

**UNM** COLLEGE OF PHARMACY

## What Outpatient Pharmacy Services do our Patients Want?

Results from a Community Survey and Panel Discussion

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IRB Approved

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## Disclosure Statement

Luis Gonzalez, PharmD, PhD

- Potential conflicts of interest: none
- Sponsorship: none
- Proprietary information: research may be subject to different interpretations
- Presentation of this slide indicates my agreement to abide by the non-commercialism guidelines provided on the CE Requirements page



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## Pharmacist Learning Objectives

- At the end of this presentation, the attendee will be able to...
  - 1) Describe knowledge gaps and differences between community pharmacy vs. health fair respondents awareness of community pharmacy services
  - 2) Describe community pharmacy and health fair respondents attitudes towards receiving and paying for community pharmacy services
  - 3) Describe patients' perceptions of community pharmacist
  - 4) Discuss barriers and strategies to help implement community pharmacy services



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## Pharmacist Technician Learning Objectives

- At the end of this presentation, the attendee will be able to...
  - 1) Recall knowledge gaps and differences between community pharmacy vs. health fair respondents awareness of community pharmacy services
  - 2) Recall community pharmacy and health fair respondents attitudes towards receiving and paying for community pharmacy services
  - 3) Recall patients' perceptions of community pharmacist
  - 4) Discuss barriers and strategies to help implement community pharmacy services



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## Background

- Since 2004, the University of New Mexico College of Pharmacy (UNM COP) APhA-ASP chapter has used participant surveys at health-fairs in order to raise awareness of pharmacist-provided services
- A previous study at the UNM COP compared the 2004 to 2013-14 community health screening survey responses<sup>1</sup>
- In 2017 a new pilot project was initiated within select community pharmacies that serve as APPE sites for 4<sup>th</sup> year student pharmacists

1. Gonzalez L, et. al. J Am Pharm Assoc 2015.



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## Importance/Relevance

- Identify knowledge gaps and/or differences between individuals at community health fairs vs. that of individuals presenting at a pharmacy
- Improve education and advertising of pharmacist provided **outpatient clinical services**
- Implement pharmacy services to address needs or wants of the community and customers



## Research Objectives

### • Primary:

- Compare community pharmacy patients' **versus** health fair participants' awareness, willingness to utilize, willingness to pay, and interest in insurance coverage for clinical outpatient pharmacy services offered by New Mexico pharmacists (**immunizations, glucose, blood pressure and cholesterol monitoring**)

### • Secondary Objectives:

- Compare health fair participants' responses to survey questions from **2004, 2013-14 and 2017-18**



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## Research Objectives

### • Hypothesis:

- **Community pharmacy participants** surveyed in 2017-18 will be **more aware** of and **more willing to pay** for services provided by pharmacists than those surveyed in 2017-18 at health fairs



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## Research Methodology

- **Study setting:** UNM COP APPE Community pharmacy sites and APhA-ASP sponsored health fairs
- **Study design:** multi-site observational survey
- **Study groups:**
  - Community pharmacy participants
  - Health fair participants
- **Survey Administration:** Anonymous surveys offered at health fairs and as part of pilot quality improvement initiative at APPE sites



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## Research Methodology

### • Inclusion criteria:

- All health fair participants
- All patients presenting to participating pharmacies to pick up a prescription
- English or Spanish speaking

### • Exclusion criteria:

- Respondents < 18 years of age



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## Research Methodology

### • Data collection (2017-18)

- Seven question anonymous survey
- Surveys were collected by UNM COP students as a continuous part of health screenings and as part of the pilot quality improvement initiative in participating pharmacies
- Demographics: Age, gender, and designation of PCP or active insurance
- Survey collection period for research analysis:
  - 4 months (October 2017 – February 2018)



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## Research Methodology

### • Awareness/Willingness to Utilize:

- Did you know that pharmacists could perform the following procedures? (Yes or No)
- Would you see your pharmacist on a regular basis to... (Yes or No)
  - a) Check/monitor blood sugar (for diabetes)
  - b) Check/monitor cholesterol
  - c) Measure/ monitor blood pressure
  - d) Administer/receive immunizations

### • Payment for Clinical Services:

- Would you be willing to pay to have your pharmacist provide the following services? (Yes or No)
- Do you feel that Medicare and other insurance companies should pay pharmacists to... (Yes or No)



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## Research Methodology

- **Perceptions:**
  - Do you already talk to your pharmacist for advice on medicines? (Yes or No)
  - Do you trust your pharmacist's advice about your medicine? (Yes or No)
  - Would you trust your pharmacist's advice on other health issues besides medications? (Yes or No)



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## Research Methodology

- **Data analysis**
  - **Baseline Characteristics:** Descriptive statistics
  - **Primary and Secondary Objectives:** Pearson Chi-Square to analyze categorical variables
  - **Sub-Group Analysis:** Logistic regression analysis (Wald Chi-Square test)
  - **IBM® SPSS® Statistics Version 25**



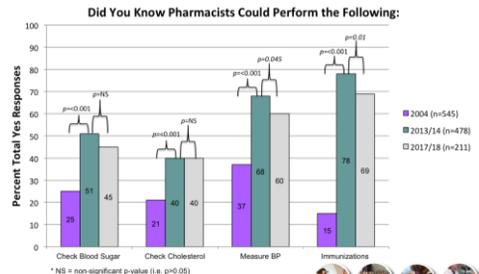
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## RESULTS: 2004 VS. 2013-14 VS. 2017-18 RESPONDENTS



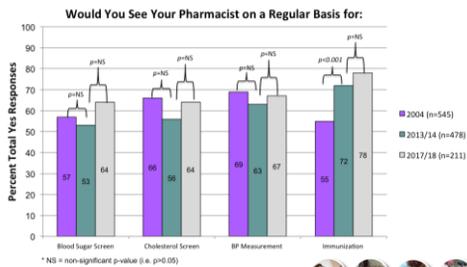
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## Awareness of Community Pharmacists' Services



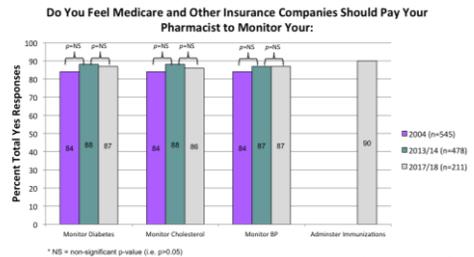
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## Attitudes toward Community Pharmacists' Services

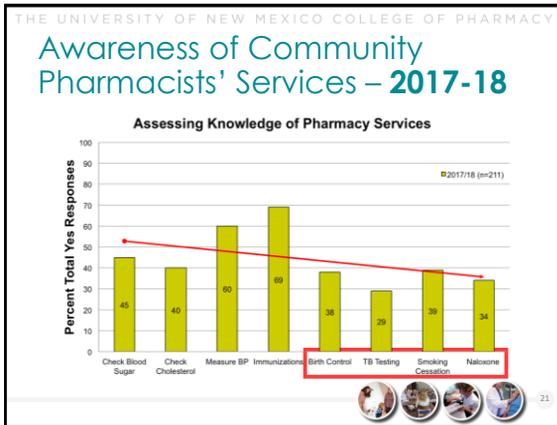
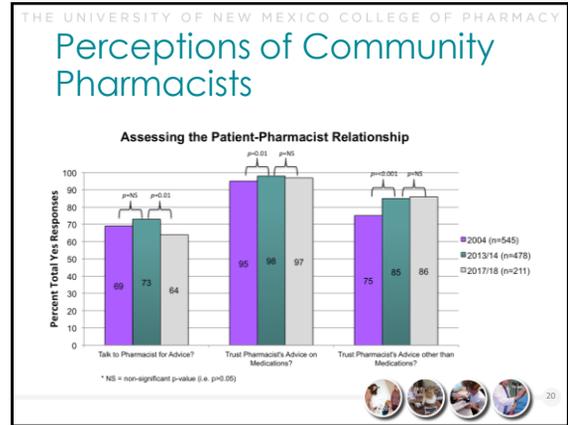
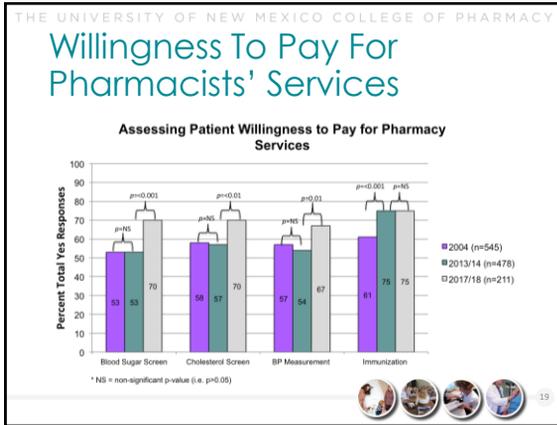


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## Interest in Insurance Coverage of Pharmacists' Services



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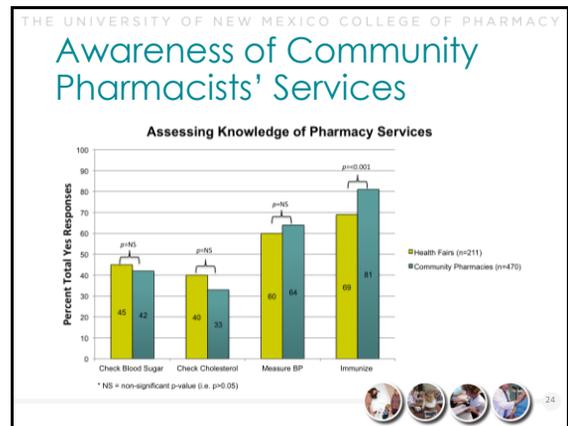


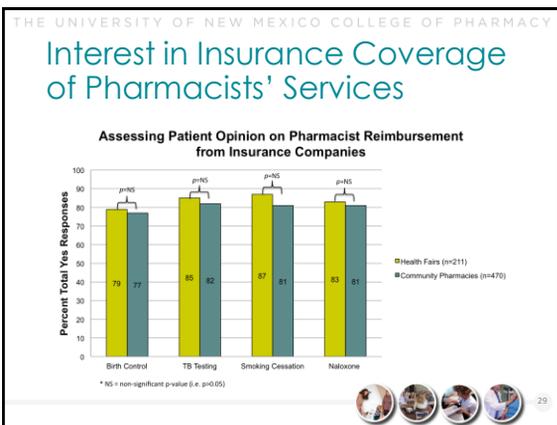
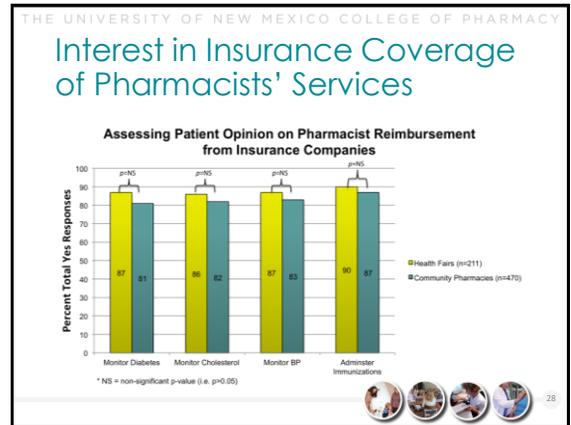
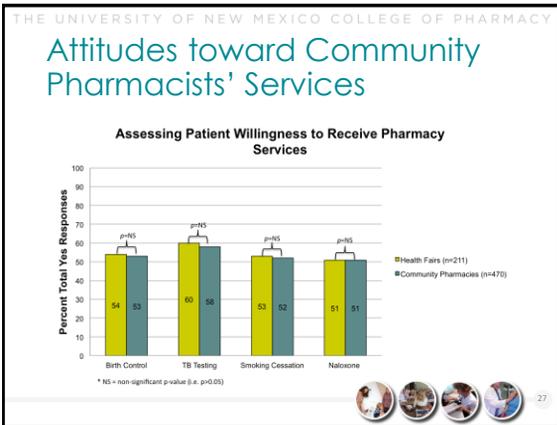
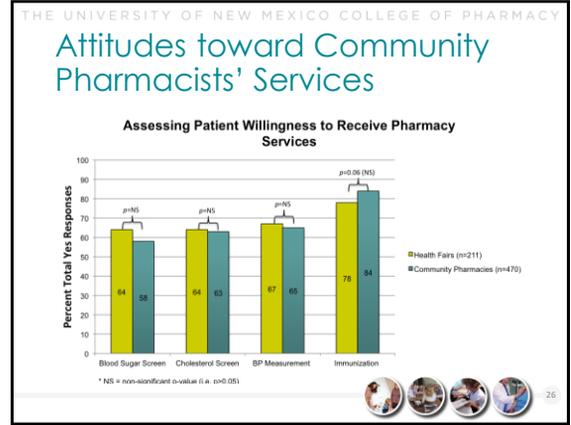
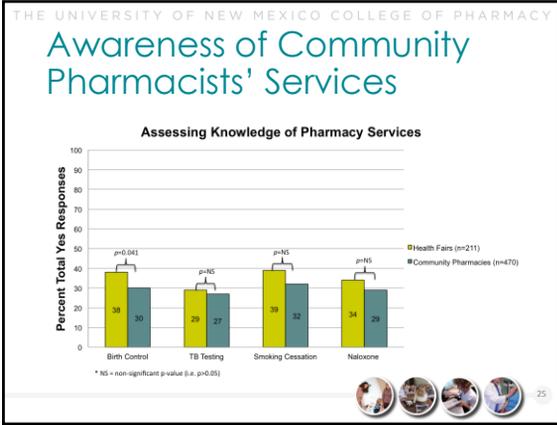
## RESULTS: 2017-2018 COMMUNITY VS. HEALTH FAIR RESPONDENTS

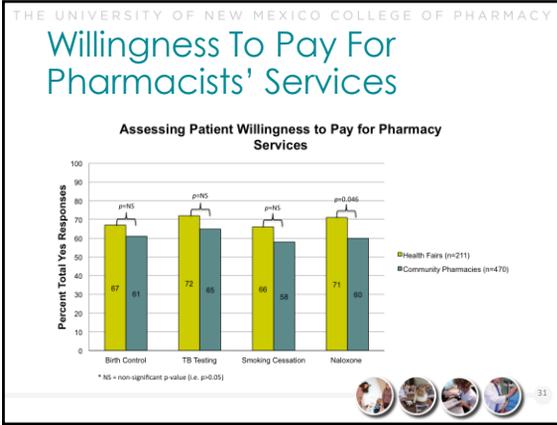
### Baseline Demographics

Number of Responses	Characteristic	Community Pharmacy (n= 470)	Health Fair (n=211)	P-Value
558	Gender: Male	203 (47%)	51 (39%)	0.119
	Gender: Female	225 (52%)	79 (60%)	
	Gender: Not Listed	2 (<1%)	2 (1%)	
557	PCP: Yes	340 (79%)	100 (78%)	0.639
	PCP: No	88 (21%)	29 (22%)	
561	Age Category: 18-44	159 (37%)	44 (34%)	0.091
	Age Category: 45-64	138 (32%)	54 (42%)	
	Age Category: > 65	135 (31%)	31 (24%)	
556	Insurance: Yes	386 (90%)	101 (78%)	<0.05*
	Insurance: No	41 (10%)	28 (22%)	
681	Language: English	469 (>99%)	190 (90%)	<0.05*
	Language: Spanish	1 (<1%)	21 (10%)	
681	Location: < 100 miles <sup>§</sup>	301 (64%)	211 (100%)	<0.05*
	Location: > 100 miles <sup>§</sup>	169 (36%)	0 (0%)	

\* Significant difference noted between groups, p<0.05  
<sup>§</sup> Location < 100 miles of Albuquerque, NM  
<sup>¶</sup> Location > 100 miles of Albuquerque, NM







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## Discussion

- Limitations:**
  - Convenience sample
  - Observational design
  - Survey response bias - leading questions
  - Sampling error - total responses collected
  - Exposure bias - survey locations
- Strengths:**
  - Comparison of community vs. health fair respondents
  - Comparison of multiple time frames
  - Findings add to limited data available in the literature

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## Conclusion

- Similar response between community vs. health fair respondents, with some exceptions...
  - Community Pharmacy > Health Fair**
    - Awareness of immunization services
  - Health Fair > Community Pharmacy**
    - Awareness of prescriptive authority for birth control
    - Willingness to pay for naloxone rescue therapy
- Awareness is low for pharmacist provided services, except immunizations → Increase marketing

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## Conclusion

- Patients are highly interested in insurance coverage for pharmacist provided services → Provider Status
- Most patients are willing to pay (co-pay or out-of-pocket) for pharmacy services → Promote services
- Patients' trust in pharmacist advice about medications remain high, while trust in advice about other health care issues has increased

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## Study Investigators

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  - John Togami, PharmD
  - Nathan Duran, PharmD
- University of New College of Pharmacy
  - Ashley Sanchez, PharmD student
  - Joe Anderson, PharmD
  - Tracy Hunter, PhD

## Questions?