# National Pharmacists Services - Benchmarking Study

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## Objectives

1. To provide a benchmark that quantifies and publicizes the important value of community pharmacists to the US healthcare system through a survey of practicing pharmacists

## Methods

### Design

- Email invitations were sent to APhA’s list of more than 16,000 pharmacists to participate in a web survey hosted by APhA and WilsonRx.  
- Data was collected between March 23, 2005 and April 17, 2005  
- A reminder email was sent to respondents who did not complete the study  
- Survey topics included enhanced pharmacy services; prescription-related activities; counseling/monitoring/testing services; usage of technical facilities; community perceptions and attitudes; pharmacy security; demographics and pharmacist profile

### Study endpoints

- To evaluate the responses for the survey topics for all respondents and by practice type (where appropriate)

## Results

- The study included 468 qualified pharmacists in total with representation across each of the nine US regional geographic areas  
  - (164 chain; 144 independent; 55 grocery/supermarket; 28 mass merchandiser; and 77 other practice site location)
- The high-level findings include the following:  
  - Daily activities – 53% consulting; 19% counseling; 13% management; 10% drug use management; 5% other  
  - Average weekly prescriptions filled – 1,804 total (47% new; 53% refills)  
  - Average times per day discussing patient’s drug therapy with health care professionals – 7 times /day  
  - Payment for services (top three)  
    - Product/Services – immunizations (90%); flavoring (87%); home infusion compounding (69%)  
    - Monitoring/Counseling – hyperlipidemia (61%); anticoagulation (52%); osteoporosis (51%)  
    - Medication Specific – scheduled pharmacy appointment (46%); drug therapy management (24%); personalized counseling (15%)  
  - Enhanced pharmacy services  
    - Primary barrier – shortage of time (78% agree)  
    - Primary facilitator – designated counseling area (81% agree)

## Conclusion

This study provides information regarding pharmacists’ activities on a daily basis including interactions with other health care professionals and areas where pharmacists are pursuing payment for services.

For further information and/or materials on this grant, please visit [www.CommunityPharmacyFoundation.org](http://www.CommunityPharmacyFoundation.org) and submit your inquiry through Contact_Us.