

# Pharmaceutical Company Eliminates PSP Budget Overruns

## *A PSP Optimize™ Implementation Case Study*

### Executive Summary

A pharmaceutical manufacturer with a large-scale Patient Support Program approached PSP Solutions™, Inc., after recognizing their program costs had escalated significantly beyond budget projections.

Through our comprehensive diagnostic assessment using proprietary models and tools (PSPiQ™ and FAA\$T™), we identified fundamental gaps in program controls and financial management that were driving cost overruns.

As a specialized management consulting firm partnering with pharmaceutical companies to design and troubleshoot Patient Support Programs, we view our clients as partners. Our PSP Optimize™ methodology delivered seven figures\* in cost savings while maintaining program effectiveness and patient access through our strategic partnership approach.

*\*The savings opportunities uncovered through PSP Optimize™ vary according to size, scope and age of program.*

### Client Challenge: Transforming Data-Rich Programs into Performance-Driven Operations

In this case, we had a mature Patient Support Program serving tens of thousands of patients demonstrating concerning cost escalation trends. The program was running millions of dollars over budget with limited visibility into root causes driving these overruns.

Despite having access to substantial program data, the manufacturer

struggled to translate this information into actionable performance insights. The program management team received KPI reports sporadically but lacked systematic approaches to establish baselines, measure performance trends, or identify optimization opportunities.

Through our initial assessment, our team of experts identified several critical operational gaps:

- **Absence of Performance Baselines** — No systematic approach to establishing benchmarks for program efficiency or cost-effectiveness measurement
- **Data Analysis Limitations** — Substantial program data available but insufficient analytical frameworks to generate actionable insights
- **Missing Financial Controls** — Lack of established business rules governing financial assistance eligibility and disbursement optimization
- **Inadequate Monitoring Systems** — Sporadic reporting without integrated early warning mechanisms for cost anomalies or performance variance detection

These foundational gaps had created an environment where program costs could escalate without detection, making it impossible for the manufacturer to implement proactive optimization strategies. The team needed both immediate cost-control solutions and systematic performance measurement frameworks.

## Strategic Approach: Diagnostic-Led Optimization with Strategic Implementation Partnership

PSP Solutions developed a comprehensive engagement model designed to address both immediate cost optimization needs and long-term performance management capabilities.

Our approach began with systematic diagnostic analysis to identify root causes and quantify optimization opportunities, followed by strategic implementation support working in partnership with both the manufacturer and their service providers.

## Phase 1: Comprehensive Diagnostic and Opportunity Identification

Working as strategic advisors, PSP Solutions conducted systematic program analysis using our proprietary PSPiQ™ and FAA\$T™ assessment methodology. This comprehensive evaluation established performance baselines, identified operational and financial efficiency opportunities, and quantified potential savings across multiple program dimensions.

Our diagnostic approach reveals both immediate quick-win opportunities and longer-term optimization strategies, providing manufacturers with prioritized roadmaps for cost reduction while maintaining program effectiveness.

Common optimization opportunities we identify include situations where patients remain on copay assistance programs without regular check-ins to assess ongoing eligibility for public or private coverage. Through enhanced case management protocols that include proactive patient monitoring and collaboration with service providers, we help identify opportunities for clients to work with their PSP providers to assist patients in transitioning to appropriate coverage sources when available, often delivering significant monthly savings in copay assistance programs.

## Phase 2: Strategic Implementation Partnership

The second phase focused on translating diagnostic findings into measurable cost savings through collaborative implementation with both manufacturer and provider teams. PSP Solutions worked strategically with all stakeholders to implement identified optimizations, with particular emphasis on developing sustainable performance management capabilities.

Working in partnership with service providers, we facilitated improved operational frameworks and strategic alignment that benefited all parties while delivering measurable cost reductions for the manufacturer.

## Measurable Outcomes: Significant Financial Impact with Enhanced Performance Management

The comprehensive optimization initiative delivered substantial financial results while maintaining program effectiveness:

- **Significant Cost Savings** — Seven figures in realized savings through systematic optimization implementation
- **Performance Management Enhancement** — Established baseline metrics and ongoing monitoring capabilities for sustained optimization
- **Operational Efficiency Improvement** — Systematic controls and processes to prevent future cost escalation trends
- **Strategic Partnership Development** — Enhanced collaboration frameworks between manufacturer and service providers
- **Knowledge Transfer Success** — Internal team equipped with tools and expertise to maintain optimized operations independently

## Key Success Factors: Specialized Expertise with Implementation Accountability

- **Proprietary Diagnostic Capabilities** — PSPiQ™ and FAA\$T™ assessment methodology provides systematic analysis and optimization identification unavailable through general consulting approaches
- **Financial Optimization Expertise** — Deep specialization in PSP cost structures and efficiency strategies that general consultants cannot replicate
- **Implementation Partnership Model** — Sustained engagement through execution phase with accountability for delivering projected results
- **Multi-Stakeholder Collaboration** — Experience working strategically with both manufacturers and service providers to achieve optimized outcomes for all parties
- **Performance Management Framework Development** — Systematic approach to establishing baselines, monitoring capabilities, and ongoing optimization processes

## Conclusion

This case demonstrates PSP Solutions' ability to identify and implement significant cost optimization opportunities in complex, large-scale Patient Support Programs while maintaining program effectiveness and patient access. Many manufacturers possess substantial program data but lack the specialized expertise and analytical frameworks necessary to translate information into performance improvements and cost savings.

Our proprietary diagnostic tools, combined with deep PSP optimization expertise, enable identification and implementation of savings opportunities that general consulting firms cannot provide. The partnership model used reflects our confidence in delivering measurable results while ensuring alignment with client interests.

When pharmaceutical companies require strategic cost optimization combined with sustained implementation support, PSP Solutions delivers accountability for results through specialized expertise and collaborative partnership approaches that serve manufacturers, service providers, and ultimately the patients these programs support.

As we continue investing in advanced technology systems and analytical platforms, PSP Solutions is enhancing our ability to provide clients with sophisticated monitoring and management tools that support long-term program sustainability and ongoing optimization capabilities well beyond the completion of our direct engagement.

This case study demonstrates how a mature Patient Support Program can benefit from optimization through PSP Solutions, Inc.'s propriety model and tools. For more information on how this or other services offered by PSP Solutions can increase the effectiveness of your program(s), visit [pspsolutions.ca](https://pspsolutions.ca) or email [info@pspsolutions.ca](mailto:info@pspsolutions.ca).