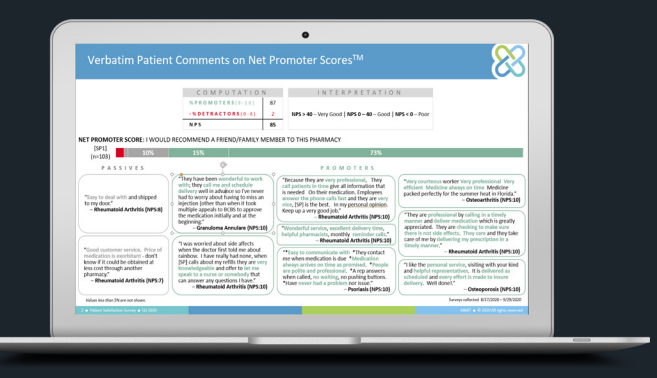
MMIT
a norstella company

Improve Your Specialty Pharmacy Performance

Transparent Data. Unbiased Insights. Exceptional Care.



For specialty pharmacies, providing best-in-class customer service isn't just a business objective. The quality of your patient support has a direct impact on medication adherence, clinical outcomes, and the overall care experience. So how do you evaluate your performance?

Whether you're an independent, retail, payer/PBM, or hospital and health system pharmacy, MMIT can help. Our Patient and Office Staff Satisfaction Surveys provide objective benchmarking data across U.S. specialty pharmacies. With our data, your pharmacy leadership can:

- Analyze quarterly Patient Satisfaction Survey results
- Review verbatim patient feedback on your performance
- Surface actionable insights from physicians and providers
- Benchmark against your competitors in 10+ therapeutic areas
- Monitor your overall net promoter score (NPS)
- Improve office dynamics with biannual Staff Satisfaction Survey results

Take Your Pharmacy to the Next Level

With unblinded survey results, your team will know exactly what your patients think about the services you provide. Our data helps you identify opportunities to refine your processes, drive prescription volume, and improve both patient and staff satisfaction. MMIT's Patient and Office Staff Satisfaction Surveys can also help you:

Gain Accreditation

Our Patient Satisfaction Surveys support your bid for accreditation, whether your specialty pharmacy is seeking first-time accreditation or a renewal from URAC, ACHC, TJC or NABP. For many organizations, patient satisfaction must be assessed by independent third-party providers to ensure accuracy and impartiality.

Win Payer Contracts

In this competitive market, many payers will only partner with specialty pharmacies that have high patient satisfaction scores. We provide the data you need to demonstrate your commitment to patient-centered care—which can be instrumental in helping your pharmacy win contracts.

Engage Manufacturers

Many pharma companies rely on patient ratings to help them decide which specialty pharmacies to partner with. Along with more tangible factors, manufacturers are looking for pharmacies with robust patient support services. A proven history of high patient satisfaction metrics—or a better rating than your competitors—can make all the difference in your discussions.

Track Multiple Sites

For larger organizations with dozens of pharmacies under their umbrella, monitoring performance can be especially challenging. Our satisfaction metrics can help you improve productivity, increase morale, and reduce turnover across your pharmacies. We help you ensure that each site meets its performance goals.

Ensure the Highest Quality of Care

MMIT's Patient and Office Staff Satisfaction Surveys provide the most comprehensive third-party benchmarking data available for specialty pharmacies.

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