improve.

"The HTC has difficulty understanding the needs I've faced with my infusions, supplies, insurance, and co-pay issues."

Adult male with moderate hemophilia  
from North Dakota

The next PSS survey is tentatively scheduled for 2021. Regional HTC leadership would like to thank all patients and caregivers who participated and the HTCs for their collaboration. You can find out more about the PSS and the results at [www.htcsurvey.com](http://www.htcsurvey.com).