



## QUOTABLE QUOTES

### FROM PATIENTS

*"The program is a good support to help you stay on track, and an excellent resource for information. Having an hour set aside allows me to sit down, focus and ask questions without feeling rushed."*

**Chandra Fears, Employee Participant**  
**Dalton, Georgia**

*"The most important thing my pharmacist does for me is she keeps me on track. I know what to do but it helps having her ask me each month if I am actually doing it."*

**Employee Participant**  
**City of Milwaukee**  
**Milwaukee, Wisconsin**

*"Working with my pharmacist, Tammy Lopez, my doctors increased the dosage of medicine I take at night, had me take it with my meals and have a snack before I go to bed. I've been able to bring down my numbers and work on losing some weight, which has been a major factor. I feel much better."*

**Dee Brown, Employee Participant**  
**City of Colorado Springs**

*"This program enables people to understand what they need to do in order to become healthy or stay healthy. The more that people take advantage of it, the healthier our employees will be, which can be a win for everybody. Improving health means improving energy and attitude, and there is less down time from lost workdays."*

**Employee Participant**  
**Pittsburgh, Pennsylvania**

*"The Wellness Program and the Diabetes Ten City Challenge offered by the City of Charleston are truly helpful. Without these wonderful programs, my cholesterol medication, diabetes medications along with test strips and lancets, would total about 270 dollars per month or \$3,200 dollars per year. The support provided by these programs is invaluable. The continued advice, and programs that you offer to City employees throughout the year is great. Also my pharmacist coach, Cecily DiPiro, helps me with her advice regarding my blood testing readings, diet, and exercise. The concern that Mayor Riley has for healthy City employees is instrumental in making this all happen and I thank him. We all have illnesses in our lives, but with programs such as these and caring people, the task is a little easier to cope with."*

**City of Charleston Participant**  
**Charleston, SC**

*"I wanted to let you know that I spent 2 hours with my pharmacist coach yesterday. During that time I learned more about diabetes than I ever have and was encouraged to continue my battle for better health. I wish we could clone James because he does an excellent job. I just wanted to say thanks for the work you are doing. I pray that more people get involved with these programs. They are very beneficial."*

**City of Charleston Participant**  
**Charleston, SC**

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## **FROM EMPLOYERS**

*"Our main concern is to keep our employees healthy. We also are trying to manage increasing health care costs and look at loss prevention – it has a lot to do with trying to increase health care outcomes, as well. It's better to do things on the front end than on the back end, when you have a catastrophic claim that could have been prevented."*

**Mark Cauthen**  
**Risk Supervisor**  
**City of Colorado Springs**  
**Colorado Springs, Colorado**

*"As a large employer and the only hospital system in Allegany County, we wanted to be a key player when there was an opportunity to get into the Diabetes Ten City Challenge program. We had run a pilot program solely on internal resources in 2005 and saw it was beneficial, but also saw we needed additional infrastructure in order to make it work well. In that rough test of the model, our costs dropped about \$1,000 per person for those in the program. It validated for us that the results people were reporting from this program were high-potential results."*

**Mark Sullivan**  
**Vice President**  
**Western Maryland Health System**  
**Cumberland, Maryland**

*"Piggly Wiggly Carolina is delighted to provide proactive diabetic management tools to our most valuable assets, our employees and our customers. Through the Diabetes Ten City Challenge, we can have a tremendous impact on the quality of life and the long-term health of the ever-growing number of diabetic individuals in the Charleston area. We believe the key to the program is the education and relationships people build with their pharmacist, and we are pleased to offer the services of our Charleston-area Piggly Wiggly pharmacists as coaches in this program."*

**Joseph T. Newton, III**  
**President**  
**Piggly Wiggly Carolina Co., Inc.**  
**Charleston, South Carolina**

*"Managing one's health is becoming increasingly more complicated. It is even more difficult with a chronic condition such as diabetes, which affects a significant part of our population and can have diverse complications. The Diabetes Ten City Challenge offers employees and employers an opportunity to reduce the health risks and costs associated with this disease. The knowledge it will provide employees gives them more power in controlling their condition. The City of Charleston is proud and excited to join the American Pharmacists Association Foundation and be a part of this innovative program which emphasizes prevention and care."*

**Mayor Joseph P. Riley, Jr.**  
**Charleston, South Carolina**

*"We looked at the cost of doing nothing, the cost differential to enroll in the program, including estimates for coaching sessions, lab tests, glucose testing kits and waiving co-payments on drugs. We expect that better compliance with using maintenance drugs will offset medical costs and that, down the line, we'll see decreased hospitalizations, emergency room visits and other critical diabetes-related problems."*

**Donna Steed**  
**Benefits Manager**  
**Duquesne University**  
**Pittsburgh, Pennsylvania**

## **FROM PHARMACISTS AND HEALTHCARE PROVIDERS**

*"I work closely with each of my patients to monitor key diabetes indicators. I also educate them on diet, exercise, their medications, the importance of vaccinations and we work together to formulate appropriate lifestyle goals. My ultimate goal is for my patients to have the skills to manage their diabetes and ultimately to improve the quality of their life."*

**Cecily V. DiPiro, RPh, PharmD**  
**The Prescription Center**  
**Charleston, SC**

(more)

*"In Charleston, many patients are starting to see their pharmacist as a coach and call them periodically to report on their progress. For the first time someone is there one-on-one for them, listening. Pharmacists are really enjoying that aspect."*

**Jennifer Baker**  
**Pharmacist Network Coordinator**  
**South Carolina Pharmacists Association**  
**Charleston, South Carolina**

*"Ultimately my goal is to help people and make sure they are knowledgeable in taking care of themselves. Patients can call me if they have any questions and some have really taken advantage of that. With the PharmD program, you have a lot of clinical knowledge but often don't use it unless a patient has a question. Having to see patients I have to constantly stay on top of everything. When you have to relay the information it keeps you current."*

**Tammy Lopez, PharmD**  
**County Pharmacy Manager and Pharmacist Network Coordinator**  
**Maxor**  
**Colorado Springs, Colorado**

*"By removing financial barriers, we empower people to take control of their disease, including taking their sugar levels several times a day – and this correlates with improved health. Employees feel like they are being taken care of – the one-on-one individual counseling with the pharmacist coach is where they stay accountable, set goals and stay on track."*

**Jan Park, RN**  
**Wellness Coordinator**  
**City of Charleston, S.C.**

## **FROM BUSINESS AND HEALTHCARE LEADERS**

*"Investing in front-end chronic-care prevention and management, rather than paying for expensive acute-care services that inevitably result from poor control of chronic illness, pays off and results in significant cost savings for employers and improved health for employees and their families."*

**Andrew Webber**  
**President and CEO**  
**National Business Coalition on Health**  
**Washington, D.C.**

*"Today's pharmacists are looking for ways to be more actively engaged with patients, but they are frustrated by payment systems that pay only for medications, not the coaching needed to use them wisely. While modern medications are great tools to help prevent disease and suffering, they only work when patients know how to use them properly. The model in the Diabetes Ten City Challenge aligns the incentives for the employer, patients, and pharmacist. Everyone wins."*

**Stuart T. Haines Pharm.D., BCPS, CDE, FASHP**  
**Professor and Vice Chair for Education**  
**University of Maryland School of Pharmacy**  
**Member, Diabetes Ten City Challenge Advisory Committee**

*"We feel the best ways of treating diabetes often are not reimbursed by the current system. We were intrigued about the DTCC model and its ability to reduce costs and help employers by keeping people productive and reducing absentee rates, reducing care at unnecessary settings and unnecessary hospital ER visits. This program gave us the ability to use our expertise in the research area and our linkages with the diabetes provider communities in Chicago as well as a way to demonstrate to employers how to use benefit design to change behavior."*

**Larry Boress**  
**Executive Director**  
**Midwest Business Group on Health**  
**Chicago, Illinois**