(S50) PATIENT PERCEPTIONS OF MULTIPLE SCLEROSIS SUPPORT AND CALL CENTER SERVICES: 2007–2009
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Background: MS LifeLines is an educational patient support service that provides multiple sclerosis (MS) patients with important information about their disease. Objectives: To evaluate patient usage of and satisfaction with MS LifeLines, and to track and compare these findings over time. Methods: Patients using MS LifeLines who had at least one interaction within the past month were invited to complete a self-administered questionnaire on the Harris Interactive website. Honorarium was not provided. Qualified patients were receiving interferon beta-1a (IFNβ-1a) subcutaneous (SC) therapy or had received IFNβ-1a SC within the past 3 months, and remembered the approximate date of interaction with MS LifeLines. Survey participation was limited to once every 6 months. Data were collected in five waves (5–6 months each) between 2007 and 2009. Key end points included overall satisfaction with MS LifeLines, likelihood of recommending the program, and likelihood of continuing IFNβ-1a SC therapy, each rated on a 7-point scale (1 = most negative, 7 = most positive). Satisfaction with specific MS LifeLines services and overall satisfaction with competitor programs was also evaluated. Results: For each wave (W), 759 (W1), 764 (W2), 749 (W3), 693 (W4), and 681 (W5) patients participated; there was 1% overlap among waves. The proportion of patients rating their overall satisfaction ≥ 6 was high throughout all waves (W1 = 82%; W2 = 83%; W3 = 83%; W4 = 79%, W5 = 92%), with a significant increase between W4 and W5 (P < .05). Most patients also reported scores ≥ 6 for likelihood of recommending the program (W1 = 85%; W2 = 88%; W3 = 86%; W4 = 83%; W5 = 93%; P < .05 for W5 vs. W4) and likelihood of continuing IFNβ-1a SC (W1 = 82%; W2 = 81%; W3 = 81%; W4 = 81%; W5 = 84%). Patient satisfaction was significantly higher (P < .05) in W5 versus W4 for specific services, including welcome call and reimbursement interactions (new patients), call center nurses (2–6 month group), and calls to MS LifeLines (≥ 7 month group). Among patients in W5 who used a competitor program (n = 171), 95% were as or more satisfied with MS LifeLines. Conclusions: Participants provided positive satisfaction ratings for MS LifeLines and compared the program favorably to competitor programs. Most participants had a positive view of the likelihood of both recommending MS LifeLines and continuing therapy.

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