



Valued APCI Members:

APCI has been participating in meetings with the Alabama Quality Assurance Foundation (AQAF) to better understand how patients view their medications and health care providers. AQAF is a nonprofit consulting firm that provides quality improvement assistance to the health care provider market through contract arrangements with the Centers for Medicare and Medicaid Services (CMS). AQAF's primary services to partners and secondary customers are education, quality improvement training and technical assistance. This includes not only information about healthcare process improvement but also how to use data and implement quality improvement approaches.

One of AQAF's current initiatives is the "Know Your Meds Alabama" Campaign (KYMA). Through this initiative which is in a survey format, we hope to gain a better understanding of how patients are managing their medications, what health care providers they primarily go to for advice, and to understand their relationship with their local pharmacy. The survey will be available in a variety of formats which will hopefully allow all patients to participate via electronic formats; mobile devices through a web link, social media or paper. All electronic surveys will be collected automatically but the paper surveys will need to be faxed to the number at the end of the survey. We will be collecting the survey information for a period of 90 days beginning on April 1, 2019 and concluding on June 30, 2019.

Once all the data has been collected, APCI will gather the results and distribute to participating stores in each zip code. We hope these results will enhance the patient: pharmacist experience and lead to better discussions at store level.

The purpose of the survey is to help the local pharmacist understand how their patients view them and what opportunities, if any, there are to improve that personal relationship as well as assist the patient in becoming more adherent with their medications. We ask that you consider offering this brief survey to your patients as they come into your pharmacy and/or are waiting. Their options include a printed version you can hand them to fill out or an electronic version they can complete via any electronic device found at <http://www.aqaf.com/kyma> (the link can also be found on the printed survey). If they fill out the printed version, please fax the survey to the fax number found at the bottom of the survey.

If you have any questions in regards to the survey please reach out to Jeff Church or Allison Souders at APCI 205 277 1482. Thanks in advance for your efforts in assisting with this campaign.