The Dispensary of Hope has a mission to ensure a consistent supply of essential medication to low-income, uninsured people. To accomplish our mission, the Dispensary of Hope has built its services in a way that works well for providers, while safeguarding the dignity and the value of every patient served. In building this strategic vision, we are measurably improving health outcomes, improving the quality of lives, supporting healthcare providers, and benefiting communities in positive ways.

Our pharmaceutical manufacturer partners have been critical to the success of this plan, as well as being some of the strongest champions for this national service to the poor. Three years into our five-year plan, an astonishing 25 generic pharmaceutical manufacturers and a branded donor have joined the collaborative, with many more in conversation and likely to join in coming years. Through partnerships with pharmaceutical manufacturers working to improve the nation’s healthcare, the Dispensary of Hope added more medication. This supply serves the most common, chronic conditions in a consistent manner for our network of dispensing sites. These donations made a great impact on the lives of patients during this fiscal year by filling 1.1 million prescriptions during over 487,000 encounters.

Fiscal year 2018 is the third year of a five-year strategic plan to build an effective national charitable medication model that supports improved population health outcomes. With significant successes in the addition of dispensing sites in more cities across the country and partnerships with new manufacturers, year three has laid a foundation for a successful move into year four. The Dispensary of Hope continues to add dispensing partner sites and donors, as well as partners in research, logistics, data management and operations. As we move closer to the end of an ambitious growth plan, we are thankful for the outpouring of support in building this charitable medication distribution collaborative.

Chris Palombo
CEO, The Dispensary of Hope
YEAR THREE

Growth

25 Participating Pharmaceutical Manufacturers

56,595,264 Doses of Medication Shipped

144 Dispensing Sites in 30 States (approved to operate in 49 states)

24 New Dispensing Sites

1,084,343 Filled Prescriptions
The Dispensary of Hope Receives Donated Insulin from Eli Lilly & Company

The Dispensary of Hope is proud to receive donations from Eli Lilly & Company, a global leader in diabetes care since 1923, to provide free insulin to low-income, uninsured communities. This new initiative will provide access to thousands of patients across the United States that need insulin.

Lilly selected the Dispensary of Hope as a charitable organization to receive and distribute donated Lilly insulins to the uninsured and needy for free, consistent with our charitable mission.

These donations will help vulnerable patients with diabetes maintain access to life-saving insulin through our network of sites.

We are incredibly honored to receive these donations from Lilly to bring greater access to insulin in new and innovative ways.
Growing Partnerships that Expand Medication Access

As the Dispensary of Hope continues to grow partnerships that expand access to medication, we are celebrating the generosity of donor pharmaceutical manufacturers, and broadening policymaker’s awareness of the program among the low-income, uninsured population. Additionally, top leaders conducted a briefing at the Food and Drug Administration that provided an opportunity for the Dispensary of Hope to communicate the benefits of its program, including the health outcome and financial improvements to the patient populations served by donated medication.

The Dispensary of Hope also spent time with the Department of Health and Human Services Office of Generic Drugs discussing the growth of the program, the role of donor pharmaceutical manufacturers, and the importance of a formulary of consistent medications. Through such visits, the work of the collaborative is shared, allowing for more patients, donors, and providers to make use of the Dispensary of Hope infrastructure.
A Leader in Population Health

The Dispensary of Hope hosted a Population Health summit: “Exploring Population Health Management & the Pharmacist’s Role.” This gave members of our dispensing sites and pharmacy leaders an opportunity to engage in discussions around research and the latest endeavors across the United States to reduce healthcare disparities and increase access to medication for vulnerable populations. Hearing from Keynote Speakers Austin Weaver of the Advisory Board Company and Leigh Ann Ross of the University of Mississippi School of Pharmacy, the summit reviewed the vital role that pharmacies can play in impacting population health.

During roundtable discussions, guests explored in-depth ideation and pharmacy best practices. The summit helped pharmacy leaders network and gain additional tools for increasing access to medications and reducing medication access disparities in their own practice.
A NETWORK THAT INSPIRES

The Dispensary of Hope network continues to grow, extending our reach to more vulnerable patients. This network continues to be an inspiration as they work to impact the health of their patients.

- Via Christi Outpatient Pharmacy in Wichita, Kansas was honored as a Health Care Hero by the Wichita Business Journal for their efforts to stabilize patient medication access.

- Over 10 Ascension “Medical Missions at Home” were held in cities from Austin to Chicago to provide free medical, dental, vision and prescription care to patients.

- St. Vincent’s Pharmacy in Birmingham, Alabama hosted an annual patient outreach event called Project Homeless Connect to offer services affecting the social determinants of health to those experiencing homelessness.

- Northern Neck - Middlesex Free Health Clinic in Kilmarnock, Virginia was recognized by the Virginia Health Care Foundation for surpassing a major milestone in helping more than 14,500 vulnerable patients gain access to greatly needed services, such as primary care, dental, and pharmacy.

- Medical Outreach Ministries in Montgomery, Alabama received state recognition for their diabetes self-management education program. Their program provides patient education to equip patients with the necessary knowledge and skills to successfully manage their diabetes.
Since 2007, the generic pharmaceutical industry has offered more than five billion doses of medication, providing increased access and medication stability for tens of thousands of low-income, uninsured patients. The generic pharmaceutical industry has shown their support for the Dispensary of Hope’s vision and provided tremendous leadership in serving the poor.

The immense generosity from our generic donor partners has allowed the Dispensary of Hope to provide more access to the vulnerable in communities across the United States. From July 1, 2017 to June 30, 2018, the Dispensary of Hope grew our partnership by adding an additional six generic manufacturers. With their participation, an additional 161 medications were available in fiscal year 2018 as compared to fiscal year 2017.

The Dispensary of Hope is humbled by each of its partners contributions, grateful for the commitment to providing access to life saving medications to the uninsured, and excited about new manufacturers joining this effort.

SUPPLY CHAIN STEWARDSHIP

FISCAL YEAR 2017
17 Participating Pharmaceutical Donors

FISCAL YEAR 2018
25 Participating Pharmaceutical Donors
"I'm proud to say that Mylan has been one of the largest supporters of the Dispensary of Hope. We've given over 143 million doses across 140 different product lines. We are constantly trying to find ways that are helping to make the system more efficient and working with organizations like the Dispensary of Hope that are truly filling unmet needs. Setting new standards in healthcare is a perfect example of what the Dispensary of Hope is doing. This is not only a reputable distribution, but it really is solving for something that we get up every day to do as a business. The generic industry exists to bring affordable and accessible medicine into the hands of those who need it. It’s one thing to have data around our companies, it’s another to find partners that can truly execute and make a difference. The Dispensary of Hope is a bridge in the United States to ensure that medicines are getting into the hands of people that need them."

Heather Bresch
CEO, Mylan
Growing the Impact, Growing the Network
When the Dispensary of Hope was founded, its vision was to distribute medication across the US healthcare safety net to the locations where uninsured patients normally go for their care - free clinics, charity pharmacies, nonprofit outpatient pharmacies, and community health centers. Today, the Dispensary of Hope is continually extending its reach to ensure that vulnerable patients always have a place to turn for their medication needs. That means finding a growing number of suitable dispensing sites with which to partner.

Strategic Vision for Growth: Key Partnerships
Continuing the efforts of 2017, the partnership with Ascension has grown through additional dispensing sites and efforts to ensure more patients are served through Ascension ministries. Furthermore, the Dispensary of Hope has established and grown partnerships with other nonprofit health care systems and their charity pharmacies including: Trinity Health, Bon Secours Health System, Cone Health, Intermountain Healthcare, Mercy Health and more. Through these partnerships we’ve launched many pilot sites associated with health systems, as well as expanded relationships with other organizations such as Volunteers in Medicine, American Hospital Association, National Association of Free and Charitable Clinics and many state hospital associations. The Dispensary of Hope is increasing outreach to more non-profit hospitals, safety-net clinics and pharmacies across the nation.

Making the most of every opportunity to serve, our team had the chance to share the meaningful strides of our work and the importance of medication access by presenting at many relevant industry events including: American Pharmacists Association Annual Meeting 2018, Catholic Health Association Assembly 2018, Becker’s Hospital Review Health IT & Revenue Cycle Management American Society of Hospital Pharmacists’ Midyear Annual Meeting, Tennessee Hospital Association Annual Meeting and the 340B Health Conference.
“Developing, maintaining and improving patient access to medication within our community is essential to the success of our population health work. Implementing the Dispensary of Hope across all our locations has not only enabled us to operate more effectively, it has freed up resources to serve a larger patient population and delivered a more consistent patient and caregiver experience. The members of the Dispensary of Hope team have been phenomenal partners in care by providing new ideas and platforms for charitable medication distribution as well as and by maintaining a commitment to creative entrepreneurial-like thinking and flexibility to help us deliver on our mission of helping people live the healthiest lives possible.”

Buck Stanford, PharmD, MBA  
System Pharmacy Operations Director, Community-Based Care Group, Intermountain Healthcare

“Health Partners Free Clinic has been providing for the needs of the uninsured or underserved in Miami County, Ohio since the 1990s, and the response to need for medication has expanded tremendously. The Dispensary of Hope's limitless ordering provided an invaluable resource to our community. Implementing The Dispensary of Hope medication for 70% of our growing patient population helped contribute to an 80% med adherence rate and fostered more care to more people in need.”

Justin Colby, PharmD  
Health Partners Free Clinic
ANOTHER REMARKABLE YEAR

Fiscal Year 2018 was yet another remarkable year. The Dispensary of Hope continues to grow faster than our five-year plan. We have made great strides in securing partnerships with more manufacturers and ramping up our inventory to include a greater portfolio of medications, including insulin.

With a focus to grow the dispensing network in more locations, our team has persistently driven toward broadening our reach to those in need by expanding access in additional states. These ongoing efforts have contributed to significant growth in the last year, and we are well positioned for more impactful changes in the years to come.
Dispensary of HOPE

CONNECTING ABUNDANCE WITH NEED

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