

Canadian Life Sciences Networks: Patient Support Programs (PSPs)

How do other Canadian pharmaceutical companies do it?

The Challenge

Canadian pharmaceutical companies are making considerable investments in patient support programs. Despite this, there are no best practices resources, industry standards or professional network for managers of PSPs to refer to in order to inform key questions they are often faced with, such as:

Strategic	Operational
<ul style="list-style-type: none">• How does your program measure up to the rest of the industry?• How do you continue to evolve your programs to meet future demands?• How do we support investment decisions with upper management and above country?	<ul style="list-style-type: none">• When should we withdraw free drug?• How do we better leverage our PSP data?• Who is the best PSP vendor?• What is the best approach to support better adherence?

Our Solution

MATRIX Healthcare and TGaS Advisors have partnered to launch the inaugural solution within the Canadian Life Sciences Networks: the **Patient Support Program Network Membership**. This new solution has been created exclusively for Canadian pharma companies to help them optimize their PSP capabilities.

The Patient Support Program Network Membership includes three components:

- **Benchmark:** A detailed comparative analysis of resources, processes, capabilities and organizational strategies versus peer companies for the following areas of the PSP ecosystem:
 - Operations Management, Vendor Management, Data Procurement and Governance, Core Program Elements
- **Advisory Services:** Information and advice from MATRIX professionals to answer PSP questions and address urgent issues that comes up during the course of business.
- **Peer-to-Peer Support:** Access to Canadian Life Sciences Network PSP members, including:
 - *Virtual Hows (VHows):* Brief, topical and on demand surveys posed to the Network to answer the question, “How do other biopharma companies do ‘it’?”
 - *Canadian PSP Summit:* An invitation-only summit bringing together the new network of PSP leaders
 - *Client Connects:* Remote meetings or calls with select network peers with specific issues and questions in common